

Gambling problems?

Information and support

Gambling can and does offer excitement and entertainment as well as contribute to wellbeing. That is our goal: we want you to be our guest and to enjoy our casino offerings free of any problems.

For this reason we are concerned that you are aware of possible negative side effects: lengthy, monotone and intensive gambling can trigger negative emotions and even lead to addiction. Therefore gamble only as long as it truly is enjoyable, that it causes no financial burden, and that your enthusiasm and motivation for other activities is not affected.

Do you occasionally or frequently cross this border? Has gambling become a liability for you? Our staff is trained and dedicated to recognise and respond to the signals. Please also be mindful yourself. In the case that you are uncertain about your own gambling behaviour, feel free to contact one of our casino staff or a qualified professional.

Your answers to the following questions will help you to judge your attitude to gambling and to classify your gambling behaviour.

	yes	no
1. Do you often stay at the tables longer than you originally planned?	<input type="checkbox"/>	<input type="checkbox"/>
2. After gambling, do you suffer from remorse or a bad conscience?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you gamed in order to pay off debts or to alleviate financial problems?	<input type="checkbox"/>	<input type="checkbox"/>
4. Does gambling have a negative effect upon your enjoyment of life or productivity?	<input type="checkbox"/>	<input type="checkbox"/>
5. Have you ever lost a friend due to your gambling in casinos?	<input type="checkbox"/>	<input type="checkbox"/>
6. Have you ever gamed until you had no money left?	<input type="checkbox"/>	<input type="checkbox"/>
7. Have you borrowed money in order to continue playing?	<input type="checkbox"/>	<input type="checkbox"/>
8. Have you ever financed your gambling wrongfully, or considered the possibility of doing so?	<input type="checkbox"/>	<input type="checkbox"/>
9. Have you ever lost a job due to gambling?	<input type="checkbox"/>	<input type="checkbox"/>
10. Do you often think about gambling when you are not in the casino?	<input type="checkbox"/>	<input type="checkbox"/>

Did you answer one or more of the questions positively? Or was it difficult for you to answer yes or no spontaneously? It doesn't necessarily mean that you are a «problem gambler», however it can be a warning sign for you.

Behind exceptional passion for gambling there is often a problem that can be resolved. To develop clarity on it and to take the necessary steps, we recommend speaking to a qualified professional. Do you want to make use of such a possibility? Our staff members would be happy to assist.

Family or friends of casino guests who notice behaviour that may indicate gambling problems are urged to contact the respective casino.

Counselling and gambling suspension

Has casino gambling become a real burden for you? Do you have resulting financial problems? Do you frequently experience psychological crises, have interpersonal problems or fall into complications at work? Then speedy action is advisable. We can support you in this regard.

Personal counselling

We gladly give advice about the appropriate steps to deal with gambling problems. Beyond that, you have the opportunity to receive a consultation at no cost from the counselling and clarification office for gambling problems. Simply contact the casino personnel for a confidential talk.

Volunteer suspension

A voluntary, self-requested gambling suspension is a highly effective measure when confronting gambling problems. It applies to all casinos in Switzerland.

Imposed suspension

The gambling law provides for involuntary suspensions in order to prevent guests from gambling. Our casino employees are trained to effectively identify problematic gambling behaviour, to approach guests about the issue and to declare suspensions, when necessary.

Procedure

Please contact a member of our casino's staff directly, if you wish to have a confidential discussion about possible gambling problems, or to request a suspension.

You can also call a casino of your choice and request the individual responsible for the Social Concept. One way or another, you will get quick, uncomplicated and discrete support.

We take your gambling problems seriously

To be able to offer you the best possible support, we work together with the Swiss Casinos Advisory Committee for Responsible Gaming, as well as independent professionals.

Our person responsible for the Social Concept would be pleased to have an initial talk with you – privately in the casino or by telephone. From him you will also receive an application for an appointment to an addiction center, or the counselling and clarification office for gambling problems.

Swiss Casinos Zürich AG
Gessnerallee 3-5
8021 Zürich
043 330 30 30

Grand Casino St. Gallen AG
St. Jakob-Strasse 55
9000 St. Gallen
071 394 30 30

CSA Casino Schaffhausen AG
Herrenacker 7
8200 Schaffhausen
052 630 30 30

Casino Zürichsee AG
Seedammstrasse 3
8808 Pfäffikon SZ
055 416 30 30

SWISS CASINOS

Sozialbeirat

In addition, you can count on the following institutions for support:

Swiss Casinos Advisory Committee for Responsible Gaming – Counseling Center and Clarification Point

Dr. med. Andreas Canziani, MD / psychiatrist and psychotherapist
Neumünsterstrasse 30, 8008 Zürich
Phone 044 420 19 90 / Fax 044 420 19 91

Aargau, both Appenzell, both Basel, Bern, Glarus, Graubünden, Luzern, Nidwalden, Obwalden, Solothurn, St. Gallen, Thurgau, Uri, Zug

[SOS-Spielsucht](#)

Information and counseling platform of 16 Swiss Cantons
Free Helpline 0800 040 080

Schaffhausen

[Fachstelle für Gesundheitsförderung, Schaffhausen](#)

Service for health promotion
Neustadt 17, 8200 Schaffhausen
Phone 052 633 60 10

Schwyz

[Sozialpsychiatrischer Dienst des Kantons Schwyz](#)

Service Social Psychiatric Service of the Canton of Schwyz
[Local contact points](#)

Zürich

[Zentrum für Spielsucht und andere Verhaltenssuchte, RADIX](#)

Center for gambling addiction and other addictions
Stampfenbachstrasse 161, 8006 Zürich
Phone 044 202 30 00

Fribourg, Genève, Jura, Neuchâtel, Valais, Vaud

[SOS-Jeu](#)

Phone 024 426 34 34

Ticino

[Gruppo Azzardo Ticino](#)

GAT-P, Casella postale 1551, 6501 Bellinzona
Free Helpline 0800 000 330

Debt and budget advice

[Schuldenberatung Schweiz](#)

[Local counseling centers](#)

Free Helpline 0800 708 708

[Budgetberatung Schweiz](#)

[Local counseling centers](#)

Phone/Fax 062 849 42 45