

Xizir Resort Hotel Canada

Safe Entertainment & Guest Wellness Guide

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■ Discover Safer Play at Xizir Resort Hotel

Welcome to Xizir Resort Hotel Canada — a luxury destination designed for discerning guests who value both excitement and responsibility. Situated in the heart of Ontario's scenic landscapes, our resort offers an immersive casino experience with a strong focus on guest wellbeing.

At Xizir, we're not just providing games — we're building a culture of thoughtful entertainment. Our approach to play emphasizes clarity, care, and conscious choice. Every guest is empowered to enjoy their stay with confidence and control.

Xizir SafeBet is our signature initiative, ensuring that all gaming experiences take place within a safe, supportive framework. Through expert-led programs, advanced tools, and real-time resources, we make sure responsible gambling is more than a message — it's a reality.

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■ Gambling services are intended for guests aged 18 and above. We promote smart play and responsible entertainment for all.

■ Understanding Balanced Gaming

At Xizir, balanced gaming means engaging with our entertainment options while maintaining full awareness of your personal boundaries. We encourage guests to treat gaming as a leisurely pursuit — not a financial solution or emotional escape.

Our materials, staff training, and technology are all tailored to help you stay informed and in charge of your play. Smart choices make for better experiences, and our team is here to help you make them every step of the way.

■ Inside the SafeBet Lounge

The SafeBet Lounge is your personal space for support and clarity. Open 24/7, it offers a quiet, discreet environment where you can: - Speak with trained SafeBet Advisors - Learn about budget tools and time controls - Request support or exclusion - Access translated materials

Whether you're looking for guidance or just a calm space, the SafeBet Lounge is always here for you.

■ Set Limits. Stay Free.

Personal limits are a key part of healthy play. At Xizir, guests can set customized preferences for time, spending, and session frequency. Our systems will notify you gently when you approach your limits — keeping you informed without interrupting your fun.

Guests can manage their settings through in-room devices or our mobile platform, giving you total control over how you play.

■ Taking a Break Is Okay

We understand that sometimes stepping away is the right choice. Our self-exclusion program allows guests to pause gaming activity on their own terms — either temporarily or long-term.

All requests are handled confidentially, and our team offers full support before, during, and after your break.

■ Recognize and React

Knowing the signs of harmful gambling behavior helps prevent it. These may include: - Chasing wins after losses - Losing track of time and money - Hiding play from family - Feeling guilt or frustration

Our staff is trained to notice early indicators and offer appropriate, respectful assistance whenever needed.

■ Trained for You

Every team member at Xizir is educated on safe play strategies and mental health awareness. Whether at the concierge or casino floor, staff are ready to: - Assist with play limits - Offer guidance in your language - Connect you to outside resources - Provide discreet and compassionate support

■ Smarter Systems, Better Choices

Technology at Xizir isn't just for convenience — it's for protection. Our SmartPlay tech includes: - Real-time budget summaries - Custom alerts and session timers - Pause and block tools - Activity history tracking

Everything is opt-in and customizable, allowing you to shape your gaming responsibly.

■ Coming Back After a Pause

When you're ready to return after a break, we'll help you do so thoughtfully. Our SafeBet team provides re-onboarding support, limit re-evaluation, and follow-up to ensure your experience stays positive and in balance.

Your comfort and confidence are our priority.

■ Your Voice Matters

At Xizir, we grow with your feedback. We actively seek guest insights through surveys, online suggestions, and lounge conversations to refine and improve everything we do.

Share your thoughts with us — and help make Xizir a national model for safe, luxurious, and responsible casino entertainment.