



# Responsible Gaming

## 1. General Information

At the Carlton Casino Club, we want everyone to engage in safe gaming and to have an enjoyable and entertaining experience. In providing a safe environment to play, we want to empower our guests to make informed choices, be aware of the risks associated with gaming and utilise the tools that are available to ensure you remain in control.

Our tools and information are for everyone to use, whether you are happy with your current levels of play or feel that you may need assistance in controlling your play, whatever it might be, we feel that setting limits is a great way to stay in control and to keep playing enjoyable.

Speak to one of our friendly Croupiers or Gaming Managers for more information about all the tools that we have.

### What is Gaming?

Many people enjoy gaming, whether having a bet on the horses, buying the odd scratch card, or participating in gaming on a more regular basis. Gaming is an enjoyable pastime, but is not without risks, so let's keep ourselves informed and make safer choices.

So, what is gaming? Gaming is taking part in a game of chance for a prize. When gaming you might leave with less money than you started with, and sometimes with nothing at all.

### What are the "odds"?

In gaming, the "odds" are the chances a person has of winning a bet, in other words, the probability or the likelihood of a specific outcome or event-taking place. For example, if you were rolling a dice and wanted the number three to come up, there is only one specific outcome; at the same time, there are six possible outcomes because the dice could land on one, two, three, four, five or six. Therefore, the probability or "odds" of you rolling a three is 1 in 6.

### What is the "House Edge"?

House "Edge" gives a measure of the percentage that the "house" would expect to retain, on average, from each hand or spin, given normal patterns of play.

An easy way to think about this is with a roulette wheel. On a roulette wheel, there are 37 numbers in total (1-36, plus 0).

One bet is to pick any single number, a bet called a straight-up. This pays out 35/1. Therefore, if you put €1 on it and your number comes up, you will receive your winnings of €35 plus your original €1 bet = €36 in total.

However, the chances of winning are 37/1 because there are 37 numbers and only 1 winner. This is the true odds of the game; however, the house pays 35 to 1, this creates the house edge.

The simplest way to show this is to put €1 on every number, so that's €37 in total. Spin the wheel. The winning number will give you €36 back, the rest all lose, so you're €1 down.

Within our casino we have house edge on all our games, for more information, please ask one of our Gaming Managers.



### **What does “Return to Player” mean?**

Return to Player (RTP) is the term that gaming businesses use to describe the percentage of all the wagered money that will be paid out over time. RTP is calculated over the long term, rather than being calculated over the short term e.g., a single session. In the short term, the outcome may be vastly different, so you should only ever bet with money you can afford to lose.

### **What does “Random” mean?**

Random means that each possible outcome has the same chance, or probability, of occurring.

For example: When you flip a coin, the probability of it landing on heads is the same as the probability of it landing on tails, so you could say that it has a 50% chance or it's 50/50.

If a flipped coin landed on heads several times in a row, it's easy to think that it must come up tails on the next flip. However, the coin does not “remember” what it has landed on before, in the same way that it doesn't “decide” what to land on next.

No matter what has happened already, the probability of it landing on heads or tails is always 50/50. The result of a rolled dice or flipped coin is unknown and unpredictable, so we can say that the outcome is random.

## **2.Gaming Safely**

Most people play for entertainment, fun, and enjoyment. Following these tips can help you to play safely and keep it enjoyable:

1. Don't think of playing to make money: Think of playing as a form of entertainment, just like buying a movie ticket.
2. Only play with money you can afford to lose: play within your entertainment budget.
3. Set a money limit in advance: When it's gone – it's over! If you win, great!
4. Set a time limit in advance: It's easy to lose track of time when you're playing.
5. Never chase your losses: If you lose your set money limit and then try to win some of it back before you leave, then you haven't really set a money limit. Chasing your losses will usually just lead to bigger and bigger losses.
6. Don't play when you're depressed or upset: Decision-making can be more difficult when you're stressed or feeling emotional. Make sure you only play when you're feeling happy and clear-headed.
7. Balance gaming with other enjoyable activities: When playing becomes your only form of entertainment, it's unlikely that you're still just playing for the fun of it, and your playing may even become a problem. Make sure playing isn't your only pastime.
8. Take frequent breaks: Playing continuously can cause you to lose track of time and perspective. Step out for some air or a bite to eat at regular intervals.
9. Stick to your budget- at the Carlton Casino Club, you also have access to your gaming history, speak to a manager for more information.



