

Magic Royal Casino Hotel Responsible Gaming & Guest Care Guide

A Premium Casino Resort Built on Ethics, Elegance, and Responsibility

Magic Royal Casino Hotel is more than just a five-star destination — it is a responsible casino resort designed for guests who value high-class entertainment and ethical standards in gambling. Nestled in the historical center of Kraków, Poland, this adults-only casino hotel merges luxury living with a strong, transparent commitment to safe play and mental well-being.

Whether you're staying in one of our elegant rooms, enjoying gourmet cuisine, or joining one of our gaming tables, you'll find an atmosphere of trust, comfort, and responsibility.

 **Disclaimer: Gambling at Magic Royal Casino Hotel is strictly for guests aged 18+. Please play responsibly. Gambling involves financial risk.**

Hotel Amenities – Comfort at the Heart of the Casino Resort

Magic Royal Casino Hotel offers over **260 luxurious rooms and suites**, each designed to serve as a sanctuary for your mind and body. With our guests' comfort and safety as our top priority, every room is integrated with:

- Hypoallergenic bedding and blackout curtains
- Smart temperature and lighting systems
- Spa-style bathrooms with aromatherapy menus
- Keyless biometric room entry
- In-room TV channels with Responsible Gambling programs
- Multilingual RG brochures and QR links to [BeGambleAware.org](https://www.begambleaware.org), [GamCare.org.uk](https://www.gamcare.org.uk), and [GambleAware.org](https://www.gambleaware.org)

Our suites also feature private balconies, direct casino access, and optional in-room gaming controls.



Casino Facilities – Where Responsibility Meets Excitement

Our **casino hotel** spans over 4,000 square meters and features a secure, vibrant gaming floor. The Magic Royal casino resort is fully licensed under the Polish Gambling Act and audited by independent bodies for fairness and transparency.



Available Games Include:

- Blackjack, Roulette, Baccarat
- Three Card Poker, Texas Hold'em
- Over 300 slot machines and digital reels
- Touchscreen skill-based machines
- Themed jackpot zones
- Low-stakes demo areas for beginners

Every game station includes **clearly visible betting rules, session reminders, and self-exclusion access.**



Responsible Gambling Policy – Our Core Philosophy

At Magic Royal Casino Hotel, Responsible Gambling (RG) isn't just a feature — it's our foundation. Our **casino resort** is built around principles of safety, mental clarity, and accountability.

What We Offer:

- Mandatory 18+ ID check at all entrances
- Limit-setting tools (daily, weekly, monthly)
- Reality Check popups and break reminders
- On-floor **Responsible Gambling Ambassadors** trained in crisis handling
- Printed and digital access to professional organizations and therapy resources
- No advertising that glamorizes winnings, urgency, or financial solutions

 **Disclaimer: Responsible Gambling is enforced throughout the casino hotel. Staff reserve the right to intervene if necessary.**

Global Support Access

We proudly refer our guests to three major international support systems:

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

A UK-based charity providing 24/7 advice, self-tests, budget planning tools, and partner resources.

- Ideal for guests seeking private assessment or education
 - Tools available in multiple languages
 - Referral to therapists and online counselors
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2. [GamCare.org.uk](https://www.gamcare.org.uk)

GamCare offers real-time chats, helplines, and family support services.

- Safe, moderated discussion forums
 - 1:1 digital therapy sessions
 - Help for partners and children of gamblers
 - Available 24/7 from anywhere in Europe
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3. [GambleAware.org](https://www.gambleaware.org)

A research-focused organization that helps users understand the science of gambling behavior.

- Education materials
- Prevention campaigns
- Clinical pathways for long-term recovery
- Partnered with NHS and licensed clinics

These resources are advertised throughout our **casino resort** — in every room, spa, restaurant, and public zone.



Wellness Beyond the Game

We believe that every world-class **casino resort** should provide **non-gaming spaces** to recharge, refocus, and reflect.

Magic Royal offers:

- Sky-level spa and saltwater pool
- Sauna and meditation pods
- Library lounge with RG literature
- Reflexology and therapy rooms
- No-alcohol “brain bars” with detox cocktails
- Soundproof “Quiet Rooms” for mental rest

Guests who take regular breaks from gaming earn **Responsible Play Rewards** — including discounts, spa access, and premium dining experiences.



Educational & Cultural Events

Our programming includes **Responsible Gambling Events** and **Gaming Literacy Workshops** designed to help players understand how gambling works — and when to stop.



Sample Events:

- How to Read a Game Table – Beginner Series
- Women in Gaming: Low-Stakes Educational Evenings
- Psychology of Gambling – RG Symposiums
- Guest Counselor Forums
- Cultural Evenings: Language, Music & Moderated Games

Each event is paired with RG takeaways, self-assessment tools, and dedicated RG support.

Support Tools for Self-Management

At Magic Royal Casino Hotel, every guest receives tools to help monitor and manage their gameplay experience.

We Provide:


- Daily spend summaries
- Optional SMS alerts and notifications
- On-request play reports
- In-room Responsible Gaming Channel
- QR-coded RG self-exclusion forms
- Anonymous self-evaluation forms available at RG kiosks

All tools are private and free of charge.


Legal Compliance


We are a fully registered and audited casino hotel and operate under:

- The Polish Gambling Act
- The European Union's Gambling Compliance Rules
- Google's Offline Gambling Advertising Policy
- GDPR and Consumer Rights standards


 We do not offer credit, promote urgency, or suggest gambling as a financial solution.




Contact Us

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 24/7 Service |  Adults Only |  RG-Compliant

Final Notice

Gambling should never feel like pressure, desperation, or stress. It should be brief, safe, and fun.

If gambling is no longer entertaining — **stop**. Talk to our team. Contact an international support platform. You are not alone.

Magic Royal Casino Hotel

One of Poland's Most Trusted Casino Resorts for Responsible Players
