

OUR COMMITMENT

Thunderbird Resorts & Casinos adheres to Responsible Gaming. While we aim to provide a world-class gaming experience, we are also committed to direct the people with gaming problems to help services and to prevent underage. As such, guests below 21 years are not allowed to play. We are also committed to averting other gaming-related problems. Here are a few indications that you might have a gaming problem:

- You feel the need to be secretive about your gaming and/or you lie about how much you spend on gaming.
- You feel compelled to play until you've spent the last of your money.
- You use money allotted for basic necessities on gaming activities.
- You resort to borrowing, selling property, or even stealing to have gaming money.
- Friends and family have expressed concern over your gaming.

THUNDERBIRD RESORTS & CASINOS SUPPORTS RESPONSIBLE GAMING.

For more information visit www.pagcor.ph

For professional assistance contact Life Change Recovery Center
415-6529 / 415-7964, www.lifechargerecovery.com

Where luck finds you!

A JOINT RESPONSIBLE GAMING CAMPAIGN
FROM THUNDERBIRD RESORTS & CASINOS AND PAGCOR



Thunderbird
RESORTS & CASINOS

FAQs

1. What is gaming?

Gaming refers to games of chance involving wagering odds and prize commonly played in casinos and any variations thereof.

2. What is Responsible Gaming?

“Responsible Gaming” is a program that Thunderbird Resorts & Casinos seriously upholds preventing underage people from playing and helping those who may not have control over their playing.

3. What are indicators that you might have a gaming problem?

- You feel the need to be secretive about your gaming.

You might play in secret, lie about how much you play, feel that others will not understand you, or feel that you will surprise people with a big win.

- You have trouble controlling your gaming

Once you start gaming, you find it hard to walk away. You are compelled to play until you've spent your last peso, upping your bets in a bid to win lost money back.

- You play even when you don't have the money

A red flag is when you are getting more and more desperate to recoup your losses. You may play until you've spent your last peso and then move on to spending money you don't have (e.g. using credit cards) or money intended for other purposes (e.g, to pay bills, for your children's needs). You may feel pushed to borrow, sell, pawn, or even steal things for gaming money. It is a vicious cycle. You may sincerely believe that having gaming money is the only way to win lost money back. But it only puts you further and further in the hole.

- Your family and friends are worried about you

Denial keeps problem gaming going. If your friends and family are worried, listen to them carefully. Take a hard look at how gaming is affecting your life. It is not a sign of weakness to ask for help. Many older players are reluctant to reach out to their adult children if they have played away their inheritance.

But it is never too late to make changes for the better.

4. How do I stop myself or a loved one from playing if I/they can't control myself/themselves anymore?

Thunderbird Resorts & Casinos cares, and if you want to exclude yourself or a loved one from playing in our casino, you may do so for a period of time. All you need to do is apply for self-exclusion of your loved one.

5. How do I use this exclusion feature?

You can apply for exclusion by accomplishing the Self-Exclusion/Family Exclusion Form available at <http://www.pagcor.ph/pagcor-responsible-gaming.php>. Submit this application along with other exclusion requirements specified in the PAGCOR website.

You will also need to provide a government-issued proof of kin (i.e, marriage certificate, birth certificate, or license).

6. I've excluded myself from playing, but now I've changed my mind. Can I remove the exclusion?

No. Once you choose to exclude yourself, the exclusion is irrevocable for the first 6 months until the end of the period you have indicated. Family initiated exclusion is irrevocable for 3 months.

7. What happens to my VIP status during a period of self-exclusion?

Since you will not be playing during this period, this may cause your VIP level to lapse, as it would if you simply didn't play anymore.

8. Who can I contact for more information?

You may visit www.pagcor.ph.