

Helping you to stay in control



How do I get help?

If you or someone you know is unable to control their gambling, speak to the General Manager or call one of the following associations who are available to help.

GamCare

Helpline 0845 6000 133

Information, advice and counselling for individuals, their family and friends who have concerns about problem gambling.

Gamblers Anonymous (GA)

Helpline 08700 508880

A self-help fellowship of compulsive gamblers wanting to address their gambling problems. Their sister organisation GamAnon run support groups for partners/families of compulsive gamblers. Groups are held weekly nationwide.

Gordon House Association

T: 020 8778 3331

A hostel providing accommodation, counselling and rehabilitation for compulsive gamblers.

National Debtline

T: 0808 808 4000

Advice and support to help callers deal with their debts in a proactive and informed way. Self-help packs are sent free of charge to those with debt problems.

Helping you stay in control

For most people a visit to G Casino is a fun and sociable way to spend their time, for a few, playing the fruit machines or roulette can become a problem.

Problem gambling can affect anyone, although some people do seem to be more vulnerable than others.

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

You can rest assured that we'll help you to stay in control of your gambling by:

- Fully training our staff to assist customers by directing them to the information available about how to get help.
- Allowing customers to set limits on how much they can spend at the Cash Desk.
- Allowing those concerned about their own gambling to 'self exclude' themselves from all of our casinos to stop them making further visits (it's as simple as completing the form on the reverse of this leaflet and handing it to Reception).
- Providing information leaflets, such as this, detailing how you can recognise and, therefore, prevent problem gambling at an early stage. These also give you the contact details of useful charities and support groups.

If, during your visit you would like us to set a limit at the Cash Desk, please speak to a member of staff who will be happy to help.



How will I know if I have a problem?

If you think that your gambling may be getting out of control ask yourself the following questions:

- Do you find yourself reliving previous gambling experiences and thinking of ways that you can get 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 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 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?
- Have you ever sold any possessions to get money to gamble or pay gambling debts?
- Do you find yourself breaking promises, to family and friends, so that you can go and gamble?



What do I do if I think I have a problem...

The first step in taking back control is to be honest with yourself and accept that there may be a problem.

Talk to the General Manager in confidence at your local G Casino. They understand the issues involved and can provide you with information. Alternatively, speak to someone else who you feel that you can trust.

Practical steps to help you gain control

- Ask someone you trust to handle your money for an agreed amount of time (e.g. three months).
- Don't use your cashpoint, debit or credit cards.
- Reward yourself after a 'gambling free' period by spending the money you have saved on something for yourself.
- If all else fails, stop all gambling.
- Use a calendar to mark each day you don't gamble, so that you can see the progress you make.

Remember – take one day at a time.

Be optimistic – you can gain control

If you need further assistance please speak to one of our Managers or turn to the back page 'How do I get help'.

