

Artowere Resort Hotel Germany

SafeExperience – Responsible Gaming Guide

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■ Welcome to Artowere Resort Hotel Germany

Step into refined comfort at Artowere Resort Hotel, located in the prestigious Charlottenburg district of Berlin. Our resort offers an elegant blend of modern casino entertainment and classic German hospitality, tailored for adults seeking both excitement and mindful experiences.

At Artowere, your wellbeing takes center stage. Through our SafeExperience program, we promote responsible gambling with practical tools, expert assistance, and an environment built around your safety and satisfaction.

We invite you to enjoy the best of Berlin — from immersive gaming floors to world-class accommodations — all under the guidance of care, responsibility, and respect.

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■ Gambling services are reserved for guests 18 years and older. We promote smart decisions and safe play.

At Artowere, our priority is creating an atmosphere where luxury meets care. We continuously update our tools, enhance our staff training, and expand our guest resources to stay ahead of evolving needs. Whether you're here for a weekend escape or an extended retreat, our SafeExperience philosophy ensures that entertainment and wellbeing coexist in harmony.

Your voice, your limits, your experience — all matter at Artowere Resort Hotel. Join us in shaping a responsible and rewarding gaming culture that reflects both German precision and heartfelt hospitality.

■ Defining Responsible Gaming

At Artowere, responsible gaming means playing with awareness and balance. We recognize that gaming is a form of entertainment — and it should always remain enjoyable and controlled.

We provide educational resources in multiple languages, clear explanations of game odds, and early-warning tools to help our guests maintain control and recognize personal limits.

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■ SafeExperience Center

The SafeExperience Center is located near our gaming area and operates 24/7. Here, guests can: - Speak confidentially with trained advisors - Learn how to set limits on time and spending - Receive referrals to local health services - Explore exclusion or pause options - Access support materials in multiple languages

The SafeExperience Center is designed to be private, calming, and accessible to all.

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■ Freedom Through Limits

Smart play begins with setting personal boundaries. Our guest system allows you to: - Set daily or session-based spending limits - Activate time alerts and scheduled breaks - Access your gaming history anytime

These features are available via your room tablet or the Artowere mobile app, giving you full control and peace of mind.

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■ Pause to Reset

Gaming should never feel like pressure. That's why we offer self-exclusion programs that are flexible and easy to use.

Guests can opt out for a set period, remove themselves from promotions, or receive emotional support during breaks. These options are confidential and fully guest-driven.

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■ Recognizing Risky Behavior

Not all gaming is fun. Signs of harm can include: - Playing longer than intended - Hiding gambling activity from family - Feeling guilt or frustration - Trying to recover losses with more play

If you or someone you know shows any of these signs, please visit the SafeExperience Center. Help is always available.

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■ Support Starts with Staff

Our team is trained to act with compassion and awareness. Each member of the Artowere staff — from front desk to gaming floor — understands how to identify problematic behavior and offer help.

Guests can request assistance at any time. Your privacy and comfort will always be respected.

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■ Tech-Driven Play Awareness

Artowere uses SmartGuard systems to help guests stay informed and protected while enjoying our services: - Real-time account summaries - Pop-up reminders and alerts - Limit-setting dashboards - Digital exclusion and pause options

All tech tools are optional, customizable, and designed to enhance player safety.

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■ Coming Back Stronger

If you've taken a break, we welcome your return with support. Re-entry services at Artowere include: - Counseling and readiness assessments - New limit setup - SafePlay orientation - Access to peer networks and follow-up care

Return only when you're ready — we'll be here to guide you.

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■ Feedback Makes Us Better

Artowere thrives on your voice. Whether it's a compliment or suggestion, every message helps us refine our experience.

Guest surveys, private feedback forms, and direct contact with SafeExperience advisors allow us to evolve and meet your needs. Help us build a smarter, safer future for luxury gaming in Germany.

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