



Responsible Gaming Policy

The Landmark Casino (TLC) promotes a fun and healthy entertaining gaming atmosphere for our guests. We are aware there are times when gambling can lead to personal challenges and is no longer a choice. We follow the American Gaming Association's (AGA) Code of Conduct and the South Dakota Gaming Commission Administrative Rules for Responsible Gaming. Our pledge to our employees, guests, and our community is to make responsible gaming an integral part of our daily operations.

Myths and Facts about Gambling

To bring awareness to our guests of the myths of gambling, TLC presents some of the common myths about gambling to increase your understanding and experience gaming with us.

1. "Lucky" people have better chances to win at gambling.
Fact: There's no "luck" involved. Each outcome is always random.
2. "If I keep gambling, my luck will change, and I'll win back the money I've lost."
Fact: Each time you place a bet; the outcome is completely independent of the previous one. That means that the odds are no more in your favor on the tenth bet than they were on the first bet.
3. Casinos cheat to get your money.
Fact: They don't have to.
4. If you keep track of when a machine typically pays off, you can increase your chances of winning.
Fact: Casinos can't set up the machines to pay at particular times of the day or week.
5. If a game has a 95% payout percentage, I will only lose 5% of my money.
Fact: Over the long term the casino will always win.
6. If you use a slot card, the machine will not pay out as well.
Fact: Each outcome on a slot machine is randomly determined by a computer.
7. Machines are programmed to produce losing games if there have been too many wins recorded in a period. Machines are programmed to produce winning games if there have been too many losses recorded in a period.



Fact: Machines operate randomly at all times no matter what wins or losses have occurred in the past.

8. A machine can be confused or tricked into producing winning combinations by doing things like altering play patterns, touching the machine in a certain way, changing bet levels, or changing speed of play.

Fact: Machines cannot be tricked or confused by such activities and operate randomly at all times.

Gambling Behaviors

At The Landmark Casino, we encourage all of our guests to gamble responsibly. If you think you or someone you know has a gambling problem, there are resources that can help.

Compulsive gamblers will go to great lengths to deny or hide their problem. Could you be at risk? Ask yourself these questions as identified by the National Council on Problem Gaming:

- Thinking about gambling all the time.
- Feeling the need to bet more money and more often.
- Going back to try to win your money back (“chasing losses”).
- Feeling restless or irritable when trying to stop or cut down.
- Gambling despite negative consequences.
- Have you often gambled until your last dollar was gone?
- Have you used your income or savings to gamble while letting bills go unpaid?
- Have you borrowed money to finance your gambling?
- Have you been remorseful after gambling?
- Have you gambled to get money to meet your financial obligations?

If you or someone you know is struggling with these signs, please contact the following:

National Problem Gambling Helpline

<https://www.ncpgambling.org/help-treatment/>



<https://www.ncpgambling.org/help-treatment/help-by-state/south-dakota/>

South Dakota Problem Gambling Help

711 E. Wells Ave, Pierre, SD 57501 (605) 773-5770

Website: lottery.sd.gov/responsible/problem/ Email: lottery@state.sd.us

Underaged Gambling

TLC takes seriously our role in preventing underaged gambling and protecting children left unattended by their parents or guardians while visiting. TLC is staunch in our efforts to see that existing laws of underaged gambling are rigorously enforced so accountability is imposed on all illegal acts of the minor.

The South Dakota Gaming Commission (20:18:12.01:23) states that no casino may allow any person under twenty-one years of age to gamble or be present at a gambling table, slot machine or other area in which gambling is conducted.

Further, a person under the age of twenty-one years who has gambled commits a criminal offense of a Class 1 misdemeanor (42-7B-35).

TCL concern for the safety of unattended children is paramount. Our company procedures/protocols require all employees to watch for the safety of unattended children. When an unattended child is found, we make every effort to reunite the child with their parent or guardian. If they cannot be contacted within one-hour, local law enforcement will be contacted and the child will be turned over to their custody.

Self-Exclusion List

While TLC promotes a healthy and enjoyable entertainment experience, there are times when a guest feels they have a gambling challenge, and we are here to help them avoid gambling. As part of our commitment to your experience, we can, at your request in writing, the revocation of your casino privileges such as Player Club/card privileges, on-site check-cashing, complimentaries, and gambling promotions.

Upon completion of our "Guest's Request to Self-Exclude" form, TLC will make every reasonable effort to prohibit your access to casino player club services and card programs. All casino related services and privileges will cease. You will not be eligible for any type of



casino complimentary item allowance or service. You will be welcome to use our hotel, restaurants, lounge, and entertainment venue.

The "Guest Request to Self-Exclude" form may be obtained from the TLC Cashier Cage or found <https://landmark2025.wpenginpowered.com/landmark-hotel-casino-self-exclusion-form/>. The form must be returned to the Cashier Cage with valid identification. This self-exclusion will become effective within five days of your written request receipt by TLC. Any direct mail sent prior cannot be stopped.

This decision, once completed, may not be revoked, rescinded or modified until at least 90 days have elapsed since its effective date. Once decided, your exclusion from gaming and all related services will be forever permanent, unless later rescinded by you and approved by TLC senior management.

Patron account protection

TLC controls are in place to provide guest player club account security via password protection and access only by Gaming licensed employees.

Guest Disputes

TLC does its foremost to provide a pleasant gaming experience for our guests; though, we do realize that through no fault of our guests or ourselves, there are times when a device, or staff member may produce an error event. We do our utmost to follow our prescribed procedures mirrored to SD Gaming's Rule § 20:18:12.01:07.

If an error event initially prevents TLC from payment of alleged winnings to a patron, TLC will investigate the event thoroughly via surveillance and EGM event logs before remedying the error event. Our guest will be notified they may have a Gaming Agent present when the dispute is discussed or resolved. Should TLC and our guest are unable to resolve the dispute to the patron's satisfaction, or the dispute involves at least \$250, TLC will promptly notify Gaming. Gaming will conduct whatever investigation is necessary. Following the investigation, if necessary, Gaming must provide a written decision on the dispute within



30 days after the notice. Our guest, if not satisfied with the decision provided by Gaming, may appeal to the commission.