

2nd stage: the losing phase

In the next phase, gamblers are only able to use borrowed money. They keep these loans secret as far as possible. This stage is generally when the gradual alienation from family and friends begins. Gamblers are already on the path to isolation; however, they are still convinced they will get their debt situation under control. "I'll stop gambling once I've cleared my debts" is a typical statement at this stage.

3rd stage: the desperation phase

Ultimately, gambling becomes an all-day activity and the only thing in life, resulting in the loss of relationships, work and respect. The line between problematic gambling and addictive gambling is blurred; however, one phase does not necessarily lead to the next.

What can you do?

What options are available to you if you feel your gambling at the casino has become problematic?

- > Set a spend limit when you visit the Grand Casino Luzern.
- > Only bring that amount of money with you.
- > Leave your bank cards at home.
- > Have friends or family members accompany you.
- > Set a win limit in advance – the point at which you will stop.
- > Set a loss limit in advance – the point at which you will stop.
- > You can suspend yourself from gambling.

What can you expect from us?

We are here for you at the Grand Casino Luzern! Talk to our staff. They will advise you in an understanding and competent way, outlining the various options and assistance available to you.

Referral for specialist counselling

The School of Social Work at the Lucerne University of Applied Sciences and Arts (HSLU SA) has established a specialised counselling network on our behalf, which you can contact at any time:

Online counselling

info@careplay.ch | careplay.ch

KLICK addiction rehabilitation centre, Lucerne

Tel.: +41 249 30 60 | info@klick-luzern.ch

Zentrum für Soziales (social services centre), Hochdorf and Sursee

Tel.: +41 914 62 00 | zenso.ch

SoBZ Region Entlebuch (social counselling centre), Wolhusen und Ruswil

Tel.: +41 485 72 00 | sobz-entlebuch.ch

SoBZ (social counselling centre), Willisau-Wiggertal

Tel.: +41 972 56 20 | sobz-willisau-wiggertal.ch

Fachstelle für Schuldenfragen (credit counselling service), Lucerne

Tel.: +41 211 00 18 | info@schuldenberatung-luzern.ch

Schweizer Verband Dargebotene Hand (Talking helps)

Hotline 143 | 143.ch/en

The Grand Casino Luzern reserves the right to impose gambling suspensions in special cases after consultation between our trained staff and the guests concerned. This occurs where there is reason to believe that your gambling is out of control.

Grand Casino Luzern

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6006 Lucerne

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customercare@grandcasinoluzern.ch

Customer Care

Personal responsibility and discipline when gambling

careplay

grandcasinoluzern.ch



Information about the risks of gambling

The Grand Casino Luzern is committed to looking after its guests in a pleasant atmosphere and ensuring that they have fun while gambling. Gambling at the Grand Casino Luzern is supposed to be a pleasant and relaxing part of your leisure time.

The Grand Casino Luzern has absolutely no interest in facilitating compulsive gambling. In such cases, gambling is no longer a positive experience, but the cause of serious problems. Not only for the gamblers and their families, but also for the guests at the Grand Casino Luzern.

With this information, we want to draw attention to the fact that spending time at casinos may not be a pleasurable and positive experience for all visitors.

What is gambling addiction?

Gambling addiction is when gambling becomes an obsession and an all-consuming compulsion. In such cases, gamblers not only squander lots of time and money, they also lose their confidence and self-respect. Other aspects of life, such as family and work, gradually take a back seat or are increasingly neglected. This is usually a gradual process, which is what makes it so deceptive.

This process can be divided into three distinct stages:

1st stage: the adventure or winning phase

Gamblers often win large amounts of money during this phase. This experience can create the illusion that winning is the result of one's own actions rather than pure luck. Inevitable losses are viewed as the result of external circumstances and are generally glossed over. The situation becomes concerning when gamblers continuously spend a lot of money or even take out loans in order to continue gambling. Such loans have only one purpose: to enable the gambler to keep gambling.

Self-assessment questionnaire on the risk of addiction

These 20 questions are designed to help you analyse your personal gambling habits. If you answer "Yes" to at least seven of the questions, you should start to think seriously about your gambling.

1. Has gambling ever caused you to miss work?
 Yes No
2. Has gambling ever made your home life unhappy?
 Yes No
3. Has gambling ever affected your reputation?
 Yes No
4. Have you ever felt guilt or remorse after gambling?
 Yes No
5. Have you ever gambled with the intention of using your winnings to pay debts or solve other financial problems?
 Yes No
6. Has gambling ever compromised your future plans or your performance?
 Yes No
7. Have you ever wanted to win back any losses immediately?
 Yes No
8. After a win, do you have a strong urge to keep on gambling in order to win more?
 Yes No
9. Have you often gambled until all your money was gone?
 Yes No
10. Have you ever borrowed money to finance your gambling?
 Yes No
11. Have you ever sold anything to finance your gambling?
 Yes No
12. Are you reluctant to use "gambling money" for everyday expenses?
 Yes No
13. Have you ever neglected your own welfare or that of your family by gambling?
 Yes No
14. Have you ever gambled longer than you wanted to?
 Yes No
15. Have you ever gambled to forget worries and troubles?
 Yes No
16. Have you ever financed your gambling in an illegal way or considered doing this?
 Yes No
17. Has gambling ever caused you to have difficulty sleeping?
 Yes No
18. Do you feel a strong urge to gamble after conflicts, arguments or frustrations?
 Yes No
19. Have you ever experienced the urge to gamble for a few hours to celebrate happy occasions in your life?
 Yes No
20. Have you ever considered self-destruction or suicide as a result of your gambling?
 Yes No

Gambling addiction is a serious issue! Contact our trained staff. We can provide you with competent advice on where to seek help.

This self-assessment questionnaire is based on the one developed by Gamblers Anonymous (GA) – the world's largest self-help organisation for gambling addicts.