

HOLLYWOOD *Casino*

— SPRINGFIELD —

Exhibit 4-e

Responsible Gaming Program *Draft*

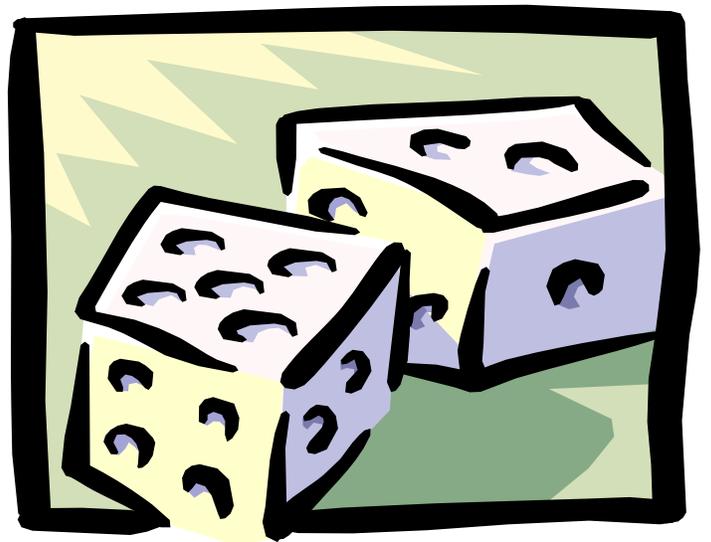


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Exhibit #	Topic
1.	Responsible Gaming Training Program (tbd)
2.	Responsible Gaming Brochure (tbd)
3.	Personal Financial Restriction Enrollment Form

I. Introduction

As a Casino Operator in the Commonwealth of Massachusetts, Hollywood Casino & Hotel Springfield is in the business of providing casino entertainment. We are proud of the industry we represent and are pleased that gaming has become a true form of acceptable adult entertainment.

Most casino patrons see gaming for what it is – simply a form of entertainment. These individuals act responsibly when they game; however, we recognize that not all people are able to exhibit such responsible behavior. Some patrons have problems controlling their behavior, and we recognize this as being an extremely important issue ethically and on a business level. Therefore, Hollywood Casino has developed this Responsible Gaming Program which is designed to provide programs and policies that provide help to those individuals who need it while not imposing undue burdens on the vast majority of our patrons who act responsibly.

II. Goals of the Program

The Program's goals are:

- A. To enhance awareness of the issues of problem/compulsive gambling, intoxicated gambling and gambling by underage, excluded and voluntarily excluded individuals for our cast members and patrons;
- B. To facilitate access to information regarding compulsive/problem gambling and treatment; intoxicated gambling; and gambling by underage and voluntarily excluded individuals including information regarding the placement of an individual on the State's voluntary exclusion list;
- C. To establish procedures designed to reduce the chance that an individual with a gambling problem will wager at the facility;
- D. To establish procedures designed to prevent underage, visibly intoxicated, excluded and voluntarily excluded individuals from wagering at the facility;
- E. To establish procedures to ensure that underage, excluded and voluntarily excluded individuals do not receive check cashing privileges; are not issued a player card or sent marketing material; do not receive any service, item or discount; and do not collect any winnings or recover any losses as a result of any gaming activity at Hollywood Casino Springfield; and
- F. To establish procedures designed to prevent parents from leaving children unattended and to ensure the safety of any unattended children located within the facility or otherwise on the grounds of Hollywood Casino Springfield.

III. Timetable to Implement

This Responsible Gaming Program shall be effective at the start of gaming operations with all newly hired cast members trained in orientation within 30 days of their start date. The property will conduct an annual refresher responsible gaming training for all cast members.

IV. Individuals Responsible For Implementation and Maintenance of Plan

Hollywood Casino Springfield shall establish a Responsible Gaming Committee with the VP/General Manager acting as Chairman. The Responsible Gaming Committee is comprised of the following members:

- A. VP/General Manager (Chairman)
- B. VP of Operations
- C. Director of Human Resources
- D. Manager of Security, Risk & Investigation
- E. Food & Beverage Manager
- F. Director of Finance
- G. Compliance Officer
- H. Director of Marketing
- I. Internal Audit Manager
- J. Player Services/Cage Manager
- K. Surveillance Manger

Any other personnel the VP/General Manager believes to be necessary to accomplish the goals of the program will be included on the Committee on an ad-hoc basis.

