



# **Red Trues Royal Casino Hotel Responsible Gaming & Guest Care Guide**

**Prestige. Responsibility. Play with Purpose.**

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 **Disclaimer: Gambling is strictly for persons aged 18 and over. Gambling may lead to financial harm. Please play responsibly.**

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## **Our Commitment to Responsible Gambling**


At **Red Trues Royal**, **responsible gambling** is not just a policy — it's a culture. From the moment you enter our casino or book a room in our hotel, you become part of an environment designed to support healthy play, clear limits, and informed decisions.


Our Responsible Gambling Policy exists to ensure every guest can enjoy the thrill of entertainment without risk to their financial or emotional wellbeing.

### **What Our Policy Includes:**

- **Mandatory age verification:** Entry to gaming areas is allowed only to guests aged 18 and over with valid ID.

- **Transparent gameplay:** All game rules and odds are clearly displayed.
- **Voluntary tools:** Set your own time or spending limits.
- **Trained staff:** Our team members can recognize the signs of problem gambling and offer private, professional help.
- **Dedicated RG Ambassadors:** Available 24/7 to assist with self-exclusion or guide you to external help.

 We also promote international resources like [BeGambleAware.org](https://www.BeGambleAware.org), [GambleAware.org](https://www.GambleAware.org), and [GamCare.org.uk](https://www.GamCare.org.uk) to ensure all our guests have access to support anytime, anywhere.

 **Disclaimer: Gambling is not a source of income or emotional escape. It should remain entertaining and controlled. 18+ only.**

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## **Welcome to Red Trues Royal – The Jewel of Warsaw**


Set in the cultural heart of Poland's capital, **Red Trues Royal Casino Hotel** is where timeless elegance meets thrilling, ethically managed entertainment. Our five-star resort is a sanctuary of indulgence for adults who value sophistication, service, and security.

We blend luxury accommodation with a fully licensed casino experience, all grounded in respect, professionalism, and **responsible gaming principles**.

### Highlights:

- Unrivalled location near Warsaw's Old Town
- Fully compliant with Polish and European gambling laws
- 24/7 monitored gaming floors

- Adults-only atmosphere with full privacy
- Optional wellness and mindfulness programming for long-term guests

 **Disclaimer: Only guests aged 18+ may access the gaming areas. Responsible Gambling Policy enforced at all times.**

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## **Rooms & Suites – Your Private Retreat**

We offer more than 250 rooms and suites, each meticulously designed for comfort, tranquility, and aesthetic elegance. Whether you prefer classic luxury or high-tech modernism, your stay is guaranteed to be restful and inspiring.

### **Room Categories:**

- **Superior Rooms** – Ideal for solo or short-stay travelers
- **Executive Suites** – Floor-to-ceiling windows, workspaces, and lounges
- **Royal Apartments** – With kitchens, dressing areas, and private spa access
- **Presidential Suite** – Personal concierge, rooftop terrace, and security access
- **ADA-Compliant Rooms** – Accessible comfort without compromise

### **In Every Room:**

- Premium mattresses and blackout curtains
- Smart temperature and light controls
- Spa-style bathrooms
- High-speed secure Wi-Fi

- In-room safe and minibar
  - 24/7 room service and RG info channel
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## **The Casino — Experience the Game, Ethically**


The Red Trues Royal Casino floor is vast, vibrant, and secure. Every inch of the space is crafted to promote **safe excitement, fair play**, and a sense of class you'll find nowhere else in Poland.

### Our Games:

- Blackjack, American Roulette, Baccarat, Craps
- Poker variants including Texas Hold'em and Omaha
- Over 300 slot machines with themed bonuses
- Jackpot rooms and lucky wheel corners
- High-stakes lounges for experienced players

### Our Features:

- Clear on-screen timers and reality checks
- Self-set session limits and loss limits
- On-floor RG Kiosks for quick help
- Friendly staff ready to explain any rule, anytime

 **Disclaimer: Casino play is a form of entertainment. Gambling for income is discouraged. Guests must be 18+ and in a stable state of mind.**

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## **Events That Elevate the Game**

We host a variety of physical, in-person casino events—designed not only for excitement, but for **education, community, and safety**.

### **Regular Events:**

- **Poker with Purpose** – Tournaments with short sessions and RG tutorials
- **Royal Gala Evenings** – Black tie nights with live music and curated games
- **Smart Play Workshops** – Learn to play with real dealers, no risk
- **Themed International Nights** – Food, music, and moderate gaming inspired by world cultures
- **VIP Health & Play Retreats** – Weekend packages that blend wellness and light gaming

Every event is led by trained staff with optional RG education breaks.

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## **Trusted External Support Resources**

 [BeGambleAware.org](https://www.begambleaware.org)

Offers self-tests, guides for family members, and immediate live support.

 [GambleAware.org](https://www.gambleaware.org)

A public health charity providing education, prevention, and referral networks.



Runs the UK's National Gambling Helpline, forums, and digital therapy options.

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## Our Legal Standards & Values

We proudly comply with:

- **Polish Gambling Act of 2009**
- **Google's policy for Offline Gambling Advertising**
- **GDPR, AML, and KYC regulations**
- **EU transparency standards for game fairness**

We NEVER:

- Target underage individuals
- Suggest gambling as a solution to problems
- Use misleading odds or fake winnings
- Pressure guests into extended play


 **Disclaimer: Gambling has financial and emotional risks. Always stay in control. 18+ only.**


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 **Book Your Visit to Red Trues Royal**

 **Website:** [www.redtruesroyal.com](http://www.redtruesroyal.com)

 **Email:** [contact@redtruesroyal.com](mailto:contact@redtruesroyal.com)

 **Phone:** +48 22 467 38 92

 **Address:** ul. Królewska 18A, 00-098 Warsaw, Poland

 **Safe. Stylish. Strictly 18+.**

 **Entertainment with boundaries. Excellence without compromise.**