

Information Sheet on Lifting a Gambling Ban

according to article 81, paragraphs 1-3 of the BGS (Swiss Gambling Act)

Dear Guest,

You are interested in lifting your self-imposed or mandated gaming ban. We have compiled the following useful information for you:

Each gaming ban is valid for an indefinite period. Self-imposed bans can be lifted no earlier than after three months. In the case of a mandated ban, the request can be submitted once the reason for the ban has been resolved. The application must be submitted in writing by the affected person.

The application to lift a gaming ban must be addressed to the casino that issued the ban. If this casino is closed (Biel, Thun, Gstaad, Saxon, Rheinfelden, Weggis), the data of the banned players will be forwarded to the nearest casino, where the request for lifting the ban should be submitted.

If the ban was issued by Grand Casino Kursaal Bern AG, please send your request to lift the ban to the following address:

Grand Casino Kursaal Bern AG
Social concept department
Kornhausstrasse 3
3000 Bern 22

The following documents must be submitted:

1. A signed written request for lifting the ban.
2. A valid ID copy (passport, ID card, Swiss driver's license, residence permit).
3. An extract from the debt enforcement register, not older than one month.
4. Bank statements for the previous three months, detailing all transactions and balances.
5. Proof of current income:
 - Payslips for the last three months, or
 - For self-employed individuals: balance sheet and profit-and-loss statement for the last two years or the latest tax assessment.
6. Proof of rent and health insurance payments for the last three months if not visible on the extracts from the bank statements.
7. For married individuals or those in a registered partnership:
 - A written consent declaration from the partner.
 - A valid ID copy of the partner.
8. For individuals without their own income (e.g., housewives/househusbands):
 - A written consent declaration from the financial supporter.
 - A valid ID copy of the financial supporter.
 - Proof of the current income of the financial supporter.
9. Any evidence of assets (e.g., savings account).

Upon receipt of the complete request to lift the gambling ban, the submitted documents will be carefully reviewed. If the reasons for the ban still exist or the conditions of Articles 80, paragraph 1, letters a and b of the FGA are met, the request will be denied. Otherwise, the applicant will be invited to a lifting interview.

This interview takes place at the [Bern-Mittelland Regional Center of Berner Gesundheit](#). It is conducted by a social concept officer from Grand Casino Bern and a specialist from Berner Gesundheit.

During the interview, the following will be assessed:

- Whether sufficient financial resources for gambling are available, and
- Whether the reasons leading to the gambling ban no longer exist.

The applicant confirms by signing that:

- they have been informed about the procedure,
- they have submitted all required documents, and
- the information provided is truthful.

Based on the interview report and submitted documents, the management decides whether to lift the ban. The decision is communicated to the applicant in writing.

If the request is denied or the affected person refuses to cooperate, the gambling ban remains in effect. A new request can be submitted at a later time.

If you have any questions, please contact our Head of Social Concept at 031 339 55 98 or by e-mail at sozialkonzept@grandcasino-bern.ch.