V. Changes to the Program

The Responsible Gaming Committee of Hollywood Casino Springfield will continue to refine the program as necessary.

VI. Specific Duties Related to the Responsible Gaming Plan

The following departments/positions or their designees shall be responsible for the implementation of the plan as follows:

- A. **Responsible Gaming Committee** – Develops and implements the Responsible Gaming Program. The Committee also monitors compliance with and effectiveness of the program. Suggests changes to the program implements such changes.

- B. **Compliance Officer** - Primary contact person for the Massachusetts Gaming Commission on issues related to responsible gaming.
- C. **Director of HR** – Responsible for ensuring that all newly hired cast members receive responsible gaming training . Ensures that all existing cast members receive refresher responsible gaming training annually.
- D. **Director of Marketing** – Ensures that all individuals who have requested voluntary exclusion, financial restrictions or who have been placed on the State’s voluntary exclusion list are properly entered into appropriate databases.
- E. **IT Manager** – Assigning relevant cast members access to the player tracking system and other relevant databases as needed to allow such cast members to determine if an individual is on any exclusion, voluntary exclusion or financial restrictions list.
- F. **Slot Cast Members** – The Slots Department is responsible for attempting to recognize excluded and voluntarily excluded persons, identification of underage and intoxicated individuals and the prevention of underage and intoxicated gaming. It is also responsible for checking for exclusion or voluntary exclusion status before paying any hand paid jackpot of \$1,200 or more.
- G. **Cage Cast Members** - The Cashier’s Cage is responsible for attempting to recognize individuals who are underage or who are on the exclusion and voluntary exclusion lists attempting to conduct a cage transaction. Cage cast members are responsible for checking for exclusion, voluntary exclusion or financial restrictions status before issuing credit, cashing a check/negotiable instrument, completing a credit card cash advance or issuing a players card.
- H. **Surveillance Cast Members** - Surveillance is responsible for the electronic monitoring of all gaming areas and limited portions of the food and beverage areas in the facility. The Director of Surveillance and all surveillance personnel are responsible for monitoring covered areas for intoxicated individuals, individuals appearing under the age of 21 who are on the gaming floor and/or are engaged in gaming activities and visual identification of excluded and voluntarily excluded individuals.
- I. **Security Cast Members**–The Security Department is responsible for the enforcement and reporting of operational efforts which relate to the prevention of underage gambling, intoxicated gambling and gambling by excluded and voluntarily excluded individuals. This includes identifying and removing intoxicated, underage, excluded and voluntarily excluded individuals from the casino facility.

- J. **Marketing Cast Members** - The Marketing Department is responsible for ensuring that no individuals who are underage or who are on the excluded or voluntarily excluded lists receive player club privileges or direct mail marketing materials. Responsible for preventing casino marketing mail from being sent to individuals who have requested to receive no mail.
- K. **Food and Beverage Cast Members** - The Food and Beverage Department is responsible for preventing the serving of alcohol to visibly intoxicated and underage individuals and for notifying the Security Department to prevent persons from gaming after having been determined to be visibly intoxicated. Food & Beverage cast members who serve alcoholic beverages and their immediate supervisors shall be TIPS certified.

All cast members will be familiar with the location of information concerning responsible gaming and will be able to direct patrons to that information.

VII. Problem/Compulsive Gambling Policies & Procedures

Cast members are advised through the Responsible Gaming Training Program (see **Exhibit 1 **to be established****) of the following topics related to problem/compulsive gambling:

- Description of the nature and prevalence of problem/compulsive gambling;
- Typical behavioral characteristics and warning signs associated with problem/compulsive gamblers;
- Programs available to help problem/compulsive gamblers;
- Appropriate response to someone overtly inquiring about problem gaming matters;
- Appropriate response to someone who does not overtly request assistance but who is suspected of having a gambling problem.

