

# Agar Resort Hotel Canada

## Responsible Gambling Guide

### ■ Table of Contents

1. Responsible Entertainment Begins Here
2. What Is Responsible Gambling?
3. Meet the SafePlay Support Centre
4. Time & Money: Setting Limits Before You Play
5. Self-Exclusion: Your Right to Step Away
6. Recognizing the Warning Signs
7. How Our Staff Support You
8. The Role of Technology in Safer Gaming
9. Returning After a Break: Reintegration Support
10. Community, Respect, and Your Voice

## Responsible Entertainment Begins Here

Welcome to Agar Resort Hotel Canada, where our mission is not just to entertain, but to inspire a safe, luxurious, and mindful guest experience. Situated in the heart of Vancouver's waterfront, we are more than just a resort — we are a destination where hospitality, integrity, and responsibility come together to create an unforgettable stay. From the moment you enter Agar Resort, you'll notice that our commitment to excellence goes hand in hand with our dedication to responsible gaming. We understand that gambling can be a fun and social activity for many, but it can also carry risks. That's why we believe in education, prevention, and proactive care. Our role isn't only to provide games — it's to build an environment where every guest can enjoy those games safely, confidently, and with a clear mind. At the heart of this philosophy is SafePlay — Agar's internal initiative that puts your wellbeing first. Through SafePlay, we've integrated a variety of tools, systems, staff training, and support resources that empower our guests to stay informed and in control. We want you to enjoy your experience not only in the moment, but also in the long run. Here's what makes responsible entertainment a reality at Agar: 1. Guest Education: We believe awareness is power. That's why we provide educational materials in multiple languages — including pamphlets, signage, and interactive kiosks — that explain how odds work, how to set limits, and how to recognize the signs of problematic play. 2. Staff Awareness: Our entire staff — from concierge to casino floor supervisors — receive ongoing training in identifying risky behaviors and responding with discretion and care. You are never alone here. Help is always nearby. 3. Proactive Tools: We offer systems that allow you to set time, spending, and deposit limits directly on gaming machines or through our mobile platform. You can also access activity summaries showing your play patterns at any time. 4. 24/7 Support Hub: Our SafePlay Support Centre is open around the clock. Here, you can talk to a trained advisor, request self-exclusion, get referred to outside help, or simply rest in a quiet space. 5. Respectful Marketing: We ensure our promotional efforts never override guest preferences. Guests can opt out of any form of marketing with a single request — and we honor it immediately. At Agar Resort Hotel Canada, our goal is clear: we don't just want you to have fun — we want you to feel respected, informed, and supported while doing so. This is responsible entertainment. This is Agar. --- ■ \*\*Agar Resort Hotel Canada\*\* 1888 Cascade Avenue, Vancouver, BC V6Z 2Y6, Canada 📍 \*\*+1 (604) 555-8932\*\* ■ \*\*support@agarresortcanada.com\*\* ■ \*\*www.agarresortcanada.com\*\*

■ Guests must be 18+ to access gaming services at Agar Resort Hotel Canada. Please gamble responsibly.

## What Is Responsible Gambling?

Responsible gambling is a personal and informed approach to gaming, where enjoyment, awareness, and personal boundaries coexist. At Agar Resort Hotel Canada, we define responsible gambling not just as a set of behaviors, but as a mindset — one that promotes fun, prevents harm, and ensures that gaming remains a form of leisure rather than a source of stress or conflict.

Gambling responsibly means knowing how the games work, setting time and money limits, recognizing when you may be feeling triggered or out of control, and being willing to pause, reflect, or seek help when needed. It's about understanding that gambling should never be used as a solution for financial difficulties, emotional distress, or loneliness. It's a form of entertainment — and like all forms of entertainment, it should enhance your life, not complicate it. At Agar Resort Hotel Canada, we embed this philosophy in everything we do: - We provide easy-to-read materials that explain the true odds of games and debunk gambling myths. - Our staff are trained to help you set play budgets and time limits before you even place your first bet. - Every gaming machine and table has visible messages and reminders that encourage you to pause and think. - Our guest app includes features for tracking time spent, spending levels, and custom alerts. - We regularly assess and upgrade our responsible gambling policies to stay aligned with the latest research. We believe that knowledge is empowerment. The more you understand your own play habits, the easier it becomes to maintain control and enjoy gaming for what it truly is — a brief escape, not a daily dependence. Some examples of responsible gambling practices include: - Never gambling with borrowed money - Setting strict playtime schedules and sticking to them - Taking frequent breaks away from gaming areas - Avoiding gambling while under emotional distress or the influence of alcohol - Having non-gambling hobbies and social outlets outside of the casino We also encourage all guests to speak openly with our SafePlay team. Whether you're a first-time visitor or a seasoned guest, our role is to support you in making informed decisions that serve your wellbeing. No question is too small, and no concern is too minor. By choosing to understand and respect your own gaming limits, you're not only protecting your personal wellbeing — you're helping to foster a culture of accountability, safety, and enjoyment for all. At Agar, responsible gambling isn't just a guideline. It's our foundation. And your comfort, clarity, and confidence are what matter most.

■ Guests must be 18+ to access gaming services at Agar Resort Hotel Canada. Please gamble responsibly.

