

SAMPLE — Provided for illustrative and reference purposes only

RESPONSIBLE GAMBLING PLAN TEMPLATE

RESPONSIBLE GAMBLING PLAN

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I. Introduction

(gaming entity) is committed to providing the highest standards of customer care and a responsible gambling venue. Our Responsible Gaming Plan describes how we do this. Our program is not limited to only responsible gaming but also to the responsible service of alcoholic beverages.

This Program provides a framework through which (gaming entity) can ensure its general practices are consistent with the community's expectations and that our operation will be conducted in a responsible manner. To this end, (gaming entity) shall take steps to promote responsible gambling and responsible alcohol service.

II. Code of Conduct - Goals of the Program

(gaming entity) has developed this Code of Conduct for Responsible Gaming and Alcohol Service. Written within our Code of Conduct are our goals and expectations for the Program.

(gaming entity) pledges to our staff and patrons to make our Code of Conduct an integral part of our daily operation. This pledge encompasses all aspects of our business, from staff training, operational policies & procedures, advertising and marketing. This Code also covers the commitment of our staff and their continued support of our initiatives and public awareness surrounding responsible gaming, the responsible service of alcoholic beverages and prevention of underage gambling and alcohol consumption.

PLEDGE TO OUR TEAM MEMBERS

... To provide a comprehensive training program to promote Responsible Gaming and Responsible Alcoholic Beverage Service

- (gaming entity) will train staff on responsible gaming and responsible alcohol service and provide annual refresher training. By educating our staff through training we will enhance their understanding of the impact of problem gambling and substance abuse; on people at risk and identified connections between excessive gambling and substance abuse on socio-economic, health and community safety issues.
- (gaming entity) will implement communication programs for staff to improve understanding of responsible gaming, alcohol service and related policies and procedures.
- (gaming entity) will distribute to new staff brochures describing responsible gaming and the responsible service of alcoholic beverages and where to find assistance.
- (gaming entity) will educate our staff about their ability to utilize Employee Assistance, Local Support and Encouragement Programs to help address any gambling or alcohol related problems they may have.

PLEDGE TO OUR PATRONS

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... To Promote Responsible Gaming

- (gaming entity) will make available brochures describing responsible gaming and where to find assistance.
- (gaming entity) will display at the main public entrances to the gaming area and at ATMs signage that can be easily read bearing a toll-free helpline number and website.
- (gaming entity) will make available to patrons and team members information generally explaining the probabilities of winning or losing at the various games offered by the gaming entity.
- (gaming entity) will provide opportunities for patrons to request in writing that they not be sent promotional mailings of any kind and for revocation of financial services.
- (gaming entity) reserves the right to exclude a patron from gaming, without a request from the patron.
- (gaming entity) will make available to patrons information regarding the availability of problem gambling and substance abuse support services.

... To Prevent Underage Gambling and Unattended Minors in the Gaming entity

- (gaming entity) will make a diligent effort to prevent underage individuals from entering the gaming entity.
- (gaming entity) will communicate the legal age to gamble through appropriate signage and/or brochures.
- Staff working in relevant areas will receive training in appropriate procedures for dealing with unattended children, underage persons attempting to enter the facility or gamble.

... To Serve Alcoholic Beverages Responsibly

- (gaming entity) will observe a responsible alcohol beverage service policy including the following elements:
 - (gaming entity) will not knowingly serve alcoholic beverages to a minor.
 - (gaming entity) will not knowingly serve alcoholic beverages to a visibly intoxicated patron.
 - (gaming entity) will make a diligent effort not to permit access to the gaming facility by a visibly intoxicated person.
- (gaming entity) will train staff in the company's responsible alcohol beverage service policy, and will provide annual refresher training to team members.

... To Advertise Responsibly

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- The (gaming entity) advertising and marketing will:
 - Contain the responsible gaming message including a toll-free helpline number and website.
 - Reflect generally accepted contemporary standards of good taste.
 - Comply with all state and federal standards.
- (gaming entity) advertising and marketing materials will not:
 - Contain cartoon figures, symbols, celebrity/entertainer endorsements and/or language designed to appeal specifically to children and minors.
 - Feature anyone who is, or appears to be, below the legal age to participate in gaming activity.
 - Contain claims or representations that gaming activity will guarantee an individual's social, financial or personal success.
 - Be placed in media specifically oriented to children and/or minors.
 - Appear adjacent to, or in close proximity to, comics or other youth features, to the extent controlled by (gaming entity).

