

Safe Play, Responsible Gaming

Tulip Haven Resort – Setting a New Standard in Responsible Gambling

Tulip Haven Resort, 45 Waterway Boulevard, Amsterdam, Netherlands

Customer Support: +31 20 123 4567

Experience Tulip Haven

Tulip Haven Resort is a premier destination where luxury and responsible entertainment come together in the heart of the Netherlands. Overlooking picturesque waterways, our resort offers an upscale casino experience infused with Dutch hospitality. Whether you are unwinding in our elegant suites, trying your luck at our vibrant gaming floor, or indulging in gourmet cuisine inspired by local flavors, Tulip Haven ensures a balance of excitement and relaxation. Whether you are here for a corporate retreat, a private celebration, or a weekend escape, our guests return time and time again for a reason.

■ **Tulip Haven Resort welcomes guests aged 18 and over. Please gamble responsibly.**

Tulip Haven PlaySmart – Committed to Your Wellbeing

Tulip Haven PlaySmart is our commitment to creating a safe and enjoyable gaming environment.

We provide education, assistance, and clear guidance to ensure responsible gambling. Our dedicated team is trained to offer support through various tools, conversations, and discreet referrals—allowing you to play with confidence and peace of mind. We believe that care should be embedded in every part of the guest experience, ensuring a responsible approach to gaming.

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Your Support Hub – PlaySmart Services

The PlaySmart Services Lounge at Tulip Haven is available 24/7 for guests who seek information or assistance regarding their gaming habits. Our multilingual support ensures that everyone feels welcome and understood. The services we provide include:

- Practical tips for maintaining healthy gaming habits
 - Personalized play tracking summaries
 - Self-exclusion options with expert guidance
- Direct links to independent support organizations
 - Opt-out options from promotional materials

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Taking Control – Voluntary Exclusion

At Tulip Haven, we empower our guests to make informed and responsible decisions, including the ability to take a break from gambling. Our voluntary exclusion program allows guests to

temporarily or permanently remove themselves from gaming activities with complete confidentiality. Whether for a few months or a longer duration, we respect your choice and ensure that your access is restricted accordingly.

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Returning to Play – Reinstatement Process

For guests who wish to return after their exclusion period, Tulip Haven offers a structured reinstatement process. This includes submitting a guided application, attending a responsible gaming session, and consulting with a PlaySmart advisor. We prioritize readiness and responsible gaming, ensuring that each guest is supported before resuming play. Decisions regarding reinstatement are based on professional assessments and personal preparedness.

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Staying Vigilant – Our Monitoring Approach

At Tulip Haven, we take responsible gaming seriously. Our staff and advanced monitoring systems help identify behaviors that may indicate a guest is struggling. Warning signs include:

- Difficulty stopping play
- Visible distress or frustration
- Neglecting meals or rest breaks
- Exceeding intended spending limits
- Expressing regret or desperation

When such behaviors are observed, our team offers discreet, supportive interventions to help maintain a safe gaming environment.

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We Are Here to Help

Tulip Haven PlaySmart Lounge – Open 24/7

Guest Helpline: +31 20 123 4567

Dutch Gambling Support Hotline: 0800-8118

****Visit: **www.safeplay.nl**

■ **Tulip Haven Resort's gaming facilities are exclusively for guests aged 18 and above. Please play responsibly and seek support if needed.**