



CASINO HOUSE RULES

REGULATIONS AS REFERRED TO IN ARTICLE 10, SECOND PARAGRAPH, OF THE CASINO GAMES DECREE OF 1996

ARTICLE 1

1. Visitors to Holland Casino are obliged, regardless of whether or not they take part in games, to observe the regulations of the Game Rules (which can be accessed via <https://hc.nl/onze-spelregels>, and which are available for inspection at our establishments) insofar as these are applicable to them, as well as the regulations of the House Rules (which can be accessed via <https://hc.nl/onze-spelregels>, and which are available for inspection at our establishments).
2. The term 'casino' is understood to mean all areas of the casino that are accessible to visitors (including the restaurant, gaming rooms, etc.).
3. The term 'gaming room' is understood to mean a room located within a casino intended for the organisation of casino games and/or as a venue for gaming machines.

ARTICLE 2

1. In designing its casinos, Holland Casino has taken measures and made provisions to facilitate the safety of visitors and staff.
2. Visitors are obliged to follow the instructions issued by the casino official(s) authorised for that purpose in the interest of the safety and peace and order of the casino, as well as in the interest of orderly, fair and reliable games.

ARTICLE 3

1. The casinos are open during set hours, which are displayed in a clear and visible manner at the entrance to the casino.
2. The term 'day of play' is understood to mean the period between the opening time and closing time of the casino, with the date of the opening time also referring to the date of the period between 00:00 and the closing time of that day of play. At casinos that are open 24/7, the day of play starts and ends at 07:00.
3. The start dates of promotions and similar events organised by Holland Casino will at all times be linked to the date of a new day of play, meaning that they apply from the opening time of the casino.

ARTICLE 4

1. To gain admission to the casinos, visitors must at all times comply with the terms and conditions for admission (which can be accessed via <https://hc.nl/onze-spelregels/entreevoorwaarden>), including (but not limited to) the requirement to be at least 18 years of age and to show valid proof of identity.
2. In addition, visitors must hold a valid admission ticket, which must be in their name and which is not transferable.
3. The admission ticket only entitles the visitor to access the gaming rooms of the casino for which the admission ticket was obtained, and is only valid for the day of play in question.

ARTICLE 5

1. When accessing the gaming rooms, visitors must at all times show their admission ticket to the official(s) designated for that purpose. In addition, while in the gaming rooms, visitors are obliged to show their admission ticket at the first request of the official(s) designated for that purpose, and to show proof of identity if requested.
2. Admission tickets found to be in the possession of persons other than those to whom they were issued will be revoked without any refund of the admission price paid.

ARTICLE 6

Pets are not allowed in the casino; exceptions are negotiable only after consultation.

ARTICLE 7

1. Admission to separate areas of the gaming room in which casino games are offered with higher minimum stakes than in the other gaming rooms may be granted to visitors following a request to that effect, if and insofar as they are actually taking part in the game.
2. During a day of play, Holland Casino may set up separate sections in a gaming room intended for group visits and for visitors who have been given the opportunity to be introduced to casino games and slot machines at the invitation of Holland Casino.

ARTICLE 8

1. In the casinos, visitors are not permitted:
 - a. to use technical tools that may be used for observation and/or for the recording of images, video and/or sound, except for a mobile phone and/or a smartwatch. Examples of technical tools that are not permitted include, without limitation, all spyware, such as pens, watches or spectacles with a built-in camera ("Technical tools");
 - b. to make image and video recordings in which visitors and/or employees of Holland Casino can be recognised.
2. In the gaming rooms, visitors are not permitted:
 - a. to use mechanical, electric or electronic devices, including smartphones, tablets, media and other music players and head/earphones ("Devices"), in the immediate vicinity of the games, including in seats/standing spaces at the gaming tables and slot machines;
 - b. at gaming tables at which card games are played, to take notes that relate to the game in question, except for during games of (Mini/Midi) Baccarat, insofar as such notes relate to "player", "banker" or "tie";
 - c. to offer to act as an intermediary for professional or business purposes during participation in casino games, or to offer money or items with a monetary value to other visitors.
3. If Holland Casino reasonably suspects any breach of Article 8 of these regulations, the visitor is obliged – following the first request by Holland Casino – to hand over the devices and/or technical tools to Holland Casino without delay, so that Holland Casino may view what is on the devices and/or technical tool.
4. If Holland Casino reasonably suspects any breach of Article 8 of these regulations, Holland Casino is authorised, if a prize or jackpot is won on gaming machines or in table games, to take extra time to conduct an investigation, in which it reserves the right to withdraw the prize or jackpot as a consequence of this investigation.

