

**PG**  
ENTERPRISE

**GAMBLE  
RESPONSIBLY.  
WE WOULD LIKE  
GAMBLING TO REMAIN  
A PLEASURE FOR YOU.**



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**WELCOME**

**GAMBLING IS AN  
EXCITING LEISURE-TIME  
ACTIVITY.  
PG ENTERPRISE  
STANDS FOR GAMBLING  
IN A FRIENDLY, RELAXED  
AND SOPHISTICATED  
ATMOSPHERE.**

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Gambling has always been a fascinating source of entertainment and recreational pleasure. However, we are also conscious of the risk of uncontrolled gambling!

As a responsible company, we are committed to the protection of gamblers in a particular way. In this brochure, you will find information on our installations and systems to protect gamblers and to prevent addiction to gambling.

Our employees have been trained in all questions of protection of gamblers and are competent contacts. Do not hesitate to get in touch with us in confidence.



**WE TAKE ON  
RESPONSIBILITY**

**PROTECTION  
OF JUVENILES**

**PG-CARD**

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When gambling pleasure becomes a “must”:

For PG Enterprise, not providing space for problematic gambling conduct is a serious matter. Addiction to gambling causes profound problems for the people affected and for their families. We have pledged ourselves to a transparent information policy. This is an important step in order to promote awareness of responsible and self-determined dealings with gambling.

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Consumption of gambling is a risk for juveniles which may have a sustained negative influence on their development. For this reason, visiting our PG Lounges is only permitted for people who have turned 18 due to the strict access directives.

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The PG Card forms the foundation for the traceability of personal gambling conduct. This enables us to take measures for your protection and to offer suitable assistance in the event of conspicuous gambling conduct.

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## **TRANSPARENCY AND REFLECTION OF GAMBLING CONDUCT**

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PG Enterprise has set up a transparent process with staggered measures, which range from extensive information right through to a ban on gambling.

7 Exceeding age-related thresholds with a view to the frequency and intensity of gambling indicates a potential risk for the poverty level. If creditworthiness information cannot refute this assumption, we hold a consultancy discussion, in which we point out the risks of further participation and the potential risk for the poverty level in a joint reflection of the gambling conduct. Extensive information about consultancy institutions ensures easy access to professional assistance.

If there is no change in the frequency and intensity of gambling after the consultancy discussion, we set measures ranging from a limitation of the visits per month via a limitation of the bets placed, right through to a complete exclusion from gambling.

**GAMBLER PROTECTION  
INSTITUTIONS**

**COOPERATION WITH  
SCIENTIFIC  
INSTITUTIONS**

**YOUR PERSONAL  
ENVIRONMENT**

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PG Enterprise cooperates with renowned gambler protection institutions and consultancy agencies in Styria, particularly in the further development of gambler protection measures and in the field of training and further training of our employees (see page 15).

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Anonymised individual gambling data are forwarded to university institutions cooperating with us for research purposes, in order to draw valuable conclusions for the further development of our gambler protection measures.

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Addiction is a severe strain, not only for those affected, but also for friends and family. As a dependant, do not hesitate to contact us or a consultancy office directly to inform yourself about assistance.

**TIPS ON  
GAMBLING  
RESPONSIBLY**

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Gambling should not be connected with compulsion and strain, but with joy, fun and responsibility. So that things remain this way, there are some important fundamental rules to obey:

- Before the game, set a suitable upper loss limit for your visits to the PG Lounge and never exceed it. This amount ought to be suitably proportionate to your income!
- Only take this fixed amount of money with you.
- Never play with borrowed money.
- Never play in personal crisis situations.
- Never chase after lost money. Do not enter into higher risks in order to compensate earlier losses. There is no law which says that gains will suddenly follow a series of losses.
- Be pleased about smaller winnings as well and take them back home with you.
- Have a break from gambling regularly.
- You cannot force good luck. Gambling depends on pure chance and not on your own personal skills.

Our employees are available at any time for information on voluntary self-limitations.

# SELF-TEST

With the following self-test, you can check whether you are manifesting a problematic gambling conduct. The evaluation shows you whether you ought to make use of professional assistance or whether you can maintain your gambling habits.

Please be honest to yourself!

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## TEST:

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| 1. Have you staked more money than you can afford?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Have you had to stake higher amounts in order to experience the same stimulus from gambling (e.g. by longer or more frequent gambling)?                      | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Have you tried to recover lost money by gambling again on one of the following days?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Have you borrowed money or sold something in order to get money for gambling?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Do you have the feeling that you possibly have a problem with gambling?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Have other people criticised you for your gambling conduct or told you that you have a gambling problem (regardless of whether you agreed with them or not)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Have you felt guilty about gambling or its consequences?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Have you had health problems because of gambling, for example stress or feelings of fear?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Has your gambling led to financial problems for you or for your household?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Have you repeatedly tried to reduce or to control your gambling and found this to be difficult?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Have you tried to cover up your gambling conduct, to deceive yourself or other people in order not to make the extent of your gambling known?               | <input type="checkbox"/> | <input type="checkbox"/> |

If you have answered one or more question(s) with YES, we recommend a consultancy discussion with the employees of PG Lounge or a consultancy institution (see page 15).

**PROFESSIONAL  
ASSISTANCE  
FOR SUFFERERS  
AND DEPENDANTS**

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Graz Süd-West State Hospital South Location  
(LKH Graz Süd-West Standort Süd)  
Centre for Addiction Medicine - Addiction Medicine Out-Patients'  
(Zentrum für Suchtmedizin - Suchtmedizinische Ambulanz)  
Gambling Addiction Information Office  
(Spielsuchtinformationsstelle)

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