...To Collaboration with Other Stakeholders

No one group or organization has all the answers. We believe that a collaborative approach to finding solutions is the best way to reduce problem gambling and substance abuse.

- Work closely with and in partnership with the state of Maryland.
- Support the Maryland Lottery and Gaming Control Agency's initiatives.
- Learn from local service organizations and raise awareness of the impact of gambling problems and substance abuse.

... To Continuous Improvement

The search for better ways to reduce the risk of problem gambling and substance abuse is a continuing process.

- (gaming entity)'s responsible gaming culture will be characterized by continuous improvement, a readiness to learn from others and a determination to adopt best practices available to our patrons.

... Prevent Future Problems

- To reduce future incidents by taking a proactive approach of continuous training of our team members; and

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- To promote a responsible gaming experience for our patrons by continuing to foster informed player choices.

Portions of (gaming entity)'s Code of Conduct were provided by the American Gaming Association Code of Conduct for Responsible Gaming and Alcohol Consumption and has been adapted for use by (gaming entity).

III. Timetable to Implement

This Responsible Gaming Program shall be effective at the start of gaming operations with all newly hired staff trained in orientation within 30 days of their start date. The property will conduct annual refresher responsible gaming training for all staff.

IV. Individuals Responsible For Implementation and Maintenance of Plan

(gaming entity) shall establish a Responsible Gaming Committee, or personnel, with the General Manager acting as Chairman.

Any other personnel the General Manager believes to be necessary to accomplish the goals of the program will be included on the Committee on an ad-hoc basis.

V. Changes to the Program

The Responsible Gaming Committee of (gaming entity) will continue to refine the Program and will submit all amendments to the approved Responsible Gaming Plan to the Maryland Lottery and Gaming Control Commission for approval prior to implementation using tracked changes.

(gaming entity) will maintain a log of all changes and amendments to its Responsible Gaming Plan including the initial submission approval date and the date the revision is approved. Each page of the approved Responsible Gaming Plan will contain the date on which it was approved.

VI. Specific Duties Related to the Responsible Gaming Plan

Responsible Gaming Committee – Develops and implements the Responsible Gaming Program; monitors compliance with and effectiveness of the Program; suggests changes to the Program; and upon approval of the Commission implements such changes.

General Manager - Primary contact person for the Maryland Lottery and Gaming Control Commission on issues related to responsible gaming.

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VP, Human Resources – Responsible for ensuring that all newly hired staff receive responsible gaming training within 30 days of starting their employment. Ensures that all existing staff receive annual refresher training in responsible gambling.

VP, Information Technology –Assigning relevant staff access to relevant databases as needed to allow such staff to determine if an individual is on any restrictions list.

Gaming Team Members – The Gaming Departments are responsible for attempting to recognize excluded and voluntarily excluded individuals, identification of underage and intoxicated individuals and the prevention of underage and intoxicated gaming.

Surveillance Team Members - Surveillance is responsible for the electronic monitoring. The Surveillance Manager and all surveillance personnel are responsible for monitoring covered areas for intoxicated individuals, individuals appearing under the age of 21 who are on the gaming floor and/or are engaged in gaming activities and visual identification of excluded and voluntarily excluded individuals.

Security Team Members – The Security Department is responsible for the enforcement and reporting of operational efforts which relate to the prevention of underage gambling, intoxicated gambling and gambling by excluded and voluntarily excluded individuals. This includes identifying and removing intoxicated, underage, excluded and voluntarily excluded individuals from the video lottery facility.

Marketing Team Members – The Marketing Department ensures that all individuals who have requested voluntary exclusion, or who have been placed on an exclusion list are properly entered into appropriate databases.

Food and Beverage Team Members - The Food and Beverage Department is responsible for preventing the serving of alcohol to visibly intoxicated and underage individuals and for notifying the Security Department to prevent individuals from gaming after having been determined to be visibly intoxicated. Food & Beverage team members who serve alcoholic beverages and their immediate supervisors shall be ServSafe Food and Alcohol certified.

All staff will be familiar with the location of information concerning responsible gaming and will be able to direct patrons to that information.