Problem/Compulsive gambling is an illness for which treatment is available. Once an individual admits to having a problem and seeks help, he/she can be successfully treated. While the ultimate responsibility for recovering from a problem/compulsive gambling problem rests with the affected individual, Hollywood Casino Springfield has established programs and information resources to assist patrons who are struggling with gambling issues in their lives:

- A. **Responsible Gaming Brochure/Toll Free Helpline**—A brochure has been developed that describes the signs and symptoms that may be indicative of a gambling problem (see **Exhibit 2 tbd**). A patron can review these signs to see if any apply to them. The most important element of the brochure, however, is the toll free gambling helpline. This is the number that an individual can call to receive a

referral to a certified problem gambling counselor and/or information on support groups. Help is available 24 hours a day, 365 days a year. These brochures will be available at all ATMs, at the cage, at the Security desk, and at other areas around the property. All cast members must be familiar with the brochures and must know where they are located. Cast members are to offer a copy of the brochure to any patron who inquires about problem gambling issues. If a cast member cannot leave his post, he should direct the patron to the location where the brochures can be found.

- B. **Official Voluntary Exclusion Program List** – Voluntary exclusion programs are designed to allow a patron to restrict themselves from being able to access a casino. The state of Massachusetts operates a voluntary exclusion program which allows an individual to request exclusion from all casinos in Massachusetts.

The Commission shall maintain the state of Massachusetts Voluntary Self-Exclusion Program list and shall notify the General Manager of any addition to or deletion from the list by mailing or emailing an advisory in accordance with voluntary exclusion rules and regulations.

Upon receipt of the “Voluntary Exclusion Advisory” from the state of Massachusetts, the General Manager will forward the document to the relevant departments. The Marketing Department will be solely responsible for entering into the player tracking system for each individual on the voluntary exclusion list.

Information furnished to or obtained by the Commission shall be deemed confidential and shall not be disclosed except to facility personnel whose duties and functions require access to the information.

Hollywood Casino Springfield and its team members or agents thereof will not disclose the name of, or any information about, any individual who has requested voluntary exclusion to anyone other than team members and agents of the Hollywood Casino Springfield and affiliates of Penn National whose duties and functions require access to such information.

In keeping with Penn National Policy, anyone enrolled in the Massachusetts Voluntary Self-Exclusion Program will also be excluded from all other Penn National casinos connected to Penn’s Marquee Rewards Universal card application. Likewise, person enrolled in a statewide self-exclusion program in any other state that Penn National operates (that is connected through Marquee Rewards) in will also be excluded from Hollywood Casino Springfield.

- C. **Financial Restriction/Mail Restriction Options** – Financial and mail restriction programs are designed to allow a patron who does not want to voluntarily exclude themselves to still impose some restrictions on their own personal access to casino

credit, check cashing and credit card cash advances as well casino marketing mail.

To enroll themselves in such a program, the patron will give his or her name and other identifying information and specifically request the casino to restrict certain financial transactions and/or stop casino marketing mail

1. *Personal Financial/Mail Restriction Program* - This option is administered by the Hollywood Casino Springfield Security Department. With this option a patron will sign a Hollywood affidavit indicating that he or she wishes to be financially restricted and/or mail restricted at this property only.
 - The term of the financial and/or mail restriction will last until (and if) reinstatement is requested and granted in accordance with the reinstatement procedures below.
 - Individuals may choose to restrict themselves from financial transactions only, casino mail only or both.

A copy of the enrollment form is attached as **Exhibit 3**

Once enrolled, the following actions will be taken:

- a. If Financial Restrictions are requested, the patron's player tracking account (ACSC) will be labeled "*Financially Restricted (HCP)*" so that any cast member accessing the account will know of their status and will refuse them restricted financial services;
- b. The patron will not be allowed to obtain, casino credit (any existing credit lines will be closed), cash a check or get a credit card cash advance;
- c. The financial restriction only applies to the Hollywood Casino Springfield property;
- d. If requested by the patron, the patron will also be removed from property promotional/marketing mail lists and the patron's player tracking account will be labeled "*No Mail*"

Reinstatement – To have such financial and or mail restrictions lifted, the patron must send a letter to the Manager of Security requesting reinstatement. The decision on whether to reinstate will be made by the property Responsible Gaming Committee. The Committee's decision will be communicated to the patron via letter.

