


CASINO SCHAANWALD

RESPONSIBILITY & SELF-CONTROL

for gamblers

Information about preventing
gambling addiction and controlling
gambling habits

Casino Schaanwald

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INFORMATION

about the risks associated with gambling

Casino Schaanwald aims to create a pleasant atmosphere in which customers can enjoy the casino's services and gambling facilities. Gambling at Casino Schaanwald should be seen as an enjoyable way to spend some of your spare time, and a way in which to wind down and relax.

Casino Schaanwald wants to avoid doing anything that will cause people to develop compulsive gambling habits. Compulsive habits mean that gambling is no longer enjoyable, but rather a cause of serious problems. These problems not only affect the gamblers and their family, but also other casino customers.

We have put together this information to underline the fact that not everyone's visit to casinos is associated with fun and excitement.

WHAT IS A 'GAMBLING ADDICTION'?

We talk about a gambling addiction when someone has an obsession with gambling – in other words, when it becomes a compulsive urge. A gambler with an addiction not only spends a lot of time and money on his habit, but also loses a lot of self-confidence and self-esteem. Other aspects of life, such as his family and work, slip into the background or are increasingly neglected. This is often a long, drawn-out process – and this is exactly what makes it so hard to identify.

WHAT CAN I DO?

What options do you have when gambling at the casino turns into a problem?

- Determine the maximum amount of money that you will spend at the casino.
- Do not take any more money than this with you.
- Take family or friends with you when you go to the casino.
- Before starting a game, decide to quit your game once you have won a specific amount.
- Before going to the casino, decide how much money you are happy to lose.
- You are able to request a gambling ban for yourself.

SELF-ASSESSMENT QUESTIONNAIRE

*to assess the risk of addiction**

These twenty questions are intended to help you analyse your gambling habits. If you answer 'yes' to seven or more questions, we urge you to review your relationship with gambling.

1. Have you ever missed work because of gambling?
 YES **NO**
2. Has your gambling ever lead to any problems at home?
 YES **NO**
3. Has your reputation ever suffered as a result of your gambling?
 YES **NO**
4. Have you ever felt remorse after gambling?
 YES **NO**
5. Have you ever gambled with the intention of paying off debts with your winnings, or using your winnings to solve any other financial problems?
 YES **NO**
6. Does gambling have a negative impact on your plans for the future or on your efficiency?
 YES **NO**
7. Have you ever wanted to gamble again immediately to win back the money that you had just lost?
 YES **NO**
8. After a big win, have you ever had a strong urge to carry on gambling to win even more?
 YES **NO**
9. Do you often gamble until all your money is gone?
 YES **NO**
10. Have you ever borrowed money to finance gambling?
 YES **NO**

* This self-assessment questionnaire, which allows gamblers to assess their own risks of addiction, has been developed by Gamblers Anonymous (GA), the world's largest international self-help group for gamblers.

11. Have you ever sold any of your belongings to finance gambling?
 YES NO
12. Are you reluctant to spend 'gambling money' on everyday necessities?
 YES NO
13. Have you neglected the welfare of your family as a result of gambling?
 YES NO
14. Have you ever gambled for longer than you had actually intended?
 YES NO
15. Have you ever gambled to put worries and troubles behind you?
 YES NO
16. Have you ever financed, or thought about financing, gambling by illegal means?
 YES NO
17. Has gambling ever caused you to have difficulty sleeping?
 YES NO
18. Do you have a strong urge to gamble after arguments, conflict and disappointments?
 YES NO
19. Do you have the urge to celebrate good news with a few 'celebratory' hours of gambling?
 YES NO
20. Have you ever had the impression that gambling is putting your life in danger?
 YES NO

Gambling addiction should be treated seriously

Please contact our qualified personnel. They will be able to advise you on where to go for help.

GAMBLING ADDICTION IS CHARACTERISED BY THREE DISTINCT STAGES:

Stage 1

THE ADVENTURE OR WINNING STAGE

Gamblers often win big payouts during this phase. This can lead gamblers to believe that their winnings are a result of the way they play, rather than a result of pure luck. Gamblers usually gloss over their (inevitable) losses, believing that these can be explained as being a consequence of external causes. It becomes worrying when a gambler continues to spend a lot of money or even take out loans to be able to keep gambling. Loans are always taken out with the same purpose: to allow the gambler to continue gambling.

Stage 2

THE LOSING STAGE

The next stage is when gamblers only have borrowed money with which to gamble. These loans are covered over wherever possible. It is at this point that gamblers tend to start distancing themselves from their friends and family. Social isolation is pretty much inevitable. However, gamblers remain convinced that they will be able to get their debts under control. Gamblers are often heard saying "As soon as I get rid of my debts, I'll stop gambling."

Stage 3

THE DESPERATION STAGE

Finally, gamblers spend the entire day gambling, with gambling becoming the person's one and only purpose in life. Relationships break down and gamblers lose their job and recognition. The progression from 'problematic' gambling into 'addictive' gambling occurs relatively unnoticed. However, once a gambler has entered one stage, he is not always predestined to move on to the next.

HELP & SUPPORT

The team of Casino Schaanwald is here to help you! Please speak to one of our casino supervisors. Our supervisors will lend a sympathetic ear to your concerns and provide competent advice about possible solutions and the places that you can go to for help.

Due to our partnership with the Maria Ebene Foundation, casino customers are able to receive professional help and support with gambling addiction.

Counselling organisation for gambling / The Maria Ebene Foundation / CLEAN

Schießstätte 12 – Top 8 / 6800 Feldkirch (Austria)

Tel. +43 5522 38072 / clean.feldkirch@mariaebene.at

Counselling and support organisations in Liechtenstein

Social Services (Principality of Liechtenstein) Postplatz 2,
9494 Schaan / Department of Psychiatric and Psychological
Services / Tel. +423 236 72 72

Counselling and support organisations in Switzerland –

Die Dargebotene Hand (24-hour counselling hotline)

Tel. 143 / www.143.ch

Gambling without addiction

www.sos-spielsucht.ch

Soziale Dienste Sarganserland

(Social Services and Addiction
Ragazerstrasse 11 / 7320 Sargans

Tel. +41 81 720 40 80 / www.sd-sargans.ch

In specific cases, Casino Schaanwald reserves the right to pronounce a gambling ban. Our trained staff always discuss the situation with the customer in question beforehand. We do this when we believe that the customer no longer has his gambling habits under control. For example, when we have reason to believe that a customer is gambling more money than they can afford.

INFORMATION FOR THIRD PARTIES

Are you worried about someone else's gambling habits? If you are a spouse or partner, relative or friend, you can – or rather, should – intervene. You can contact the Casino Schaanwald in person, by phone or in writing at any time to advise us of any behavioural changes in one of our customers, or of a change in a financial situation due to gambling. Please do not hesitate to contact us. We will talk about the situation and work together to find a solution.