

Solaire aims to provide a world-class gaming experience for you, our valued guests. While we encourage you to have fun, please play responsibly.

BANNED PERSONS are **NOT** allowed to **ENTER, STAY** or **PLAY** in the Casino gaming area.

All winnings of a banned person shall be **FORFEITED!**

If you need professional assistance, you may directly contact:

Bridges of Hope Drugs and Alcohol Rehabilitation Foundation, Inc.

Parañaque: (+632) 7622-0193 | 0917-5098826

New Manila: (+632) 7502-0600 | 0917-3099488

www.bridgesofhope.com.ph

GAMING FOR
21
YEARS OLD &
ABOVE ONLY

KEEP IT FUN
GAME RESPONSIBLY
www.pagcor.ph/regulatory
✉ keepitfun@pagcor.ph

FAQs

1. What is gaming?

Gaming refers to games of chance involving wagering odds and prize commonly played in casinos and any variations thereof.

2. What is Responsible Gaming?

“Responsible Gaming” is a program that Solaire seriously upholds to ensure that it keeps its gaming offers fun and safe. This entails preventing underage people from playing and helping those who may not have control over their playing.

3. What are the indicators that you might have a gaming problem?

- *You feel the need to be secretive about your gaming*

You might play in secret, lie about how much you play, feel that others will not understand you, or feel that you will surprise people with a big win.

- *You have trouble controlling your gaming*

Once you start gaming, you find it hard to walk away. You are compelled to play until you've spent your last peso, upping your bets in a bid to win lost money back.

- *You play even when you don't have the money*

A red flag is when you are getting more and more desperate to recoup your losses. You may play until you've spent your last peso and then move on to spending money you don't have (e.g., using credit cards) or money intended for other purposes (e.g, to pay bills, for your children's needs). You may feel pushed to borrow, sell, pawn, or even steal things for gaming money. It is a vicious cycle. You may sincerely believe that having gaming money is the only way to win lost money back. But it only puts you further and further in the hole.

- *Your family and friends are worried about you*

Denial keeps problem gaming going. If your friends and family are worried, listen to them carefully. Take a hard look at how gaming is affecting your life. It is not a sign of weakness to ask for help. Many older players are reluctant to reach out to their adult children if they have played away their inheritance. But it is never too late to make changes for the better.

4. How do I stop myself or a loved one from playing if I/they can't control myself/themselves anymore?

Solaire cares, and if you want to exclude yourself or a loved one from playing in our casino, you may do so for a period of time. All you need to do is apply for self-exclusion or exclusion of your loved one.

5. How do I use this exclusion feature?

You can apply for exclusion by accomplishing the Self-Exclusion/Family Exclusion Form available at <http://www.pagcor.ph/pagcorresponsible-gaming.php>. Submit this application along with other exclusion requirements specified in the PAGCOR website.

You will also need to provide a government-issued proof of kin (i.e., marriage certificate, birth certificate, or license).

6. I've excluded myself from playing, but now I've changed my mind. Can I remove the exclusion?

No. Once you choose to exclude yourself, the exclusion is irrevocable for the first 6 months. until the end of the period you have indicated. Family initiated exclusion is irrevocable for 3 months.

7. What happens to my VIP status during a period of self-exclusion?

Since you will not be playing during this period, this may cause your VIP level to lapse, as it would if you simply didn't play anymore.

8. Who can I contact for more information?

You may visit www.pagcor.ph.

9. Who can I contact for Professional Assistance?

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