ARTICLE 9

1. As an exception to Article 8, paragraph 2a, of these regulations, at gaming tables where games of poker are offered, participants in games of poker are permitted to use devices on the condition that the device is placed face down on the gaming table during a round of play, for as long as the participant is actively taking part in the game of poker.
2. The use of music players and sound media by participants in poker tournaments is only permitted up to the point a player reaches the table at which the final round is played; from that point onward, such use is no longer permitted.
3. Making image and video recordings during a poker tournament is only permitted with the prior written permission of Holland Casino.

ARTICLE 10

Seats at the gaming tables are reserved for visitors who are taking part in the game. Holland Casino may force visitors to give up their seats if they are not taking part in the game.

ARTICLE 11

1. Holland Casino decides if and in which manner players can reserve a slot machine.
2. Players must at all times notify an employee of Holland Casino in advance if they wish to leave the slot machine temporarily. A slot machine may be allocated to another player if the player who reserved the slot machine stays away for longer than ten minutes.
3. If a player is playing on more than one slot machine at the same time, Holland Casino may demand that the player leaves such additional slot machines or may allocate such additional slot machines to (an)other player(s).

ARTICLE 12

1. Holland Casino may deny access to the casinos to persons:
 - a. who do not comply with the terms and conditions for admission;
 - b. who, in the opinion of Holland Casino, give the impression that they will disturb the order and peace at the casino or obstruct fair and orderly game playing;
 - c. who are subject to a measure prohibiting admission to casinos (including an admission ban or an entry in the Player Exclusion Register);
 - d. who are subject to a measure limiting admission to casinos if granting admission to the casino would be in breach of such measure;
 - e. who act in violation of the Casino Games Decree, House Rules or Gaming Rules, or who give the impression that they will not observe these regulations;
 - f. whose behaviour or comments reasonably (in the opinion of Holland Casino) lead to the conclusion that they are in a condition in which they are unable to make decisions based on their own free will.
2. A measure as referred to under points c or d of the first paragraph is applicable for a specific period and cannot be lifted temporarily.
3. In connection with its obligations under the Money Laundering and Terrorist Financing (Prevention) Act, among other things, Holland Casino will refuse admission to its casinos to persons who it does not wish to enter into a relationship with, or with whom it does not wish to continue its relationship. If requested, Holland Casino will provide the person in question with its reasons for this. Such reasons may include the fact that Holland Casino is no longer permitted to offer services to the person in question within the context of its statutory obligations or the fact that it runs the risk of damage to its image or reputation, negative legal consequences, negative political or publicity consequences or damage to its business operations as a result of offering services to the person in question.
4. Holland Casino reserves the right to refuse admission to persons and/or groups of persons in special cases and/or circumstances. If Holland Casino exercises this right, it will announce this in advance and in a manner clearly recognisable to everyone by posting the terms and conditions for admission on its website.
5. In the event of a measure as described in Article 12, paragraph 1, point c and/or d, the applicable terms and conditions can be accessed via <https://hc.nl/veilig-en-verantwoord-spelen/hulpverlening/voorwaarden-bezoekbeperking>.

ARTICLE 13

In the context of the prevention policy for gambling addiction to be operated by Holland Casino, admission to the casino may be refused to certain persons in special circumstances, or admission restrictions may be imposed. This may be the case if the gaming behaviour of the person concerned harms their interests or the interests of those directly dependant on them.

In addition, Holland Casino may refuse admission to the casino to visitors who behave inappropriately and/or have caused damage.

ARTICLE 14

Holland Casino is obliged to check whether its visitors are registered in CRUKS (cruksregister.nl). To facilitate this check, visitors are required to provide their personal data to Holland Casino. If a visitor is registered in CRUKS, that visitor must provide the same data on their visit to Holland Casino as they provided on their registration with CRUKS. As part of this, if that visitor has a citizen service number (CSN), they are required to provide this number. If the visitor in question does not have a CSN, they are required to state their place of birth. To prevent any errors, Holland Casino requires its visitors to ensure that the personal data they provide is correct. Holland Casino cannot be held liable for any damage in relation to non-compliance with the obligations listed above and/or any incorrect or incomplete personal data provided by the visitor.

ARTICLE 15

1. Visitors are required to lend their cooperation in verifying compliance with the provisions of these regulations.
2. Any refusal to cooperate in verifying compliance with the provisions of these regulations may lead to the visitor being removed from the casino without any refund of the admission price paid.