



# SAFER GAMBLING



Safer Gambling Tips



Safer Gambling Tools



Self-Exclusion



Support and Advice

# OUR COMMITMENT TO SAFER GAMBLING

Crown London is committed to providing gambling services in a responsible manner and recognises that some patron's gambling behaviours may cause them personal and financial difficulties, and potentially impact on their family, friends and the wider community.

The following Safer Gambling tools and tips can help you to ensure that gambling remains an enjoyable leisure and entertainment activity.

## HOW TO STAY SAFE

**Do** talk to our trained Gaming Managers to find out about the Safer Gambling tools that are available to you.

**Do** take regular breaks away from the gaming tables during your visit.

**Do** set time or financial limits in advance of your gambling activity.

**Do** only spend what you can afford to lose, as part of your entertainment budget.

**Do** keep a financial record of your gambling activity, and regularly review your records.

**Do** talk to trusted friends or family about your gambling activity.

**Do** balance your leisure time in order to engage in other enjoyable activities.

**Don't** engage in gambling as a way of making money.

**Don't** chase your gambling losses - setting good spending limits can help prevent this from occurring.

**Don't** use gambling as a distraction from the important things that are going on in your life.

**Don't** gamble when you are feeling angry or anxious.

**Don't** gamble whilst intoxicated.

## **ASK US ABOUT SAFER GAMBLING TOOLS**

**Spend Limits** – You can set, either a one-off or permanently, daily, weekly, monthly, or annual limits on the amount of money you spend.

**Time Limits** – You can set limits on the frequency of your visits or the amount of time you spend gambling.

**Protect Your Winnings** – Deposit your winnings at our cash desk and set the amount that you wish to leave with at the end of your play.

## **FOUND OUT IF GAMBLING IS NEGATIVELY AFFECTING YOU**

GamTest is designed to pick up any early signs of risky gambling behaviour. On completing the test, you receive detailed feedback based on your answers and also links to additional resources available to you.

The test is anonymous, and the information you provide is recorded in a secure manner and not used for any other purpose than the self-test.

[www.gamcare.org.uk/understanding-gambling-problems/self-assessment-tool](http://www.gamcare.org.uk/understanding-gambling-problems/self-assessment-tool)

## **WARNING SIGNS**

Here are examples of gambling signs that your play is becoming problematic and could harm your life.

**Preoccupation** – spending much of your time thinking about betting.

**Withdrawal** – removing yourself from social and professional life so that you can place a bet.

**Escape** – using gambling as a coping mechanism.

**Chasing losses** – your motive from winning money changes to winning back the money you have already lost.

**Lying** – hiding how much you are spending or lying, for example, about:

- the amount of time you are gambling
- the amount of money you have already lost

For more information please visit Crown London's website [www.crownlondon.co.uk/safer-gambling-london](http://www.crownlondon.co.uk/safer-gambling-london)

## **SELF-EXCLUSION**

Self-exclusion allows individuals to take time out away from gambling, whether it is one particular sector or any combination of them. To find out more about Self-exclusion, go to:

[www.gamcare.org.uk/self-help/self-exclusion](http://www.gamcare.org.uk/self-help/self-exclusion)

**SENSE** is operated nationally by all land-based casinos. Our Gaming Managers are trained to provide further advice about the SENSE scheme, and information leaflets are located throughout the club.

[www.senseselfexclusion.com](http://www.senseselfexclusion.com)

**MOSES** is operated nationally by participating betting shops.

[www.self-exclusion.co.uk](http://www.self-exclusion.co.uk)

**GAMSTOP** is operated nationally by gambling websites and apps.

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

## HELP AND SUPPORT SERVICES

The following organisations can provide confidential support, advice and counselling, to anyone concerned about their gambling:

**GamCare** - operates the National Gambling Helpline, offers confidential information, advice and support for anyone in Great Britain. The Helpline is open 24/7 on Freephone 0808 8020 133 or via Live Chat. Advisers will listen to you; they won't judge, and your conversation is confidential.

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



Safer Gambling

**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 experience and support one another.

[www.gamcare.org.uk/gamcare-forum](http://www.gamcare.org.uk/gamcare-forum)  
[www.gamcare.org.uk/groupchatroom](http://www.gamcare.org.uk/groupchatroom).

**GambleAware** - free, confidential help and support to anyone who's worried about their – or someone else's – gambling.

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

**Gamblers Anonymous** - A fellowship of people who share their experience, strength and hope, so that together they may solve their common problem and help others do the same.

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

**National Gambling Treatment Service** - working together to provide confidential treatment and support for anyone experiencing gambling-related harms, free to access across Great Britain.

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

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



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Crown London practices the responsible service of gaming  
and the responsible service of alcohol



**BeGambleAware**.org<sup>®</sup>