- D. *Mail Restriction Options* – Patrons can request that the property stop sending them mail for a variety of reasons, many of which have nothing to do with the patron's desire or need to curtail or stop gaming. Such individuals can request that his or her name be removed from the property mailing list so as to prohibit the receipt of marketing material by mail. To do so, the patron must contact a marketing representative in person and make the request. Any patron who wishes to re-establish marketing correspondence has to request such reinstatement to a marketing representative.

Some individuals however, request a stop to casino mail as a way to help them manage the extent of their gambling activity. These individuals may feel that if they receive no casino mail or offers, they will gamble less or will be more likely to gamble within their means. Such a mail restriction may work as the individual had hoped or it may represent a small, relatively easy first step that an individual struggling with a gambling problem takes on their way to taking further action down the road. Individuals requesting a cessation of mail who indicate they are doing so as a means to curtail their gambling activity should be discretely informed of all the responsible gaming programs the property offers and should be given the brochure that includes the problem gambling helpline. If they still only want to restrict mail, they should be directed to sign the formal *Personal Financial/Marketing Restriction Statement Form* as described above (see Item VII-C) and to check the no mail option. Such individuals should also be given the option to check financial restrictions if they so desire.

- E. **Self-Excluded in other States** - Most Penn National casino properties are linked together through Penn's Marquee Rewards Player Club. With this program, player cards issued at one Penn property may be used at all other Penn properties connected to the system. As part of this program, a patron enrolled in the statewide self exclusion program at any Penn property connected to the system will also be excluded at Hollywood Casino Springfield. Likewise, person enrolled in a statewide self-exclusion program in any other state that Penn National operates in will also be excluded from Hollywood Casino Springfield (if the Penn out of state casino uses Marquee Rewards).
- F. **Responsible Gaming Office** - Hollywood has established an on-site Responsible Gaming Office located at (*tbd*) that is periodically staffed by a licensed substance abuse/mental health counselor. Guest inquiring about problem gambling issues for themselves or a loved one may be referred to that office when it is open (when closed, security is to be contacted). Hours of operation will be posted on the office door. Security Dispatch will also keep a schedule of Responsible Gaming Office hours.

VIII. Database Information, Access & Confidentiality

Hollywood Casino Springfield shall use the player tracking system as the primary means to identify excluded and voluntarily excluded individuals. The player tracking system shall also be the primary means to identify financially restricted and mail restricted individuals and to prevent them from completing a restricted transaction.

- A. The player tracking accounts for individuals who are excluded, voluntarily excluded, and financially restricted; and shall include the following flags as appropriate:
 - 1. **Voluntarily Excluded (MGC): Notify Security** - Flag for individuals enrolled in the Massachusetts Voluntary Exclusion Program.

2. Voluntary Excluded (Penn): Notify Security - Flag for individuals enrolled in an out-of-state Voluntary Exclusion Program.
 3. Financially Restricted – Flag for individual who has requested a cessation of casino credit, check cashing and/or credit card advance privileges.
 4. Excluded (MGC): Notify Security – Flag for individuals on the Massachusetts Gaming Commission’s exclusion list.
- B. **Confidentiality** - The identities of individuals on any voluntary exclusion or financial/promotional restriction list are strictly confidential and may not be disclosed for any purpose other than to comply with the voluntary exclusion and financial restriction programs outlined in this document and associated exhibits and Massachusetts law. Disclosure of such names for any other purpose could result in termination of employment for the individual responsible and regulatory action by the Massachusetts Gaming Commission. The property will control access to the names of individuals enrolled in the voluntary exclusion and/or financial restriction program through access controls to the player tracking system. Such controls include:
1. Access Control – Cast members who need access to the names of individuals on the Voluntary Exclusion and Financial Restriction List(s) will be granted access to the player tracking system.
 2. Password Control – Cast members granted such access must input a unique password to access the player tracking system.