VII. Program Definitions

The following definitions apply:

“Gambling assistance message” shall mean the phrase: “Please play responsibly, for help visit mdgamblinghelp.org or call 1-800-GAMBLER”

“Underage warning message” means the phrase: “No bettor under the age of 21 is permitted to participate in sports wagering”

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“Problem Gambling” The term “problem gambling” describes gambling behaviors that compromise, disrupt or damage personal, family or vocational pursuits. It is a treatable condition. Counseling, using a variety of treatment approaches, can provide solutions.

“Involuntary Exclusion” At its discretion, (gaming entity) may remove from the gaming entity floor an individual deemed to be unruly, intoxicated, impaired or otherwise detrimental to the safe and efficient conduct of operations.

“Incident Report” form is prepared to document an incident that requires an individual to be evicted from the premises that may become unruly, intoxicated or impaired and may pose a danger to patrons or team members.

“Application for Voluntary Exclusion” an individual may request to be excluded at all Maryland video lottery facilities, which includes (gaming entity), on a form designated and provided by the Commission. All interested individuals should be directed to the LGCA compliance office.

“Request for removal” means a written request submitted by a voluntarily excluded individual stating that the individual wishes to be removed from the voluntary exclusion list.

“Request for voluntary exclusion” means a request completed by an individual for placement on the voluntary exclusion list.

“Voluntarily Excluded Individual” means any individual whose name is included, at his or her request, on the voluntary exclusion list maintained by the Commission.

“Voluntary Exclusion” is a request made by an individual who wishes to be excluded from participating in any gaming activity in the state of Maryland. This includes prohibiting the individual requesting exclusion from entering any gaming facility in the state of Maryland.

“Voluntary Exclusion List” is defined as a list maintained by the Commission of individuals who requested to be excluded from gaming facilities in the state of Maryland.

VIII. Problem/Compulsive Gambling Policies & Procedures

Voluntary Exclusion

Requests made directly to (gaming entity)

Any individual who requests to be placed on a list of individuals voluntarily excluded from gaming facilities in the state of Maryland will be referred to the Maryland Lottery and Gaming Control Agency.

All communication made to or by the state of Maryland concerning voluntary exclusion will be entrusted to the General Manager and/or the Director of Compliance and Risk Management of (gaming entity).

Example

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“Application for voluntary exclusion” forms:

An individual may request to be voluntarily excluded from all Maryland gaming facilities by completing an application for voluntary exclusion on a form designated and provided by the Commission.

The application for voluntary exclusion shall include, but not be limited to the instructions found in:

“Title 36 State Lottery and Gaming Control Agency Subtitle 01 Gaming Provisions, .03 Voluntary E and Responsible Gaming (C) An application for voluntary exclusion shall include the following...”

Any individual requesting to be excluded from the gaming facilities must complete the “Application for Voluntary Exclusion” form. To maintain confidentiality the “Application for Voluntary Exclusion” form will be maintained as follows:

The Maryland Lottery and Gaming Control Agency Compliance Agents on-site at video lottery facilities will handle all voluntary exclusion applications.

The “Application for Voluntary Exclusion” form will state that any individual making a request for voluntary exclusion will be prohibited from entering any gaming facility in the state of Maryland for at least two years.

Requests made directly to the Commission

The Commission will notify the General Manager and Director of Compliance and Risk Management of (gaming entity) of any addition or deletion to the “Voluntary Exclusion Program” list after an individual has been processed and approved.

Voluntary Surrender

An individual who has requested voluntary exclusion will immediately surrender to the Commission all unredeemed gaming tickets, chips, plaques and jackpots with monetary value that the individual has received from the gaming facility.

(gaming entity) shall refer any individual requesting voluntary exclusion to the Maryland Lottery and Gaming Control Agency who will assist the individual.

Official Voluntary Exclusion Program List

The Commission shall maintain the state of Maryland Voluntary Exclusion Program list and shall notify the (gaming entity) of any addition to or deletion from the list.

Tracking of Voluntarily Excluded Patrons

Information furnished to or obtained by the Commission shall be deemed confidential and shall not be disclosed except to facility personnel whose duties and functions require access to the information.

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(gaming entity) and its team members or agents thereof will not disclose the name of, or any information about, any individual who has requested voluntary exclusion to anyone other than team members and agents of (gaming entity) whose duties and functions require access to such information.

Request for Removal from the Voluntary Exclusion Program

Any voluntarily excluded individual may, upon the expiration of the two years from the date of exclusion, submit to the Commission a request to have the individual's name removed from the voluntary exclusion list.

