

## WELCOME

In this guide, we deal with the most common myths surrounding Casino gaming. However, should you require any more information or have any questions, our friendly Casino Staff are always on hand to help you and give you advice.

ENJOY THE GAME AND HAVE FUN!



## OTHER TSOGO SUN GAMING GUIDES AVAILABLE:

Please ask any of our Casino hosts for our other Gaming Guides and Information Brochures in this series.

## FOR FURTHER INFORMATION CONTACT ANY TSOGO SUN GAMING CASINO

Montecasino : 011 510 7000

Suncoast : 031 328 3000

Gold Reef City : 011 248 5000

Silverstar : 011 662 7300

The Ridge : 013 655 9300

Hemingways : 043 707 7777

Emnotweni : 013 757 4300

Golden Horse : 033 395 8136/7

Garden Route : 044 606 7777

Blackrock : 034 328 1777

Caledon : 028 214 5100

Mykonos : 022 707 6970

Goldfields : 057 391 5700

[tsogosungaming.com](http://tsogosungaming.com)

TSOGO SUN GAMING PROUDLY SUPPORTS THE NATIONAL RESPONSIBLE GAMBLING PROGRAMME. WINNERS KNOW WHEN TO STOP. ONLY PERSONS 18 YEARS AND OLDER ARE PERMITTED TO GAMBLE. NATIONAL PROBLEM GAMBLING COUNSELLING TOLL-FREE HELPLINE 0800 006 008.

TAKING THE MYSTERY OUT OF

# Casino Gaming



  
TSOGO SUN  
GAMING

**Myth:** Casino Gaming is intimidating and difficult to master.

**Fact:** Like any game, once you know how to play, it becomes easy (except golf!) At Tsogo Sun Gaming Casinos, our Staff are always on hand to provide training on Slot machines or at the Tables. There are also lots of books and online manuals on the subject, which teach you how to play and explain the odds.

**Myth:** If a Slot machine hasn't paid out in a while it's due for a win.

**Fact:** Slot machines operate randomly at all times – no matter how many wins or losses have occurred in its past.

**Myth:** After hitting a big payout a player should move onto another Slot machine.

**Fact:** The odds of another big win on the next play are exactly the same as they were before. There is also no such thing as a “Hot” or “Cold” machine.

**Myth:** Slot machines can be rigged not to pay out.

**Fact:** This is simply not true. All our Slot machines are subject to rigorous testing by the gaming labs, SABS and the Provincial Gambling Boards. Checks and balances and strict security measures stop the machines from being tampered with. Think about it, if we didn't have regular winners, we wouldn't have regular customers!

**Myth:** Dealers are able to land the ball in certain areas of the wheel or hit empty numbers in American Roulette.

**Fact:** There are many factors which ensure the outcome is totally random. These include the speed at which the wheel and ball travel, the slope of the cone (centre of the wheel) and hazards that deflect the ball when hit. All of these design elements ensure this is not possible.

**Myth:** The dealer can influence the hand in Blackjack.

**Fact:** Our dealers are amongst the best in the world, you are guaranteed a fair deal! Cards are drawn to a strict set of rules, known by the players, and the dealer cannot deviate from this. In fact, the only thing that can affect the outcome of the game is the decisions made by the players.

**Myth:** Dice are loaded.

**Fact:** In old Hollywood movies maybe! Our dice are manufactured using precise, state-of-the-art equipment and are imported from overseas by suppliers approved by the Gambling Board. They are 100% balanced and made from a transparent material so you can see inside them. We use new dice, which are checked with a micrometer at the start of each day and then destroyed at the end of each gaming day.

**Myth:** Dealers are incentivised to make guests lose.

**Fact:** Dealers are paid the same rate whatever the outcome. The truth is, dealers stand to earn more if the players win, as the tips are likely to increase!

**Myth:** Cards are marked.

**Fact:** This is virtually impossible as our cards are stored and issued under very strict controls. Cards are opened and checked in front of the players at the beginning of each day. They are then placed in a “Shoe” with a lid and a brush covering the back of the top card and only the dealer is allowed to touch them.

**Myth:** I can win millions in a Casino and be set for life.

**Fact:** Gambling is about fun and entertainment. It's about going toe-to-toe with chance. It's about the thrill of the game. If you're driven by the possibility of a life-changing payout, you're doing it for the wrong reasons. The fun is in educating yourself about the odds, selecting the best bets and simply deciding how much you want to spend on having a great time!