IX. Underage Gambling Policies & Procedures

Cast members are advised through the Responsible Gaming Training Program (see **Exhibit 1 **to be established****) of policies and procedures concerning underage gambling. Hollywood Casino Springfield takes the issue of underage gambling very seriously and has developed policies and procedures to prevent persons under the age of 21 (except for authorized cast members) from accessing the facility or gambling:

- A. **Access** - Individuals under the age of 21 may not enter or be on the gaming area. Security personnel will be stationed at all public entrances leading to the gaming floor in order to prevent access to the gaming area by underage individuals. An individual will be carded by a Security officer at the entrance to the facility if they appear to be under the age of 30. All cast members are responsible for ensuring that an individual under 21 years of age does not enter the gaming area, gamble or consume alcoholic beverages. Any cast member who reasonably suspects an individual may be under 21 has the right and obligation to card that individual (or ask a Security officer to card the individual).

- B. **Wagering Prohibitions** - As described above, Hollywood Casino Springfield has established procedures to identify underage patrons in the gaming area and to prevent them from entering the gaming area in the first place. As such, individuals under the age of 21 may not wager on any slot or table game or cause others to do so for them, may not receive any benefits or privileges as a result of slot or table game wagering and may not collect winnings or recover losses from a slot or table game wager through any means. Any individual under the age of 21 who is caught gambling will be immediately escorted from the facility and may be arrested for criminal trespass, underage gambling or other charges.
1. **Forfeiture of Winnings**- Any slot or table game credits or winnings by an individual under the age of 21 will be confiscated and the patron will be ejected from the property.
- C. **Over 21 Wristband**- Younger looking individuals in the casino, or individuals attempting to enter the Casino, who are found to be of legal age may be offered (on a voluntary basis) a color coded tamper resistant wristband at the Security Podium as proof of age so they will not be repeatedly challenged for ID.

X. Unattended Children Policies & Procedures

Cast members are advised through the Responsible Gaming Training Program (see **Exhibit 1 **to be established****) of policies and procedures concerning unattended children. All cast members will be on the lookout for unattended children both inside and outside of the facility. For the purposes of this policy, an unattended child will be considered any individual who appears to be under the age of 16 and who is unaccompanied by an adult.

- A. Any cast member who discovers an unattended child shall immediately report this to the Security Department and, if reasonably practical, the cast member shall stay with the child until the arrival of a Security Officer who will proceed as follows:
1. A Security Officer will notify surveillance and will escort the child to Security Dispatch or another safe location. The Security Officer shall not leave the child unattended at any time.
 2. The Security Department will attempt to determine the name of the child's parent(s) or guardian(s). If a name is obtained, the Security Department will attempt to locate the parent or guardian until such time as a parent or guardian with proper identification or proof of guardianship responds to the location of the child:
 - a. Upon arrival, the parent(s) or guardian(s) will be warned against leaving their child unattended at any time and advised of the property's

unattended minor policy. The child will then be returned to the care or custody of their parent(s) or guardian(s). More severe action may be

taken depending on the age of the child and the incident circumstances. Such actions may include banning the parent/guardian from the facility and/or calling local police or child protective services.

- b. In the event the Security Department is unable to locate the child's parent(s) or guardian(s) within one (1) hour or is unable to determine the name of the parent(s) or guardian(s) within one (1) hour, a Security Department representative will contact an appropriate agency such as the local police department or child protective services.

XI. Responsible Alcohol Service Policies & Procedures

Cast members are advised through the Responsible Gaming Training Program (see **Exhibit 1 **to be established****) of policies and procedures concerning responsible alcohol service. Certain positions receive additional responsible alcohol service training through the TIPS program.

Hollywood Casino Springfield has established these procedures designed to discourage patrons from becoming intoxicated, to prevent serving alcohol to visibly intoxicated patrons and to prevent individuals from gaming after having been determined to be visibly intoxicated. Any cast member who encounters a patron who appears to be visibly intoxicated shall report this information to their supervisor or a Security officer. However, employees of the Food & Beverage, Casino Operations and Security departments have the primary responsibility for enforcing the property's alcohol/intoxication policies.

