

## NEVER BE AFRAID OR EMBARRASSED TO ASK FOR HELP.

# WHAT SHOULD I DO

### IF I THINK I HAVE A PROBLEM?

The first step in taking back control is to be completely honest with yourself and accept that there is a problem, but that you have the will to confront it.

Having done so, you have taken the biggest step to addressing the issue. It may be that simply standing back and realising that you have been displaying some of the above behaviours is enough to make you adjust your approach and allow you to resume control. Alternatively, you may feel you need help, advice and support.

You can talk in confidence to the General Manager or duty manager at Casino 36 or anyone else in the senior team who you may feel comfortable speaking to. They all understand the issues involved and have been specially trained to provide you with information and guidance.

Alternatively, speak to someone else from your own circle of family or friends who you know and trust.

### REMEMBER...

**TAKE ONE DAY AT A TIME AND BE OPTIMISTIC...  
YOU CAN GAIN BACK CONTROL**

Practical steps to help you stay in control:

- Ask someone you trust to handle your money for an agreed amount of time (*for example, three months*);
- Don't use your ATM / cash point, debit or credit cards to draw funds to gamble with.
- Reward yourself for “*gambling free*” periods by spending the money you saved on something for yourself or your family.
- If all else fails...**stop gambling**. You can easily self-exclude nationally from casinos in the UK by asking to join the casino industry's national self-exclusion scheme, **SENSE (Self-Enrolment, National Self-Exclusion)**. If you believe exclusion is the best option for you, it is advisable to take an appropriate break from ALL forms of gambling and exclude yourself from any other gambling premises or web sites where you otherwise play or place bets.
- Use a calendar to mark each day that you don't gamble, so that you can see the progress you are making.

If you need further detailed advice, or more specific help and counselling, please see below to find contact information for some of the excellent gambling support agencies available, such as GamCare.

CASINO36  
*ESCAPE TO THE ACTION*

PLAYING  
SAFE

BeGambleAware<sup>®</sup>.org

OVER 18's ONLY | PLEASE PLAY RESPONSIBLY

# PLAYING SAFE

## WHEN PLAYING AT CASINO 36

For most people, a visit to Casino 36 is what it should be, a fun and sociable way to spend their time. However, for a minority, gambling in a casino can become a problem.

Whilst the vast majority of players will never experience any problems, playing responsibly is not confined to those who either have a gambling problem or are most at risk of developing one. It is the best approach for **EVERYONE** to enjoy playing at Casino 36 or any other gambling outlet.

At Casino 36, we are committed to helping our customers to play safe, by providing a safe and responsible environment and offering support to those who demonstrate that they are unable to stay in control of their gambling.

In all of our casinos, we offer help by:

- Providing extensive training to our teams to be able to monitor behaviour that might give rise to concerns and to assist our customers by directing them to appropriate help and information.
- Allowing customers to set limits on how much they can draw at the cash desk.
- Allowing customers with concerns about their gambling to **“self-exclude”** nationally from all casinos in the UK by enrolling in the **SENSE** scheme to prevent them from making further visits. This is as simple as visiting any Casino 36 and speaking with a manager who will help with the quick and simple enrolment process. Alternatively, download an enrolment form together with a leaflet, giving full details of the **SENSE** scheme, including the terms and conditions.
- Providing information that will help you identify and prevent problem gambling at an early stage and details about useful charities and support agencies who can otherwise offer specific counselling, help or treatment to those with a specific gambling problem at whatever level.

## HOW WILL I KNOW IF I HAVE A PROBLEM?

A good way to gauge whether your gambling is no longer fun, and may be getting out of control, is to ask yourself the following questions:

- **Do you find yourself reliving previous gambling experiences and thinking of ways that you can get more money to gamble?**
- **Have you needed to increase your gambling stake more and more to get the excitement you are looking for?**
- **Do you suffer mood swings, irritability and agitation when you are not gambling?**
- **Do you think that you gamble to escape other issues or problems in your life?**
- **Have you ever claimed to be winning from gambling when, in fact, you are losing?**
- **Have you tried, in the past, to reduce either the time or money that you spend gambling and been unsuccessful?**
- **Have you ever been tempted to commit an act of dishonesty to finance your gambling?**
- **Have you ever gone back to gamble, on another day, to win back your losses?**
- **Have you ever hidden your gambling from people who are important to you in your life?**
- **Have you borrowed money, from any source, that you have been unable to pay back because of your gambling or are you otherwise in debt as a result of gambling?**
- **Have you ever sold any possessions to obtain money to gamble or pay gambling debts?**
- **Do you find yourself breaking promises, to family and friends, so that you can gamble instead?**

If you answer **“YES”** to any of these questions, then you may need to take control of your gambling, using the information below. You can also take the confidential **‘Worried about your gambling’** quiz on the Gambleaware website and try out their Gambling Calculator to give you an indication whether your gambling is becoming a problem.

**FURTHER SUPPORT, ADVICE, COUNSELLING AND INFORMATION IS AVAILABLE FROM THE FOLLOWING ORGANISATIONS:**

### **GAMCARE**

HELPLINE 08088 020 133

Provides information, advice, and counselling to individuals who have concerns about problem gambling.

1ST FLOOR, 91-94 SAFFRON HILL, LONDON, EC1N 8QP  
[www.gamcare.org.uk](http://www.gamcare.org.uk)

### **THE GORDON MOODY ASSOCIATION**

TEL: 01384 241 292

A residential treatment program for problem gamblers. Two centres in Dudley and Beckenham.

43-47 MAUGHAN ST, DUDLEY, DY1 2BA  
[www.gordonmoody.org.uk](http://www.gordonmoody.org.uk)

### **CNWL NATIONAL PROBLEM GAMBLING CLINIC**

TEL: 02073 817 722

Treatment for problem gamblers living in England and Wales aged 16 and over. Service includes short-term treatment of co-existing mental health conditions.

69 WARWICK ROAD, LONDON, SW5 9BH

[www.cnwl.nhs.uk/cnwl-national-problem-gambling-clinic](http://www.cnwl.nhs.uk/cnwl-national-problem-gambling-clinic)

### **GAMBLERS ANONYMOUS (GA)**

A self-help fellowship of compulsive gamblers wanting to address their gambling problems.

[www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

### **NATIONAL DEBTLINE**

TEL: 08088 084 000

Offers advice and support to enable callers to deal with their debts in a pro-active and informative way. Self help-information packs are sent free to individuals with debt problems.

51-53 HAGLEY RD, BIRMINGHAM B16 8TP

[www.nationaldebthelplines.co.uk](http://www.nationaldebthelplines.co.uk)

### **GAMBLING COMMISSION**

All licensed gambling in the UK is regulated by the Gambling Commission.

[www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)

### **BEGAMBLEAWARE**

[www.begambleaware.org](http://www.begambleaware.org)