



Gambling addiction policy

Holland Casino

- 1976 - Opening first casino
- 2001 - 11 casino's, 12th opening in 2002
- Gross revenue > 500.000 US \$
- Employees > 4000
- Internationally active in Sweden, Switzerland, Spain and Canada



Compulsive Gambling Policy

- CGP active since late eighties
- Holland Casino already world-wide leader in CGP in offline casino's and from June 2001 also on the Internet
- www.hollandcasino.nl



Trademarks CGP Holland Casino

- Unique policy
- 1: preventive measures
- 2: repressive measures
- 3: it works
- Addiction Research Centre



Starting points Digital

- Maximum of safeguards
- Accompanied by the policy-committee
- Policy-committee consisting of:
 - 1: professional relief organisation
 - 2: self-help groups
 - 3: Holland Casino employees



Registration

- Online form
- 30-day period: points only
- Registration in offline Holland Casino
- Password protected
- Loss-limit
- Imposed loss-limit in age group 18 to 21



persoonlijk
competitie overzicht
persoonlijk profiel

ik wil spelen
voor geld

spelregels

black jack
roulette
poker
bingo
classic super 7
asian fortune
egyptian gold

wegwijzer

service balie
de risico's van het spel
contact
home
uitloggen

blackjack

ROULETTE

poker

bingo

Classic Super 7

asian fortune

Egyptian Gold

Welk spel wilt U spelen?



First game

- Game starts at minimum stake
- Maximum bet Holland Casino Digital:
200 Dutch Florin / 90 US \$
- Minimum bet Holland Casino Digital:
0.10 Dutch Florin / 0.04 US \$



Active measures

- 7-day ban (self imposed)
- Compulsive Gambling Interview after 3 times usage of ban
- Long term admission ban
- Admission ban for offline casino also valid for digital casino



Summary

- Points only / no cash
- Double registration
- Loss-limit
- (Temporary) admission ban
- Booklet “Risk of the game”
- Hyperlink to professional aid organisations
- Offline ban automatically online ban



Future adjustments

- Make period for admission ban compliant with those used in our offline casino's
- Expansion of the loss-limit period.
- Online playing limit
- E-mail counselling

