

CODE OF CONDUCT FOR RESPONSIBLE GAMING



**AMERICAN
GAMING
ASSOCIATION**

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The **American Gaming Association (AGA)** and its members pledge to our employees, our patrons, and the community to make responsible gaming an integral part of our daily operations across the United States. This pledge includes employee assistance and training, alcohol service, the provision of casino games, and casino gambling advertising and marketing. This Code also covers the commitment of our members to continue support for research initiatives and public awareness surrounding responsible gaming and underage gambling. The following Code of Conduct details how we fulfill this pledge.

PLEDGE TO OUR PATRONS

...To Promote Responsible Gaming

- AGA members will make information available promoting responsible gaming and where to find assistance, including a toll-free help line number. This information will be available and visible on casino floors and at cash access devices.
- AGA members will make available on their gaming-related Web sites information describing responsible gaming, their policies and practices related to responsible gaming and where to find assistance.
- AGA members, where permitted by law, will make available to patrons and employees information generally explaining the probabilities of winning or losing at the various gambling games offered by the casino.
- Each AGA casino company will have a policy in effect for all of its casino properties providing opportunities for patrons to request in writing the revocation of their privileges for specific services such as:
 - Casino-issued markers
 - Player club/card privileges
 - On-site check-cashing
 - Complimentaries
 - Gambling promotions

In addition, each AGA casino company shall make reasonable efforts on a facility-by-facility basis to honor a written request from any person that it not knowingly grant that person access to gambling activities.

- AGA casino companies reserve the right to exclude a patron from gambling, without a request from the patron.

...To Prevent Underage Gambling and Unattended Minors in Casinos

- AGA casino companies will make diligent efforts to prevent underage individuals from participating in any gambling at casinos, loitering in the gaming area of a casino or from gaining access to mobile or in-room gambling opportunities.
- AGA casino companies will communicate the legal age to gamble through messaging, as appropriate, in their properties, on their casinos' online platforms and in gambling promotions.
- Employees working in relevant areas will receive training in procedures for dealing with unattended children, underage gambling, and the purchase and consumption of alcohol and tobacco by minors.
- If a child appears to be unsupervised or in violation of local curfews and other laws, security or appropriate personnel will be contacted and reasonable steps will be taken to locate the parent or responsible adult on property or by telephone.

...To Serve Alcoholic Beverages Responsibly

- AGA casino companies will observe a responsible beverage service policy including the following elements:
 - Casinos will not knowingly serve alcoholic beverages to a minor.
 - Casinos will not knowingly serve alcoholic beverages to a visibly intoxicated patron.
 - Casinos will make a diligent effort not to permit casino gambling by a visibly intoxicated patron.
- AGA casino companies will train appropriate casino employees in the company's responsible alcoholic beverage service policy, and will provide periodic refresher training to those employees.

...To Advertise Responsibly

This Code applies to the advertising and marketing of casino gambling by AGA member companies. It does not pertain to advertising and marketing that is primarily of hotels, restaurants and entertainment that are often associated with or operated or promoted by casinos. For the purposes of this code, advertising and marketing includes, among other media, radio and television ads print, direct mail, social media, billboards and Internet promotions.

- Casino gambling advertising and marketing will:
 - Contain a responsible gaming message and/or a toll-free help line number where practical.
 - Reflect generally accepted contemporary standards of good taste.
 - Strictly comply with all state and federal standards to make no false or misleading claims.
- Casino gambling advertising and marketing will not:
 - Contain images, 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 gambling activity.
 - Contain claims or representations that gambling activity will guarantee an individual's social, financial or personal success.
 - Be placed before any audience where most of the audience is ordinarily expected to be below the legal age to participate in gambling activity.
 - Imply or suggest any illegal activity of any kind.

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(continued)



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PLEDGE TO OUR EMPLOYEES

- AGA members will educate new employees on responsible gaming.
- AGA casino companies will train gaming floor employees on responsible gaming and provide periodic refresher training.
- AGA members will implement communications programs for employees to improve their understanding of responsible gaming and related policies and procedures.
- AGA members will provide information to new and existing employees about responsible gaming, the member company's policies and practices related to responsible gaming, and where to find assistance.
- AGA members will post responsible gaming awareness information, including a toll-free help-line number, at various locations where employees congregate.

PLEDGE TO THE PUBLIC

...To Support and Promote Research-Based Policies on Responsible Gaming

- AGA members will continue to provide funding for the National Center for Responsible Gaming, which is the leading source of science-based research and information on gambling and health.
- AGA members will use this research to identify the best practices for casinos to follow to promote responsible gaming.
- AGA members will continue to develop a dialogue surrounding scientific research on gambling and health to communicate to and educate patrons, employees and policy-makers.

...To Provide Oversight and Review

- Each AGA member company will implement the Code and conduct annual reviews of its compliance with this Code.

References in this Code to providing certain "information" to employees and customers mean that AGA members will use those means of communication appropriate for each message, which may include any or all of a range of traditional and social media such as written brochures, posters, website postings or direct electronic messages.

All aspects of AGA's Code of Conduct are subject to local, state and federal laws.