

Help & advice

If you have any questions, you are welcome to contact the player protection hotline of Österreichische Lotterien under telephone number:

0800 202 304

toll-free throughout Austria

Strict confidentiality and secrecy
will of course be guaranteed.



You may also send us your request by e-mail or post:

E-Mail: help@winwin.at and
playsponsible@winwin.at

Post: Glücks- und Unterhaltungsspiel
BetriebsgesmbH,
Bereich Responsible Gaming,
Rennweg 44, 1038 Vienna, Austria



Upon request, we will be pleased to make contact for you with an information centre. Or you may turn to any of the Austrian information centres and therapeutic facilities directly.

For many years, Österreichische Lotterien has been working together with institutions that concern themselves with the scientific research of gambling addiction and provide professional advice and support to people affected and their relatives. Feel free to use the services provided by these support centres – anonymously and free of charge!

VIENNA

Ambulante Behandlungseinrichtung Spielsuchthilfe (outpatient treatment facility/gambling addiction)
Stolberggasse 26/3rd floor, 1050 Vienna, telephone: 01/544 13 57,
E-mail: therapie@spielsuchthilfe.at, Internet: spielsuchthilfe.at

Anton-Proksch-Institut

Gräfin-Zichy-Strasse 6, 1230 Vienna, telephone: 01/880 10
E-mail: info@api.or.at, Internet: api.or.at

SHG Anonyme Spieler – W. Gizicki

Rudolf-Zeller-Gasse 69/entr. 8/door 10, 1230 Vienna,
telephone: 0660/123 66 74, E-mail: shg@anonyme-spieler.at,
Internet: anonyme-spieler.at

LOWER AUSTRIA

Anton-Proksch-Institut – Suchtberatung Baden
Helenenstrasse 40/4/41, 2500 Baden, telephone: 01/880 10-1370
E-mail: baden@api.or.at, other information centres: api.or.at

SHG Anonyme Spieler – W. Gizicki

Himmelreichstrasse 8, 3390 Melk, telephone: 0660/123 66 74
E-mail: shg@anonyme-spieler.at, Internet: anonyme-spieler.at

UPPER AUSTRIA

Schuldnerhilfe Oberösterreich – Zentrale Linz (Upper Austrian debt advice service, Linz headquarters)
Stockhofstrasse 9/4th floor, 4020 Linz, telephone: 0732/77 77 34
E-mail: linz@schuldner-hilfe.at, Internet: spielsuchtberatung.at

Ambulanz für Spielsucht der pro mente OÖ (outpatient clinic for compulsive gambling)

Neuromed Campus of the Kepler University Hospital
Wagner-Jauregg-Weg 15, 4020 Linz, telephone: 05/76 80 87-
39571, E-mail: spielsucht.nmc@kepleruniklinikum.at,
Internet: spielsuchtambulanz.at

Magistrat der Stadt Wels – Sozialpsychisches Kompetenzzentrum – Spielsuchtberatung (municipal administration of the city of Wels, social-psychological competence centre, compulsive gambling advice)
Dragonerstrasse 22, 4600 Wels, telephone: 07242/29 585
E-mail: sf@wels.gv.at, Internet: wels.gv.at

CARINTHIA

Spielsuchtberatung Landeshauptstadt Klagenfurt (compulsive gambling information centre of the regional capital of Klagenfurt)
St. Veiter Strasse 195, 9020 Klagenfurt, telephone: 0664/961 51 86,
E-mail: spielsuchtberatung@klagenfurt.at
Internet: klagenfurt.at/stadt-service/gesundheits/suchtberatung

Spielsuchtambulanz de La Tour Villach (compulsive gambling outpatient clinic)

Nikolaigasse 43 – building D5, 9500 Villach,
telephone: 04242/243 68, E-mail: spielsuchtambulanz.villach@
diakonie-delatour.at, Internet: diakonie-delatour.at/spielsuch-
tambulanz-de-la-tour-villach

Krankenhaus de la Tour (hospital)

De-La-Tour-Strasse 28, 9521 Treffen, telephone: 04248/2557
E-mail: krankenhaus-delatour@diakonie-delatour.at
Internet: diakonie-delatour.at/krankenhaus-de-la-tour

SALZBURG

Universitätsklinik für Psychiatrie, Psychotherapie und Psychosomatik - Fachambulanz für Glücksspielsucht sowie Computer- und Internetnutzungsabhängigkeit (university hospital for psychiatry, psychotherapy and psychosomatic medicine, specialist outpatient department for compulsive gambling as well as computer and internet addiction)
Ignaz-Harrer-Strasse 79, building 16, 5020 Salzburg,
telephone: 05/7255-34991, E-mail: suchtambulanz@salk.at,
Internet: salk.at/647.html

STYRIA

Drogenberatung des Landes Steiermark (drug information centre of the Land of Styria) Suchttherapieverein Steiermark (addiction therapy association of Styria)
Friedrichgasse 7, 8010 Graz, telephone: 0316/326 044
E-mail: drogenberatung@stmk.gv.at, Internet: drogenberatung.
steiermark.at

Fachstelle für Glücksspielsucht Steiermark (Styrian specialist department for compulsive gambling) c/o b.a.s. Graz [betrifft Abhängigkeit und Sucht] Steirische Gesellschaft für Suchtfragen

Dreihackengasse 1, 8020 Graz, telephone: 0664/964 36 92
E-mail: office@fachstelle-gluecksspielsucht.at
Internet: fachstelle-gluecksspielsucht.at
other information centres: suchtfragen.at

