

INFORMATION ON SUSPENSIONS

Principles and legal basis

- Casinos are legally obligated to suspend a player if it is suspected that the player is insolvent, does not meet their financial obligations or takes risks by making bets that are disproportionate to their income and assets.
- The following provisions of the Swiss Federal Act on Gambling (GA) form the legal basis for suspension and termination of suspension:
 - **Suspension: Article 80 ff.**
 - **Termination of suspension: Article 81 ff.**

Suspension

- Ordered or independently requested suspensions according to Art. 80 para. 1 and 5 of the Swiss Gambling Act shall apply throughout Switzerland for an indefinite period of time to all licensed casino games in physical casinos and online, to online lotteries, to betting and skill games, as well as to major games determined by the intercantonal authority. This means that the gambling suspension also applies, for example, to participation in the online Swiss Lotto and other games offered by Swisslos and Loterie Romande.
- The suspension shall be entered in a national register. Access rights to this register are regulated by law.

Termination of suspension

- Suspensions can only be lifted following a written request by the player in question and provided that there is no longer cause for the suspension.
- The player can apply to have an independently **requested suspension** (Art. 80 para. 5 GA) lifted after **three months** at the earliest.
- The player can apply to have an **ordered suspension** (Art 80 para. 1 a and b/para. 2 GA) lifted at any time.
- The decision as to whether to terminate a suspension lies with the casino that imposed the suspension. A personal interview with the player in question about their personal and financial situation will verify whether the reasons that led to the suspension are no longer relevant. The player in question is required to submit the documents requested by the casino (extract from debt collection register, proof of income/assets, personal bank statements, etc.). A counselling office recognised by the canton must be involved in the suspension termination process (Art. 81 GA).
- If the casino decides against the termination or the player in question refuses to cooperate, the player in question shall remain suspended throughout Switzerland until further notice. A renewed request to terminate the suspension can only be made after a minimum of one year.

Violation of suspensions

Any attempt on the behalf of the player in question to violate a suspension can result in legal action by the casino (charges on the grounds of unlawful entry according to Article 186 of the Swiss Criminal Code).