A decision whether to remove a person from the Voluntary Exclusion Program shall be within the discretion of the Commission, subject to the fulfillment of all requirements by the individual making the request for removal from the Voluntary Exclusion Program list. The Commission shall notify each licensee or operating agent each time an individual is removed from the voluntary exclusion list.

Once an individual's name has been removed from the voluntary exclusion list, nothing in this rule shall prohibit a licensee or operating agent from offering:

- a. Marketing directly to that individual;
- b. Cashing checks of such a person;
- c. Extending credit to the individual; or
- d. Any other amenities customarily offered by (gaming entity) to any other patron.

This section does not apply to those voluntarily excluded individuals who have elected lifetime exclusion or those individuals who have been involuntarily excluded from the premises.

(gaming entity) Involuntary Exclusion

(gaming entity) may, at its discretion *"...remove a person from the gaming entity floor at such time it is determined that an individual is becoming unruly, intoxicated or impaired or otherwise detrimental to the safe and efficient conduct of operations.*

All communication made to or by the state of Maryland concerning involuntary exclusion will be entrusted to the General Manager and or the Director of Security of (gaming entity).

The Security Department management will be solely responsible for the removal of any person from the facility, generating and maintaining all documentation concerning involuntary exclusions from the (gaming entity).

Reinstatement – Any (gaming entity) involuntarily excluded individual, who is not also on the Maryland Official Exclusion List, may be required upon the expiration of the period of exclusion, to submit to (gaming entity) Responsible Gaming Committee a request to be removed from the exclusion list. The decision on whether to reinstate will be made by the property Responsible Gaming Committee. The Committee's decision will be communicated to the patron via letter.

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Maryland Official Involuntary Exclusion List

The Commission shall maintain the official Statewide Involuntary Exclusion List. The Commission shall notify (gaming entity) of any addition to the list in accordance with involuntary exclusion rules and regulations to the General Manager of (gaming entity).

Involuntary-excluded Individuals

Goods and services and other similar privileges and benefits to any involuntary excluded individual will be denied. (gaming entity) will utilize message alerts and “no mail” status in the player tracking system for each individual on the involuntary exclusion list; and

Endeavor that involuntary excluded individuals do not receive from (gaming entity), any solicitations, targeted mailings, telemarketing promotions, player rewards material or other promotional materials relating to gaming activities at (gaming entity).

Information furnished to or obtained by the Commission shall be deemed confidential and shall not be disclosed except to facility personnel whose duties and functions require access to the information.

(gaming entity) and its staff or agents thereof will not disclose the name of, or any information about, any individual who has been classified as an involuntary exclusion to anyone other than staff and agents of (gaming entity) whose duties and functions require access to such information.

Notwithstanding the forgoing, (gaming entity) may disclose the name of and information about an involuntarily excluded individual to the Commission for the purpose of alerting another gaming agent that an involuntarily excluded individual has been removed from the facility.

(gaming entity) Financial/Mail Restriction Programs

Financial and mail restriction programs are designed to allow a patron who does not want to voluntarily exclude themselves to still impose some restrictions on their own personal access to gaming entity credit if offered, check cashing and credit card cash advances as well gaming entity marketing mail. To enroll themselves in such a program, the patron may specifically request the gaming entity restrict certain financial transactions and/or stop gaming entity marketing mail.

1. *Personal Financial Restriction Program* - This option is administered by the (gaming entity) Cage Department. With this option a patron will sign an affidavit indicating that he or she wishes to be financially restricted at this property only. The term of the financial restriction will last until reinstatement is requested and granted.

Reinstatement – To have financial restrictions lifted, the patron must send a request to the Responsible Gaming Committee requesting reinstatement. The decision on whether to reinstate will be made by the property Responsible Gaming Committee. The Committee’s decision will be communicated to the patron via letter.

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2. Mail Restriction – A patron may request that the property stop sending them mail for a variety of reasons, many of which have nothing to do with the patron’s desire or need to curtail or stop gaming. This option is administered by the (gaming entity) Marketing Department. A patron may request that his or her name be removed from the property mailing list solely to prohibit the receipt of marketing material by mail. To do so, the patron may contact a marketing representative in person and make the request. The patron’s player tracking account will be labeled “No Mail”.

Any patron who wishes to re-establish marketing correspondence simply has to request such reinstatement verbally to a marketing representative.