- A. While our patrons bear the personal responsibility to prevent themselves from consuming alcohol to the point of intoxication, Hollywood Casino Springfield has established the following policy statements concerning alcoholic beverage service and intoxicated individuals:
 1. A visibly intoxicated patron will be denied entry to the facility;
 2. A visibly intoxicated patron will not be knowingly served alcoholic beverages;
 3. Casino staff will make a diligent effort to not allow a visibly intoxicated patron to gamble;
 4. Food & Beverage personnel will not knowingly serve a patron alcoholic beverages to the point where the patron becomes visibly intoxicated;
 5. Food & Beverage personnel will not knowingly serve alcoholic beverages to a minor; and
 6. Casino staff will make a diligent effort to not allow a visibly intoxicated patron to drive a motor vehicle when leaving the facility.

- B. **Training** - The following positions (at a minimum) will be trained in responsible alcohol service:
1. Casino Operations Shift Manager;
 2. All Security cast members;
 3. All Valet cast members;
 4. All Food and Beverage cast members who serve alcohol (or manage those who do); and
 5. All individuals authorized to approve credit.

Hollywood Casino Springfield will use TiPS training as its primary responsible alcohol service training program.

- C. Visibly intoxicated patrons will be denied entry to the gaming floor by Security personnel stationed at the entrances to the property. Security personnel will attempt through observation to prevent intoxicated persons from gaming and from remaining on the gaming floor. The procedures outlined in the Security Department section below will be followed to ensure that the intoxicated patron does not engage in gaming activities.

- D. **Specific Responsibility for Responsible Alcohol Service** – The following departments/positions or their designees shall be responsible for matters related to responsible alcohol service as follows:

1. **Security Department** - Upon visual observation or notification of any patron identified, or suspected to be visibly intoxicated on the gaming floor or in any Food & Beverage outlet, a Security Officer will notify a Beverage Manager/Supervisor and Casino Operations Shift Manager who shall observe the patron to make a determination if the patron appears to be visibly intoxicated (as set forth in TiPS training materials).
 - a. If the Beverage Manager/Supervisor and Casino Operations Shift Manager determine the patron is visibly intoxicated, either the Casino Operations Shift Manager or Beverage Manager/Supervisor will advise the patron that they will be required to stop drinking and gambling.
 - b. A Security Officer shall remain with the intoxicated patron until arrangements for their safe departure have been secured. The Security Department will make efforts to secure the patron a safe departure, with such efforts to include:
 - i. Locating a sober friend or relative who may have accompanied the patron to the casino who can provide transportation;
 - ii. Offering to call the patron a cab or other transportation;
 - iii. Offering to call a friend or relative for the patron to take them home;
 - iv. Arrange for a nights lodging and transportation to an area hotel; and

Any patron who insists on driving themselves will be told that if they do so local police will be called.

The local police will be notified immediately if the patron becomes confrontational, disruptive or attempts to drive on his own. Any costs for cabs, lodging or other transportation will be the responsibility of the patron.

- c. The Security Department shall document the incident on a Security Incident Report.
2. Surveillance - Upon visual observation of a patron who appears to be visibly intoxicated, Surveillance personnel shall immediately contact the Security Department. The Surveillance Department will monitor the patron as necessary. Surveillance personnel will document the incident on the surveillance log and/or an incident report.
3. Slot Department - Upon observation of a patron who appears to be visibly intoxicated, the slot cast member will immediately contact their supervisor, Beverage Manager/Supervisor or Security representative.
4. Food and Beverage - Although Security staff will be asking anyone that appears to be 30 years old or under for identification, beverage servers also have the right to ID any individual attempting to purchase alcohol to determine if they are of legal age. In addition, beverage servers shall use the strategies, procedures and techniques described in TiPS training to prevent serving a patron to the point of visible intoxication. Beverage servers will not serve alcoholic beverages to a visibly intoxicated patron. A beverage server will notify a Beverage Manager/Supervisor if a patron appears to be visibly intoxicated (as set forth in TiPS training materials). The Beverage Manager/Supervisor will assess the condition of the patron. If the Beverage Manager/Supervisor determines that the patron is visibly intoxicated, the Casino Operations Shift Manager and the Security Department will be notified and the patron will be removed from the gaming floor in accordance with the Security procedures outlined above. If there is a question as to the patron's sobriety, the Beverage Manager/Supervisor will contact the Casino Operations Shift Manager and together they will make the final decision.
5. Valet - Valet personnel will notify the Security Department if they suspect that an individual is intoxicated and attempts to obtain their car to leave the facility. The Security Department will enact the procedures set forth above.