### 3. Recognising Problem Gaming

What is problem Gaming?

Problem Gaming is an urge to play continuously despite clear harmful negative consequences or a desire to stop. Problem Gaming can be defined by harm experienced by the player and/or others.

Is your playing causing problems for you or others around you?

The following signs may indicate a problem:

1. Spending more money and time in a casino than you can afford.
2. Finding it hard to manage or stop your play.
3. Having arguments with family or friends about money and casinos.
4. Losing interest in usual activities or hobbies like going out with friends or spending time with family.
5. Always thinking or talking about Casinos.
6. Lying about your play or hiding it from other people.
7. Chasing losses or playing to get out of financial trouble.
8. Playing until all your money is gone.
9. Borrowing money, selling possessions, or not paying bills to pay for a visit to the casino.
10. Needing to play with larger amounts of money or for a longer time to get the same feeling of excitement or buzz.
11. Neglecting work, school, family, personal needs, or household responsibilities because of time spent in Casinos.
12. Feeling anxious, worried, guilty, depressed, or irritable.

#### Help and Support

If you would like help and support in relation to your play, or, someone you know, or you would just like to know more, the following organisations are available and provide free, confidential advice on matters of problem gaming.

**- GA – Gamblers Anonymous. (Ireland)**

Please call 087 748 5878 (10am-10pm) or visit <https://www.gamblersanonymous.ie/>

**- GamCare (UK&N.Ireland)**

GamCare offers a moderated online forum and daily online group chatrooms to enable those affected by gambling harms to connect with others in similar situations, share their experience and support one another. Please visit [www.gamcare.org.uk](http://www.gamcare.org.uk)

**- Gambling Therapy**

Gambling therapy are a global online support service, offering advice in multiple languages for people who have been adversely affected by gambling. Please visit [www.gamblingtherapy.org](http://www.gamblingtherapy.org)



## **Protecting Minors**

Gaming under the age of 18 is a criminal offence. The Carlton Casino Club takes its responsibilities to prevent access by under-18s very seriously indeed.

### **Want a break**

#### **Time Out**

If you want to take a short break from playing with us, you can do so by taking a Time-Out. Once you begin your Time-Out, you will not be able to enter the Carlton Casino Club. It will not be possible to reactivate your account until your chosen period has ended.

If you wish to impose a Time-Out or have any queries, please speak to one of our Casino Managers for more information.

#### **Self-Exclusion**

If you feel you are at risk of developing a gaming problem or believe you currently have a gaming problem, please consider self-exclusion.

You will be excluded for a minimum period of 6 months.

What happens when you self-exclude? During a period of Self-Exclusion, you will not be able to access the Carlton Casino Club for betting and gaming.

We will remove you from our marketing databases, we also suggest that you block the Carlton Casino Club from your notifications as well as blocking/unfollowing Carlton Casino Club social media accounts.

If you want to stop playing for other reasons, please consider a Time-Out.

## **Why We May Need to Know More**

We have a legal obligation to establish that the money being spent is legitimate. This doesn't mean you're suspected of anything untoward; we just need to be confident that any funds used are not a cause for concern.

Moreover, as industry professionals, we understand more than most issues can arise around gaming. We want all our guests to play in a safe and responsible manner and within their means and to a level that is affordable to them.

### **What Information will I be asked for?**

We may need you to provide documentary evidence of your ID such as a passport or driving licence along with proof of address. In addition, you may also be asked for details on your occupation to help us gain a better understanding of your personal circumstances.

This may also include evidence surrounding sources of wealth and sources of funds, which may be in the form of bank statements, wage slips, tax returns, or other documents that supports your levels of play.

### **Will this Information be shared with Anyone Else?**

In accordance with our data protection policy, rest assured that this information will be held in the strictest confidence and will not be shared with any other organisations. Please review our Privacy Policy.

### **Will Other Operators ask me for this Information?**

All gaming operators are required to follow these procedures to ensure that their services are not being used for any illegal activity.

### **What if I Refuse to Share My Details?**

Unfortunately, if you don't share this with us, it will put us in a difficult position, and we may have no choice but to cease our relationship with you.

We value you as a guest and want to ensure you're comfortable with the information requested, so if you have any questions, please do not hesitate to speak to one of our Casino Managers.