IX. Database Information, Access & Confidentiality

- A. The player tracking accounts for individuals who are excluded, voluntarily excluded and financially restricted shall include priority alerts.
- B. Confidentiality - The identities of individuals on any exclusion, financial or mail restriction list are strictly confidential and may not be disclosed for any purpose other than to comply with the voluntary exclusion and financial restriction programs outlined in this document and Maryland law. Disclosure of such names for any other purpose could result in discipline up to and including termination of employment for the individuals responsible and regulatory action by the Maryland Lottery and Gaming Control Commission. (gaming entity) will control access to the names of individuals enrolled in a voluntary exclusion and/or financial restriction program through access controls to the player tracking system. Such controls include:
 1. Access Control
 2. Password Control

X. Underage Gambling Policies & Procedures

Staff are advised through the Responsible Gaming Training Program of policies and procedures concerning underage gambling. (gaming entity) takes the issue of underage gambling very seriously and has developed policies and procedures to prevent individuals under the age of 21 (except for authorized staff) from accessing the facility or gambling:

- A. Access - Individuals under the age of 21 may not enter or be on the gaming floor. Security personnel will be stationed at all main public entrances leading to the gaming floor in order to prevent access by underage individuals. All staff are responsible for ensuring that an individual under 21 years of age does not enter the facility, gamble or consume alcoholic beverages. Any staff who reasonably suspects an individual may be under the age of 21 has the right and obligation to card that individual (or ask a security officer to card the individual).

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- B. **Wagering Prohibitions** - As described above, (gaming entity) has established procedures to identify underage patrons on the gaming floor and to prevent them from entering the gaming floor in the first place. As such, individuals under the age of 21 may not wager or cause others to do so on their behalf, may not receive any benefits or privileges as a result of wagering and may not collect winnings or recover losses from a wager through any means. Any individual under the age of 21 who is caught gambling will be immediately escorted from the facility and may be arrested for criminal trespass or other charges.
1. **Forfeiture of Winnings** - Any credits or winnings by an individual under the age of 21 will be confiscated and the patron will be ejected from the property.

XI. Unattended Children Policies & Procedures

Staff are advised through the Responsible Gambling Training Program of policies and procedures concerning unattended children. All staff will be on the lookout for unattended children both inside and outside of the facility. For the purposes of this policy, an unattended child will be considered any individual who appears to be under the age of 16 and who is unaccompanied by an adult.

- A. Any staff who discovers an unattended child shall immediately report this to the Security Department and, if reasonably practical, the staff shall stay with the child until the arrival of a Security Officer who will proceed as follows:
1. The Security Officer will notify surveillance and will escort the child to the Security Department Podium or another safe location. The Security Officer shall not leave the child unattended at any time.
 2. The Security Department will attempt to determine the name of the child's parent(s) or guardian(s). If a name is obtained, the Security Department will attempt to locate the parent or guardian.

Security may at the discretion of the Supervisor on duty remove any individual from the property for disruptive or unsafe actions regardless of their age. In the event that a minor is involved then the parent or guardian shall also be removed from the facility.

XII. Responsible Alcohol Service Policies & Procedures

Staff are advised through the Responsible Gaming Training Program of policies and procedures concerning responsible alcohol service. Certain positions receive additional responsible alcohol service training through the ServSafe Food and Alcohol Training Program.

(gaming entity) has established these procedures designed to discourage patrons from becoming intoxicated, to prevent serving alcohol to visibly intoxicated patrons and to prevent persons from gaming after having been determined to be visibly intoxicated. Any staff who encounters a patron who appears to be visibly intoxicated shall report this

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information to their supervisor or a security officer. Employees of the Food & Beverage, and Security departments have the primary responsibility for enforcing the property's alcohol/intoxication policies.

