

Request for a voluntary gambling exclusion

I hereby request a voluntary exclusion. I acknowledge that the following conditions apply to this voluntary exclusion pursuant to Art. 80 and Art. 81 of the Swiss Federal Act on Gambling (GA). **In accordance with the bilateral agreement between Switzerland and the Principality of Liechtenstein, this voluntary exclusion is also valid in the Principality of Liechtenstein.**

- The exclusion is valid for an indefinite period of time and has no fixed expiry date.
- The exclusion extends to all games on offer at all Swiss casinos in bricks-and-mortar casinos, online casinos and casinos in the Principality of Liechtenstein.
- The exclusion also applies to online lotteries, to sports betting and skill games, as well as to major games determined by the intercantonal authority. This means that the exclusion also applies, for example, to participation in the online Swiss Lotto and other games offered by Swisslos and Loterie Romande.
- A termination request can be submitted after three months at the earliest and requires a financial review by means of the provided documents, as well as a face-to-face meeting with a representative of a counselling office recognised by the canton.

Your details

Surname: _____ First name: _____
Street: _____ Postcode/town: _____
Date of birth: _____ Email: _____
Phone: _____

A copy of your ID must be provided for identity verification purposes

☐ Passport ☐ ID ☐ Driving licence ☐ Residence permit ☐ Other

Family situation

Marital status: ☐ Unmarried ☐ Married ☐ Divorced ☐ Widowed ☐ Separated
Children (dependants): ☐ Yes ☐ No Number: _____ Age: _____

Employment situation

☐ Employed ☐ Self-employed ☐ Profession/industry: _____
☐ Unemployed ☐ OASI/IV recipient ☐ Housewife/househusband ☐ Other: _____

Reason for exclusion (multiple answers possible)

☐ Preventive ☐ Lost too much money ☐ Spent too much time in the casino
☐ Financial problems ☐ Family problems ☐ Debt
☐ No control over gaming behaviour ☐ At the request of relatives/third parties
☐ Other: _____

Have you visited other casinos in Switzerland and/or the Principality of Liechtenstein?

☐ Yes ☐ No If yes, which ones? _____

Type of casino games (multiple answers possible)

☐ Table ☐ Slots ☐ Both

Frequency of visits/length of gaming in the casino

☐ 1 – 2 times/week ☐ 3 – 4 times/week ☐ 5 – 7 times/week ☐ Other: _____

☐ 1 – 2 hours ☐ 3 – 4 hours ☐ 5 – 7 hours ☐ Other: _____

Voluntary exclusions are an effective means of self-protection if you recognise that you are gaming more than you can afford. We also recommend that you take advantage of the counselling resources offered by a counselling office recognised by the canton that promotes healthy gaming habits.

To achieve this, we work closely with the specialist counselling centre KLIICK – Fachstelle Sucht Region Luzern. This centre offers advice, support and therapy to help affected individuals and their families find alternatives to casinos and gaming. The expert counsellors listen, ask questions and offer guidance to persons in the process of trying to change their gaming behaviour. The advisory service is free and non-binding.

KLIICK Fachstelle Sucht Region Luzern

Langsägestrasse 21a
6010 Kriens
Switzerland
Phone: 041 249 30 60
www.klick-luzern.ch

Receive counselling from a professional? ☐ Yes ☐ No

Written confirmation of the exclusion?

☐ Yes ☐ Email (see personal details) ☐ Post (see personal details)

☐ No

By signing below, you confirm the accuracy and completeness of the details you have provided in this application. Any change to this data (e.g. change of place of residence, change of marital status, etc.) must be reported to Grand Casino Luzern AG immediately in writing or by phone.

Place, date: _____

Signature of applicant: _____

Please send the completed and signed request form, including a copy of your ID, to the following address:

Grand Casino Luzern
Haldenstrasse 6
6006 Lucerne

or by email to: customercare@mycasino.ch