

Information on lifting a game ban

according to article 81, paras. 1 - 3 BGS (Swiss Gambling Act)

Dear guest

You are interested in having your voluntary or involuntary gambling suspension lifted. We have compiled the following useful information for you:

All gambling suspensions remain in place for an indefinite period of time. Voluntary gambling suspensions may be lifted after three months at the earliest. Involuntary gambling suspensions can be lifted at any time once the reason for the suspension no longer applies. A written application must be submitted along with a valid copy of an identity card (passport, ID card, Swiss driving licence, foreign national identity card). Please send the written application to the following address:

Grand Casino Kursaal Bern AG
Social Responsibility Policy Department
Kornhausstrasse 3
3000 Bern 22

The application to lift the gambling suspension must be submitted to the casino which imposed it. If this casino has since shut down (Biel, Thun, Gstaad, Saxon, Rheinfelden, Weggis), an application can be submitted to every open casino.

1. Written request to lift the suspension
2. Copy of a valid identity document (passport, ID card, Swiss driving licence, foreign national identity card)

After receipt of the application to lift the suspension, the applicant will be asked to submit the following documents:

3. Extract from the debt enforcement register (no older than one month)
4. Evidence of current income including salary statements for the last three months or evidence of current income for self-employed people, including balance sheet and income statement for the last two years
5. Postal or bank account statements for the last three months (showing all detailed transactions and account balances)
6. Copies of rental and health insurance payments for the last three months if these payments are not shown on the postal/bank account statements
7. If the applicant is married or in a civil union, a written declaration of consent, including a copy of the partner's proof of identity, that he or she agrees to the lifting of the gaming ban
8. If the applicant has no income of his/her own (e.g. housewife/house husband), a signed consent form, a copy of an identity card and evidence of current income from the funding provider in accordance with points 2 to 7
9. Applicants may also prove that they have sufficient funds for gambling by providing proof of their assets (e.g. savings account)

Upon receipt of the complete written request to lift the gambling suspension, the documents will first be checked. If the outcome of this check is negative, a written rejection letter will be sent to the applicant. Otherwise, the applicant will be invited in writing to an interview. The interview will be held at the Casino Bern and will be led by a member of Grand Casino Bern's Social Responsibility Policy team and an expert from the Berner Gesundheit counselling service. Upon arrival for the interview, guests should report to the check-in area of the casino reception.

The purpose of the interview is to clarify whether the guest has sufficient funds for gambling and whether the reason for the suspension from gambling no longer applies. With their signature, guests confirm that they have been informed about the process during the interview and have submitted the required documents in full and that the statements they have made are truthful. Management will decide on the basis of the interview protocol and the submitted documents whether the suspension can be lifted. The guest will be informed about the decision in writing.

If you have any further questions, our Social Responsibility Team will be happy to help – simply call +41 (0)31 339 55 98 or e-mail sozialkonzept@grandcasino-bern.ch.