

Prevention of Underage Gambling and Responsible Gaming Policy

INTRODUCTION

[Premier Casino] is deeply committed to creating a safe and responsible gaming environment for our patrons. Our "Prevention of Underage Gambling and Responsible Gaming Policy" outlines our dedication to ensuring the welfare of our customers.

OBJECTIVES

- **Preventing Underage Gambling:** We are resolute in our commitment to preventing individuals under the legal gambling age from participating in any of our gaming activities.
- **Responsible Gaming:** Our focus extends to promoting responsible gaming practices among our patrons. We aim to raise awareness about the potential risks associated with gambling and provide support for those who may be at risk of developing gambling-related issues.

TRAINING AND AWARENESS

- **Employee Training:** We provide comprehensive training programs for our employees, equipping them with the knowledge and skills to recognize and prevent underage gambling and to support responsible gaming. Our staff plays a critical role in ensuring compliance with these practices.
- **Customer Awareness:** We actively promote responsible gaming practices through the recommendation of educational materials and information. These recommendations are designed to inform our patrons about the potential risks of gambling and the resources available for assistance.
- **External Support:** Sources to external support akin to the South African Responsible Gambling Foundation are advocated for those in need of gambling assistance.

SELF-EXCLUSION AND COOLING-OFF PERIODS

- **Self-Exclusion Programs:** We offer self-exclusion programs that empower our patrons to voluntarily exclude themselves from all gambling activities. We take steps to ensure that self-excluded individuals are not able to access our services during their self-imposed exclusion period.
- **Cooling-Off Periods:** Patrons also have the option to implement cooling-off periods, granting them a respite from gambling activities. This allows individuals to take a break and reflect on their gaming behavior.

LIMITS AND CONTROLS

- We recognize the importance of responsible gaming and, as such, we have introduced betting and deposit limits. These limits are designed to prevent excessive spending and loss, allowing our patrons to enjoy our gaming services within their budgetary constraints.
- In addition to our pre-set limits, we provide tools that empower our customers to establish their personal limits and controls. These tools may include session time limits or budgetary restrictions, ensuring that patrons have control over their gaming experience.

AGE VERIFICATION

- In our casino locations, our dedicated staff will employ stringent procedures to confirm the legal gambling age of all patrons. We take this responsibility seriously and prioritize compliance with local laws and regulations.

MONITORING AND REPORTING

- We maintain a constant vigilance on customer behavior to identify signs of problem gambling. If we suspect any instances of underage gambling or irresponsible behavior, we have well-defined procedures in place for reporting and addressing these cases.

COMPLIANCE FRAMEWORK

- We acknowledge the legal and regulatory requirements related to preventing underage gambling and responsible gaming. Compliance with these requirements is of paramount importance to [Premier Casino].
- Within our organization, roles and responsibilities are clearly defined to ensure that employees are equipped to uphold these standards of compliance.

PROMOTION OF RESPONSIBLE GAMBLING

- We actively promote responsible gaming through our marketing materials and campaigns. Our aim is to encourage patrons to engage in responsible behavior while enjoying our gaming services.
- We provide educational content and messaging that promotes responsible play, including setting limits and enjoying our games responsibly.
- We understand that some individuals may encounter issues related to gambling. In such cases, we provide information on resources to patrons seeking help with gambling.

This comprehensive "Prevention of Underage Gambling and Responsible Gaming Policy" reflects our commitment to creating a safe, responsible, and enjoyable gaming environment for all patrons, ensuring that everyone can engage in our offerings with confidence.