TYROL

Suchthilfe Tirol – Zentrale (headquarters of Tyrol addiction assistance centre)
Innsbrucker Strasse 85/1, 6060 Hall in Tirol, telephone: 0512/5800-80
E-mail: office@suchthilfe.tirol, Other information centres: suchthilfe.tirol

VORARLBERG

Stiftung Maria Ebene (foundation)
Maria Ebene 17, 6820 Frastanz, telephone: 05522/727 46-0
E-mail: stiftung@mariaebene.at, Internet: mariaebene.at

Beratungsstelle Clean Feldkirch

Schiessstätte 12/8, 6800 Feldkirch, telephone: 05522/380 72
E-mail: clean.feldkirch@mariaebene.at, Internet: mariaebene.at

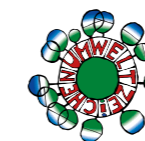


For current contact details of Austrian information centres and therapeutic facilities, please go to playsponsible.at or scan this QR code.

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Address: Rennweg 44, 1038 Vienna, Austria
Telephone: +43/1/790 70-0 and +43/1/7990-358
Player protection hotline: 0800 202 304 (toll-free throughout Austria)
Fax: +43/1/79070-22215

E-mail: help@winwin.at and winwin@playsponsible.at
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Play responsibly



WINWIN



WINWIN attaches utmost importance to gambling being, and remaining, associated with excitement, fun and entertainment for its guests. On the following pages, we would like to give you a general idea of potentially problematic developments.

In addition to valuable tips for responsible gaming and an opportunity for self-critical scrutiny of your own gaming pattern, you will also find the contact details of places to go to for further information or help.

Let's jointly see to it that the game remains a game.

Player protection & WINWIN Card

18+

Only adult persons (from age 18) are allowed to participate in the range of games offered by WINWIN.

- WINWIN Card: Access to the gaming area and participation in the games is only possible with a personalized player's card.
- Specifically trained staff will pay attention to any detrimental changes in gaming behaviour and will talk to the player concerned if required. It is important for the amount of money put at stake to be proportionate to the person's disposable income and/or assets.
- Self-limitation options range from the limitation of visits, limitation of loss amounts through to self-exclusion. More information will be available from our on-site staff.
- After 120 minutes of uninterrupted gaming, players are required to take a break. For players to better keep track of their gaming time, the time the person has been gaming so far is indicated after 60, 90 and 115 minutes; after 120 minutes, a break will be activated automatically.

Our aim is to counter the potentially negative effects of excessive consumption of gaming products. Therefore, we closely cooperate with national and international research institutions and support Austrian information centres and therapeutic facilities.

Austrian Lotteries' excellent player protection standards have been audited and certified in accordance with the strict rules of European Lotteries and the World Lottery Association.



What is gambling addiction or compulsive gambling?

This term designates the abnormal, excessive and uncontrollable consumption of games of chance. We speak of addiction if gambling becomes a person's central purpose in life, hence if their life revolves exclusively around gambling. The persons affected spend too much time and money, they neglect other spheres of life such as their families, hobbies or work. In the course of a process that usually takes several years, compulsive gamblers not only suffer from the financial consequences of their behaviour, but increasingly also from the loss of social relationships.

Who is at risk?

Gambling addiction is frequently caused by a critical incident in a person's life, such as the loss of one's partner or job. The person affected finds her/himself in a situation in which their wish to get out of the "here and now" becomes overwhelming; they increasingly try to distract themselves. In the process, games of chance are consumed in a more and more compulsive manner, increasingly becoming the focus of the person's life.

Chance will always prevail in gaming!

10 pieces of good advice to our guests:

1. Before you start, fix a specific stake that is reasonable in terms of your financial means.
2. Only play for amounts you have set aside for your leisure time and entertainment.
3. Only play for fun and entertainment. Gambling is not an alternative to gainful work.
4. Avoid taking higher risks to compensate for any losses incurred.
5. Make sure that your participation in games of chance never outweighs other leisure time activities you pursue.
6. Do not play whenever you are depressed, under great stress or heavily burdened in other ways.
7. Do not play under the influence of alcohol or medicines.
8. Remember that in gaming, it is nothing but chance that decides about winning or losing.
9. Gaming products are no suitable gift for children and adolescents.
10. Take the opportunity to take the self-test or self-assessment (www.bmf.gv.at) regarding your gaming behaviour.

Self-assessment

Do you have any doubts as to whether your gaming pattern is still normal, or do you simply want to take a closer look at your gaming behaviour?

The following questions may help you assess your gaming behaviour:

1. Have you ever continued playing in spite of the feeling that you'd rather stop?
2. Do you stick to gaming rituals? (lucky number, charms, favourite gaming machine, gaming at certain times of day...)
3. Have you ever spent more money than you had intended?
4. Have you tried to win back any losses incurred?
5. Have you ever borrowed money to participate in games?
6. Are you gambling to escape your everyday life and to forget about potentially difficult situations?
7. Are you increasingly thinking about gambling or sports bets even when you are not gaming?
8. Have you ever lied to relatives or friends about how often you gamble or how much money you have lost through gambling?
9. Are you increasing the frequency of your gaming, and the stakes?



For more information on gaming and player protection, please also visit the website of the Federal Ministry of Finance bmf.gv.at or scan this QR code.

In gaming, all results are determined by pure chance!