

## Gaming has boundaries!

*"Responsible gaming for entertainment purposes". That is the vision of AMATIC Industries. AMATIC has taken the following measures to accomplish this vision:*

### Personal counselling

Our trained arcade employees are at your and your relatives' disposal at all times in an advisory capacity for a personal conversation and are gladly willing to provide you with information on advice centres.

### Self-exclusion or self-restriction

Furthermore, you have the possibility at any time to have yourself excluded from play or to have your play time limited. Make contact with our service staff here please. They will inform you personally and in detail of the various ways of arranging for self-exclusion or play restriction.

### Freecall hotline 0800/234111 and online support service at [hilfe@spielsuchtinfo.at](mailto:hilfe@spielsuchtinfo.at)

We have set up a freecall hotline specifically to enable you to contact qualified experts in the field of gaming addiction. A team of professional addiction advisers can help anonymously and free of charge. Upon request, they can inform you of the nearest appropriate advice centre near to you. Naturally the hotline may also be used at any time by your relatives.

## If you or your relatives need help, then get in touch:

Our free-call hotline number:  
**0800/234111**

Our online support service:  
[hilfe@spielsuchtinfo.at](mailto:hilfe@spielsuchtinfo.at)

### Gambling addiction counselling unit of the state capital Klagenfurt

St. Veiter Straße 195  
9020 Klagenfurt  
Tel: 0463/537 57 82  
email: [spielsuchtberatung@klagenfurt.at](mailto:spielsuchtberatung@klagenfurt.at)

### Gambling addiction outpatient division De La Tour

Nikolaigasse 39  
9500 Villach  
Tel: 04242/243 68  
email: [spielsuchtambulanz.villach@diakonie-kaernten.at](mailto:spielsuchtambulanz.villach@diakonie-kaernten.at)

### Styria department for gambling addiction

Dreihackengasse 1  
8020 Graz  
Tel: 0664/964 36 92  
email: [office@fachstelle-gluecksspielsucht.at](mailto:office@fachstelle-gluecksspielsucht.at)

**[www.spielsuchtinfo.at](http://www.spielsuchtinfo.at)**



## Our safety package

*"The pleasure of gaming implanted into people can lead to addiction. It can thus be necessary to take special measures to prevent gaming leading to an uncontrollable passion. This goes hand-in-hand with ethical requirements that must accompany institutional gaming."*

*Univ. Prof. Dr. Peter Kampits*

**AMATIC**  
ENTERTAINMENT

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ENTERTAINMENT

## 10 basic rules when playing on automatic gaming machines

- Gaming is a form of entertainment. Do not play to escape from problems or worries!
- Only play with money that you do not need for other important things!
- Never exceed the maximum limit you set yourself for gaming.
- Do not add any more money to your gaming account than this set amount!
- Decide in advance at what level of winnings you wish to stop playing!
- Never play with borrowed money!
- Always go to gaming machines in a concentrated and relaxed fashion.
- Include breaks to relax between playing!
- Never play under the influence of alcohol!
- Make sure that other leisure activities do not come short!



## Do I have problems with my gaming behaviour? How can I recognise when other people have gaming problems?

Gaming is part of our human make-up. For most people it is fun and they enjoy gaming. However, there are cases where gaming becomes something serious and ultimately an uncontrollable passion. For those who invest ever more time and money than they possess, gaming can lead to addiction.

We wish to prevent this gradual transition so that gambling can remain an exciting and entertaining leisure activity. The following questions will help you recognise problematic gaming behaviour.

### Over the past 12 months ...

Yes No

- ☐ ☐ Have you used more money for gaming than you could really afford?
- ☐ ☐ Have you had to bet larger amounts of money to experience the same excitement when gaming (e.g. by playing for longer or more often)?
- ☐ ☐ Have you ever tried to win back any losses by playing again within a few days?
- ☐ ☐ Have you ever borrowed money or sold anything to get money to play?

- ☐ ☐ Have you ever had the feeling that you may have a problem with gaming?
- ☐ ☐ Have any other people criticised you for your gaming behaviour or told you that you have a gaming problem (regardless of whether you agree with them or not)?
- ☐ ☐ Have you ever experienced health problems because of gaming, such as stress or anxiety?
- ☐ ☐ Has your participation in gaming ever caused financial problems for you or your household?
- ☐ ☐ Have you made a number of attempts to reduce or control your gaming and found it difficult?
- ☐ ☐ Have you ever attempted to conceal your gaming behaviour, to deceive yourself or other people, to prevent the extent of your gaming being known?

As a general rule: if you have replied "Yes" to two or more questions, we would recommend a personal counselling interview with a member of our trained staff or that you contact one of the advice centres directly (under no obligation).

Further information can be obtained at any time from trained staff by contacting our freecall hotline number 0800/234111 or our online support service at [hilfe@spielsuchtinfo.at](mailto:hilfe@spielsuchtinfo.at).