## Meet the SafePlay Support Centre

At Agar Resort Hotel Canada, the SafePlay Support Centre isn't just a department — it's the heart of our responsible gambling ecosystem. More than just a help desk, this space is a haven where guests are met with privacy, compassion, and the practical tools they need to make healthy choices while enjoying our entertainment options. Located adjacent to the casino floor yet removed from the hustle and noise, the Centre is designed to offer a calm environment. Whether you need immediate help, quiet reflection, or simply information, the SafePlay team is available 24/7 to guide you in the direction that best supports your wellbeing. Here's what makes the SafePlay Support Centre

Different:

1. **Total Privacy** Your concerns and your story are always treated with complete confidentiality. Private rooms are available for discussions. You can drop in anonymously or schedule an appointment with one of our SafePlay specialists.
2. **Multilingual Support** Canada is a multicultural country, and our team reflects that. We have professionals who speak multiple languages, ensuring that language is never a barrier when seeking help.
3. **Access to Resources** The Centre offers a wide variety of printed and digital materials about safe gambling, recognizing problematic behavior, and navigating personal gambling habits. Whether you want to learn, reflect, or share with others, we have the right material for you.
4. **Self-Assessment Tools** Guests can participate in short, guided self-assessments that help evaluate their gambling patterns. These tools are non-judgmental, completely optional, and incredibly insightful. They serve as a mirror — helping you see where you are, where you're heading, and whether you need to consider changes.

5. **Immediate Support Services** From budget-planning to emotional support, the SafePlay Centre provides assistance with setting daily/weekly spending limits, tools to block or pause marketing messages, referral to addiction counselors or mental health support, direct help with self-exclusion or temporary cooling-off, and follow-ups for those who've previously requested assistance.

■ Guests must be 18+ to access gaming services at Agar Resort Hotel Canada. Please gamble responsibly.

## Time & Money: Setting Limits Before You Play

One of the most empowering steps any guest can take before engaging in gambling is setting clear, personal limits on both time and money. At Agar Resort Hotel Canada, we encourage all players — new and experienced alike — to view this not as a restriction, but as a form of self-care and control.

Our resort offers tools and features designed to help you take control: time limit alerts, spending controls, gaming session summaries, break reminders, and limit planning at check-in. These help you to enjoy your experience with confidence and awareness. We believe that setting a time or spending limit is one of the smartest things a guest can do. It's not a barrier, but a tool for long-term enjoyment. It protects the joy of play — so that your casino visit remains a highlight, not a hardship.

■ Guests must be 18+ to access gaming services at Agar Resort Hotel Canada. Please gamble responsibly.

## Self-Exclusion: Your Right to Step Away

There may come a time when a guest feels that the healthiest option is to take a break from gambling. At Agar Resort Hotel Canada, we respect and fully support this decision. Through our voluntary self-exclusion program, we provide a private, respectful process that allows individuals to step back, reflect, and regain balance. You can self-exclude for 24 hours, 7 days, or a custom duration — from all gaming services and communications. This choice is handled confidentially. We also offer post-exclusion support like referrals to wellness programs and mental health services. It's a temporary step for long-term wellbeing — and we're here every step of the way.

■ Guests must be 18+ to access gaming services at Agar Resort Hotel Canada. Please gamble responsibly.

## Recognizing the Warning Signs

Responsible gambling starts with awareness. Some signs of harm include chasing losses, hiding gambling from loved ones, emotional reactions like guilt or anger, or using gambling to cope with stress. Our staff and monitoring systems are trained to recognize early signs and offer gentle support. We also provide anonymous self-check tools to help guests self-reflect on their own gaming behavior. Noticing a warning sign early can make all the difference — and ensure your experience remains positive.

■ Guests must be 18+ to access gaming services at Agar Resort Hotel Canada. Please gamble responsibly.

## How Our Staff Support You

Our team is the first line of support in maintaining a safe gaming environment. Staff are trained in mental health awareness, gambling harm prevention, and guest care. They know how to approach guests respectfully, offer assistance, and make appropriate referrals. Whether you need information, emotional reassurance, or a simple conversation, our people are here to help. Their mission is not only to serve — but to support.

■ Guests must be 18+ to access gaming services at Agar Resort Hotel Canada. Please gamble responsibly.



## The Role of Technology in Safer Gaming

Technology at Agar Resort Hotel Canada includes on-screen reminders, real-time bet tracking, spending alerts, player history summaries, and digital self-exclusion tools. All data is private and used only to support wellbeing. Our tools are not meant to control — they are designed to give you greater awareness and freedom in how you engage with gaming.

■ Guests must be 18+ to access gaming services at Agar Resort Hotel Canada. Please gamble responsibly.

## Returning After a Break: Reintegration Support

When guests return after self-exclusion, we offer a supportive reintegration process. This includes a personal consultation, readiness assessment, and optional counseling. Guests also receive custom limit-setting tools and a welcome plan to help manage the return. Returning after a break is not about restarting — it's about realigning your goals and feeling confident again.

■ Guests must be 18+ to access gaming services at Agar Resort Hotel Canada. Please gamble responsibly.

## Community, Respect, and Your Voice

At Agar Resort Hotel Canada, responsible gambling is a community value. We involve guests in surveys, SafePlay feedback, and awareness campaigns. We also support broader outreach projects that promote safe gambling across Canada. Every guest's input shapes how we evolve. If you have suggestions or want to get involved in our programs, we encourage your voice. Together, we create a better space for play — and for people.

■ Guests must be 18+ to access gaming services at Agar Resort Hotel Canada. Please gamble responsibly.