

GAMING ADDICTION PREVENTION POLICY

Consumer version prevention policy Palace Casinos

At Palace Casinos, we focus on your experience of hospitality and entertainment. An experience that goes beyond just 'gambling'. Gambling is fun, but it must remain a game. To keep your experience safe, we have a Prevention Policy. The policy has been drawn up in accordance with legal regulations, our duty of care and has been coordinated with experts in the field of gambling addiction. It is overseen by a designated officer.

SHARED RESPONSIBILITY

Gambling also has risks. We assume that you are aware of these risks and take responsibility for playing responsibly. In this way, gambling really remains a game. We also understand if you don't succeed in doing so independently. Our employees are skilled and trained to recognize irresponsible gaming behaviour and possible risks of gambling addiction. They will try to prevent you from getting into trouble and offer you help, but at the same time still give you the space and direction to keep your gaming fun.

RISKS AND CHARACTERISTICS OF GAMES OF CHANCE

Our games of chance meet the legal requirements. In addition, the industry conducts a risk analysis on our games of chance. This way we have a good view of the risks associated with our games of chance, we take this into account in our prevention policy and we can inform you as best we can about the various games and risks.

RESPONSIBLE GAMING

We think it is important that you can really enjoy the game. For most guests, the following principles apply:

- You like the game and the game constitutes a relaxing pastime;
- You decide how much money you want to spend during your visit and you don't mind losing that money;
- You have made it clear to yourself how often and for how long you play;
- You take regular breaks while playing;
- You only spend money that you can afford to lose;
- If you lose or keep losing then you stop and you don't try to "win back" your money;
- People around you know that you go to the casino and this does not pose a problem;
- You don't think about gambling or the casino all the time.

Do you think you may be engaging in less responsible gaming behaviour based on this description? Then make it known to us or do a self-test via our website.

YOUNG ADULTS

Are you between the age of 18 and 24? Then it is more likely that we will have a quick chat with you once in a while. We do this preventively to ensure that you still enjoy your visit and continue to play responsibly.

ADVERTISEMENTS

We do not want to knowingly expose certain groups of people to advertising for our games of chance. Our advertising will not be intentionally directed to you if you:

- are a minor (<18 years old)
- are a young adult in the age of 18 to 23 years
- show risky gaming behaviour and there is a protective measure in place;
- are already excluded from (our) games of chance
- have or have had an addiction to gambling
- are possibly incapacitated (due to Alzheimer's disease or a (severe) mental handicap)

Of course insofar as we can reasonably know and exclude in a feasible way.

In our advertising (including sponsorship), the channels and the people we use for advertising, we take these groups into account as far as possible.

IDENTIFICATION AND REGISTRATION

Are you visiting one of our branches and are you under the age of 24 years? Then you must be able to identify yourself with a valid ID. As of 01-10-2021, we are required to ask all guests to identify themselves with a valid ID card and to register the personal data. We will then process your personal and visit data in an information system. Also, we will only be able to grant you access to our establishments if you are not registered with the Central Register CRUKS. In this way we can ensure that your visit remains responsible.

ACCESS POLICY

We cannot admit you to our establishments if you:

- are under the age of 18 years/under the minimum age allowed
- are a young adult of up to 23 years of age and cannot provide a valid ID upon request
- have a denial of admission
- have reached the maximum number of visits due to an access restriction (from 01-10-2021)
- you are possibly incapacitated (due to Alzheimer's disease or a (severe) mental handicap)
- give the impression that you are under the strong influence of alcohol or other drugs
- have a CRUKS registration (as of 01-10-2021)

PREVENTION INFORMATION

We always provide you with appropriate, clear and understandable information. This way you can participate in our games of chance in a conscious and responsible manner. In our branches we have both forms and tablets available to give you the information you need. Furthermore, you can find relevant information on our website. If you have any questions, you can always contact our staff and managers at the establishments. Of course, you can also submit your questions to us via our website.

SIGNALS

Our staff know what to look for and recognize signs that may indicate risky gaming behaviour. For example, they may notice if you:

- are still playing for fun;
- come to the casino much more often than usual;

- are playing for much longer than usual;
- suddenly play at very different times;
- exhibit abnormal gaming behaviour;
- displays socially inappropriate or unusual behaviour or expressions

Relevant signals will be registered. If we have the impression that you are playing irresponsibly or that there are signs pointing to the development of gambling addiction, we will talk to you. In personal and confidential conversations, we will show that we are concerned about your playing behaviour and your well-being. Our approach is always positive and we are committed to work together with you to keep or get your playing behaviour responsible.

PROTECTIVE MEASURES

The outcome of these conversations may be that you agree with yourself to adjust your playing behaviour or to visit our branches less often. We will give you specific advice on how to do a self-test and give you information on where you can go for professional help. You can also request a denial of access for a certain period of time. As of 01-10-2021 it is possible to register in the Central Register Exclusion Games of Chance System (CRUKS) which allows you to exclude yourself for a minimum of six months from all games of chance in the Netherlands. We prefer to decide on the application of protective measures together with you, but if it is necessary from our duty of care, we can also impose a measure.

PRIVACY

The protection of your privacy and the security of your personal data are very important to us. In our Privacy Policy you can read how we deal with your privacy and how we secure your personal data.

REGULATOR/GAMING LEGISLATION

More information on gaming laws can be found on the website of the Dutch Gaming Authority.

QUESTIONS OR SUGGESTIONS? LET US KNOW!

Do you have questions or suggestions about our Prevention Policy? If so, please contact the management of the branches you visit. For contact information of the branches, please visit our website.

You can also ask your question using the form on the website:
www.palacecasinos.nl/preventiebeleid