XII. Reports and Notification to the Massachusetts Gaming Commission

- A. A Massachusetts Gaming Commission representative shall be notified of:
1. Any individual under the age of 21 discovered gambling or found on the gaming floor.
 2. Any individual under the age of 21 who was served an alcoholic beverage.
 3. Any excluded or Massachusetts voluntarily excluded person found on the premises.

XIII. Required Signage/Brochures/Gambling Helpline Number/Awareness Activities

- A. Signs containing the following messages shall be posted in a conspicuous location not more than 20 feet from each public entrance and exit to the facility:
1. *“Massachusetts law requires an individual to be 21 years of age or older in order to enter the gaming area or gamble”;*
 2. *“Please Gamble Responsibly - Call 1-800-TBD for help”.*
- B. Signs containing the responsible gaming message described in Item A-2 above shall be posted in conspicuous locations:
1. Within 15 feet of an automated teller machine or ticket redemption unit; and
 2. At reasonable intervals at the cashiers’ cage and any satellite cage.
- C. On the back side of all Player Cards and on the back side of all ticket vouchers, Hollywood Casino Springfield shall print the phrase *“Please Gamble Responsibly Call 1-800-TBD for help.”*
- D. A brochure (see **Exhibit 2 *tbd***) describing the signs and symptoms that may be indicative of a gambling problem and that includes the toll free help line will be available at all ATMs, cages, Guest Services desk, and at other areas around the property.
- E. A Responsible Gaming Office will also be established within the facility.

XIV. Conclusion

The management and staff of Hollywood Casino & Hotel Springfield are dedicated to operating a safe, enjoyable and responsible facility. While ultimate responsibility rests with our patrons for gambling responsibly and consuming alcohol in moderation, this Responsible Gaming Program has been developed to minimize the negative impacts of those few patrons who will not or cannot act responsibly.

Exhibit 1 - Responsible Gaming Training Program:

To be established in accordance with this Responsible Gaming Program upon completion of regulations concerning responsible gaming in Massachusetts.

Exhibit 2 Responsible Gaming Brochure and Toll Free Helpline:

To be established in accordance with this Responsible Gaming Program upon completion of regulations concerning responsible gaming in Massachusetts.



Exhibit 3 to Responsible Gaming Program

**Guest Safety Department
Personal Financial/Marketing Restriction Statement**

I hereby voluntarily request Hollywood Casino Springfield (“HCS”) to restrict my access to all of the items that I have initialed below:

_____ Credit and Check Cashing Services

_____ Hollywood Casino Springfield Promotional/Marketing Mail

This personal financial/marketing restriction request becomes effective immediately and cannot be revoked until a minimum of one year after its execution.

Reinstatement - A request for reinstatement of credit/check cashing services and/or promotional/marketing mail must be made in writing to the HCS Guest Safety Department and is subject to review by the Management of HCS. HCS management will make a determination as to whether revocation will or will not be granted and a decision will be communicated back to the petitioner in writing. HCS reserves the right to deny revocation of these restrictions in perpetuity.

I understand that if I attempt to avail myself of any of the aforementioned services (as initialed), HCS may evict me from the property either temporarily or permanently.

I hereby release HCS, and its subsidiaries, affiliates, and related entities and their respective shareholders, officers, directors, agents and employees from any and all damages, claims and liabilities, arising out of or relating in any way to (1) this personal financial/marketing restriction (2) the failure, if ever, of the aforementioned corporation and/or their employees or agents to prevent my access to any of the above marked items (3) inadvertent invitations or solicitations which I may receive from HCS and its subsidiaries, affiliates, and related entities after requesting not to receive those materials.

I _____ hereby request that I restrict my access to all of the above
(Print)
initialed financial/marketing services on this date _____ at _____ hours.

(signed)

Notary¹

(seal)

My Date of Birth: _____

Address: _____

Sec. Sec. #: _____

Witness _____ Title _____

¹ Notarization not required if statement is signed in the presence of a representative of the HCS Security Department as a witness and upon presentation and verification of proper ID.