- A. While our patrons bear the personal responsibility to prevent themselves from consuming alcohol to the point of intoxication, (gaming entity) has established the following policy statements concerning alcoholic beverage service and intoxicated persons:
1. A visibly intoxicated patron will be denied entry to the facility;
 2. A visibly intoxicated patron will not be knowingly served alcoholic beverages;
 3. Gaming entity staff will make a diligent effort to not allow a visibly intoxicated patron to gamble;
 4. Food & Beverage personnel will not knowingly serve a patron alcoholic beverages to the point where the patron becomes visibly intoxicated;
 5. Food & Beverage personnel will not knowingly serve alcoholic beverages to a minor; and
 6. Gaming entity staff will make a diligent effort to not allow a visibly intoxicated patron to drive a motor vehicle when leaving the facility.
- B. Training - The following positions (at a minimum) will be trained in responsible alcohol service:
1. Service Shift Supervisors;
 2. All Security staff;
 3. All Transportation staff;
 4. All Food and Beverage staff who serve alcohol (or manage those who do); and
 5. All persons authorized to approve credit.
 6. Table Games Shift Supervisors;
 7. All Management

(gaming entity) will use (TiPS or ServSafe) food and alcohol training as its primary responsible alcohol service training program.

- C. Visibly intoxicated patrons will be denied entry to the gaming floor by Security personnel stationed at the main entrances to the property. Security personnel will attempt through observation to prevent intoxicated individuals from gaming and from remaining on the gaming floor. The procedures outlined in the Security Department section below will be followed to ensure that the intoxicated patron does not engage in gaming activities.
- D. Specific Responsibility for Responsible Alcohol Service – The following departments / positions or their designees shall be responsible for matters related to responsible alcohol service as follows:
1. Security Department
 2. Surveillance
 3. Gaming Departments

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4. Food and Beverage

5. Valet

XIII. Reports and Notification to the Maryland Lottery and Gaming Control Commission

(gaming entity) Responsible Gaming Committee will meet quarterly.

Examples of the topics these meeting may include, but not be limited to:

- Responsible Gaming related policies and procedures;
- Staff training sessions;
- Requests to remove self-restrictions;
- Discussions with community leaders and or local support groups

Minutes of these quarterly meetings will be maintained by (gaming entity). The meeting details include, but are not limited to:

- Time and date of the meeting;
- Attendees at the meeting;
- Topics discussed;
- Outcomes / action items from the meeting;
- Voluntary and Involuntary reports prepared and their content; and
- Next scheduled meeting

A Maryland Lottery and Gaming Control Commission representative shall be notified of:

- Any individual under the age of 21 discovered gambling or found on the gaming floor.
- Any individual under the age of 21 who was served an alcoholic beverage.
- Any excluded or voluntarily excluded individual found on the premises.

On an annual basis, (gaming entity) shall submit to the Maryland Lottery and Gaming Control Commission an annual report describing the operation of the property's Responsible Gaming Program.

XIV. Required Signage / Brochures / Gambling Help Information

(gaming entity) shall:

- A. Post signage approved by the Commission that prominently bears the gambling assistance message and the underage warning message at each customer entrance and exit of the gaming floor.

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- B. Include the gambling assistance message on an advertisement that is intended to encourage gaming play at its facility.
 - a. Ensure that a printed advertisement bears the gambling assistance message and meets requirements of COMAR 36.10.10.03;
 - b. Ensure that a billboard bearing a printed advertisement bears the gambling assistance message and meets requirements of COMAR 36.10.10.03;
 - c. Ensure that a television, video or radio advertisement bears the gambling assistance message and meets requirements of COMAR 36.10.10.03;
- C. Ensure that the gambling assistance message is printed on a paper product that is associated with player consumption of food or beverage if the paper product is special ordered and branded with (gaming entity) logo.
- D. Ensure that the gambling assistance message is printed on the back of Players Club Cards and on the back of ticket vouchers/kiosks.
- E. Ensure that the gambling assistance message is displayed in rotation on iView screens on devices.
- F. Ensure that any advertisement, as defined in COMAR 36.03.06.03, used by a gaming junket enterprise or manufacturer licensees bears the gambling assistance message.
- G. A brochure provided by the LCGA describing the signs and symptoms that may be indicative of a gambling problem and that includes the toll free helpline and website information will be available at the Security, Guest Services, and Cashier Cage booths. All staff shall be familiar with the brochures and know where they are located. Staff members are to offer a copy of the brochure to any patron who inquires about problem gambling issues. If staff cannot leave his post, he should direct the patron to the location where the brochures can be found.

XV. Conclusion

The management and team members of (gaming entity) are dedicated to operating a safe, enjoyable and responsible facility. While ultimate responsibility rests with our patrons for gambling responsibly and consuming alcohol in moderation, this Responsible Gambling and Alcoholic Services Program Plan has been developed to minimize the negative impacts of those few patrons who will not or cannot act responsibly