

Palasino Group, a.s.
ČESKÁ KUBICE 64, 345 32 ČESKÁ KUBICE
IČO 64358267



PALASINO

VISITOR RULES

Revision 3rd January 2024

Visitor Rules for all Venues

Welcome to the casino of Palasino Group, a.s. with its registered office at Česká Kubice 64, 345 32 Česká Kubice, IČ 64358267 (hereinafter referred to as the "Operator"). All gambling in the casino is governed by the Gambling Rules (GR) approved by the Ministry of Finance of the Czech Republic. Other rules for visiting the operator's premises, which could not be taken into account in the Game Plans, are set out in these "Visitor Rules". By entering the casino of the Operator, the visitor agrees to abide by the rules set forth in this document. Failure to do so may result in the visitor being asked to leave the premises and potentially being banned from future visits. The operator strives to ensure that each visit will be a pleasant experience for you, other visitors, and our employees, therefore we thank you for your cooperation in following these rules.

Casino Entry:

1. Casino gambling is accessible only to persons 18 years of age or older who can prove their identity and who are not registered in the Register of Excluded Persons (REP) kept by the Ministry of Finance of the Czech Republic;
2. By entering the casino, visitors agree to respect *the Gambling Rules (GR)*, *the Visitor Rules (VR)*, *the General Business Rules (GBR)*, and any instructions issued by the casino management based on these rules;
3. Before playing any gambling games, all visitors should familiarise themselves with the approved GRs of the individual games available in the casino and with the GBR, in their own interest;
4. On their first visit to the casino, all visitors must complete the registration process as per the approved GR. After successful registration, the visitor will receive their Player Account Card (PAC) card;
5. Visitors are required to present a valid ID or PAC card at all times upon request by an authorized casino representative. Failure to present a valid ID or PAC card may result in the visitor being refused entry to the casino or being asked to leave the casino by an authorized casino representative;
6. Based on the relevant provisions of Act No. 253/2008 Coll. "on certain measures against money laundering and terrorist financing (hereinafter referred to as the "AML Act"), and based on the internal bylaws for compliance with the AML Act, each visitor may be asked by the casino management to provide information about the source of funds used for gambling;
7. Visitors may ask the casino management to set up self-restricting measures per conditions in the GR. Complete exclusion of a visitor from participating in gambling games and entry in the REP may only be, until 1.7.2024, made through an application sent to the Ministry of Finance of the Czech Republic using the online form of the Ministry of Finance of the Czech Republic – details are available at the casino reception. After 1.7.2024, it will be possible to enrol in REP in the casino via the "Panic Button" game avoidance device;
8. Entry to the casino is subject to the casino's opening hours which are posted on the entrance doors of each casino premises. In special circumstances, the casino management reserves the right to bring the casino closing time forward depending on the current operating conditions;
9. Each visitor is expected to dress appropriately for their visit to the casino premises; The casino management may deem a person to be inappropriately dressed and ask them to return with appropriate attire; We accept and understand that fashions may change and look to our visitors to respect other visitors by dressing properly for the time and season of the year;
10. Casino reception, security staff and management may prevent the entry of visitors under the influence of alcohol or other narcotics and may ask them to leave the casino;
11. Visitors must be respectful to all employees of the Operator; On no occasion is it acceptable to abuse employees either mentally or physically; the use of swear words or other derogatory or discriminatory remarks will not be tolerated and any use of such will result in the visitor being asked to leave the casino and will result in the visitor being banned from future entry;

Internal Rules:

1. The visitor acknowledges that the casino is monitored by both audio and visual recording devices. These are a requirement of the Czech Gaming Act for the protection of both visitors and employees;
2. Visitors may only smoke in designated areas such as “smoking terraces” or outside the casino. Thank you for respecting this regulation.
3. Visitors are obliged to follow the instructions of the Operator's employees in case of evacuation of the casino in case of fire or other emergency; Visitors may not intentionally damage any safety or fire protection equipment in the premises;
4. All currencies are exchanged based on the official exchange rate exclusively in the exchange office at the casino cash desk;
5. All visitors are asked to leave their personal clothes and items such as coats, jackets, headgear, umbrellas, luggage, shopping bags, etc. at the cloakrooms provided. The cloakroom is not designed to store valuables such as jewellery, electronics, cash, etc. The operator is not responsible for visitors' personal belongings and valuables left unattended in the casino at a place that is not intended for that purpose;
6. Close family members (especially husband, wife, brother, sister, son or daughter, father or mother) and partners of the Operator´s employees are requested to announce their presence to casino management upon entering the casino premises; such family members and/or partners may only play in the casino with the express permission of the casino management and under increased supervision;
7. Visitors are prohibited from engaging in personal relationships with the Operator´s employees during their visit to the casino premises;
8. Visitors are asked to hand over any items found in the casino premises to the casino management or the casino cash desk;

Casino visitors are not allowed to:

1. Leave the casino premises with any cash chips or other chips belonging to the gaming tables;
2. Perform activities aimed at influencing the result of games and winnings from technical games, live games, and other games operated by the operator, alone or in cooperation with other visitors to exceed betting limits, disturb other visitors while playing, interfering with the game by any technical or manual devices to increase their advantage in the games;
3. Take photographs and/or film inside the casino without special permission from the casino management;
4. Enter the casino accompanied by dogs or other animals;
5. Enter the casino with weapons, explosives, flammables, drugs, or other dangerous substances. Security staff may conduct random security checks on visitors, including by inspecting bags, clothing, and personal effects;
6. Bring their own refreshments or food into the casino; food and drink may only be consumed in the appropriate places such as at casino restaurants;
7. Loan money or chips to other visitors;