

# POKER ROOM CODE OF CONDUCT

Welcome to Hollywood Casino's Poker Room. Your presence in our establishment means that you agree to abide by our rules and procedures. By taking a seat at one of our poker tables, you are accepting our management to be the final authority on all matters relating to that game. Hollywood Casino Management will attempt to maintain a pleasant environment for all our customers and employee but is not responsible for the conduct of any player. We have established a code of conduct and may deny the use of our card room to violators.

## THE FOLLOWING ARE NOT PERMITTED:

- Collusion with another player or any other form of cheating, including soft play.
- Verbally or physically threatening any patron or employee.
- Using profanity or obscene language.
- Creating a disturbance by arguing, shouting, or making excessive noise.
- Throwing, tearing, bending, or crumpling cards.
- Destroying or defacing property.
- Using an illegal substance.
- Use of any tobacco products, vaporizers.
- Carrying a weapon.
- Moving tables or sitting at a table without staff permission.

## THE FOLLOWING ACTIONS ARE IMPROPER, AND GROUNDS FOR WARNING, SUSPENDING, OR BARRING A VIOLATOR:

- Using a cell phone for a voice call at the table.
- Using any electronic device at the table while involved in a hand. Exceptions are music and video on your device provided headphones are in use. Electronic devices for all other use (ie: Texting) must be kept face down when active.
- Deliberately/repeatedly acting out of turn.
- Deliberately/repeatedly splashing chips into the pot.
- Agreeing to check a hand down when a third player is all-in.
- Soft playing by either refusing to bet against a certain opponent whenever heads-up or not betting the best possible hand when last to act on the final betting round.
- Reading a hand for another player at the showdown before it has been "tabled."
- Telling anyone to turn a hand face-up at the showdown.
- Revealing the contents of a live hand before the betting is complete (except during heads up play).
- Revealing the contents of a folded hand before the betting is complete (Do not divulge the contents of a hand during a deal even to someone not in the pot, so you do not leave any possibility of the information being transmitted to an active player.)
- Needlessly stalling the action of a game.
- Deliberately discarding hands away from the muck.
- Stacking chips in a manner that interferes with dealing or viewing cards.
- Making statements or taking action that could unfairly influence the course of play, whether the offender is involved in the pot.

## HOUSE RULES & POLICIES

- Supervisors are to consider the best interest of the game and fairness as top priorities in the decision-making process. Unusual circumstances can on occasion dictate that decisions in the interest of fairness take priority over the technical rules. The Supervisor's decision is final.
- Players will not use profanity directed towards any member of our team or towards another player. Occasional outbursts, if they are not directed towards another player or team member are tolerated, but warnings are still issued. Offenders are issued a warning, depending on the severity of the outburst. Repeat offenders will be asked to leave.
- Throwing Chips or Cards – Players will not throw chips or cards at another player or at the dealer at any time. Any aggressive action taken towards a member of our team, or another player will not be tolerated. If the player's action was deemed intentional, the player will be asked to leave.
- Players will not jeopardize the integrity of the game by exposing cards except for heads up showdown (cash only) while a hand is in progress, either to other players or to the entire table. Offenders are issued a warning. Repeat offenders will be asked to leave.
- Players who have declared any amount of their table stakes to a pot but refuse to place the chips into the pot will be deemed as 'Not Honoring a Bet'. Not honoring a bet will suspend any further play from this player until total restitution has been paid and cleared to return by management. This action is the same as stealing from another player. We will not tolerate players who refuse to honor bets in our room.
- A player who exposes his cards with action pending may incur a penalty but will not have a dead hand. The penalty will begin at the end of the hand.
- Repeated etiquette violations will result in penalties. Examples include, but are not limited to, unnecessarily touching other players chips, delay of the game, repeatedly acting out of turn or excessive chatter.
- English will be the only language spoken during the play of a hand.
- Players must always protect their own hands. If a dealer kills a hand by mistake, or a hand is fouled, the player will have no redress and is not entitled to a refund of bets. If the player initiated a bet or raise and has not been called, the unmatched portion will be returned to the player.
- All games are "Table Stakes". Only cheques in play at the beginning of a hand will count towards a player's stack size. All cheques in play must remain in play unless the player leaves the table for a minimum of one hour or changes to a table of a different game type or limit.
- String bets are not allowed.
- "Check and Raise" is allowed.
- Players must act in turn. Verbal declarations in turn are binding and take precedent over gestures or actions. Chips placed in the pot in turn must stay in the pot.
- Action out of turn will be binding if the action to that player has not changed. A check, call or fold does not change action. If the action changes, the out of turn bet is not binding and is returned to the out of turn player who has all options including calling, raising, or folding. An out-of-turn fold is binding. "Check and Raise" is allowed.
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- Table change requests are made through the Supervisor and may only be fulfilled if they do not create an imbalance between tables. Seat change requests are made through the dealer.
- Only two players may be away from a game at any one time, a third player who gets up from a table will have 10 minutes to return or will forfeit that seat.
- A clock may be called on a player by any player who received cards to start a round, or by a Hollywood Casino Supervisor or above.
- A player using the phrase "All-in" in any way may be obligated to bet all their chips.
- Cash does not play.
- Players on cash games are permitted one guest who may sit or stand behind the player. No communication between player and guest is allowed while that player is involved in a hand. No spectating is permitted by anyone who is not a guest of an active player. No spectating is permitted on tournament tables.
- Players may "Buy the Button" if entering BETWEEN the Button and Small Blind positions.
- All flop games offer an optional under the gun or button straddle on all flop games, with the button having precedence.
- Players who are leaving may only play out of a rack until the button reaches them, at which time all chips must be un-racked to continue to be dealt in.
- Live games with 5 or less players will offer "half-rake" (10% up to \$3 max).
- Gaming chips issued by another casino may not be used, exchanged, or redeemed in this casino.

- Players are allowed one (1) token/item to use as a card protector, so long as that item is not large enough to cover both "Hollywood Casino" logos on the card.
- Each player in a poker game is required to play in his/her own interest only. No player can assist any player over another.
- Hollywood Casino does not permit "substitute players".
- Hollywood Casino does not permit playing "overs".
- Hollywood Casino is not responsible for cash or cheques left on the table by a player.
- The Supervisor or above can inspect any hand, whether called or not, to protect the game's integrity.
- A folded hand retrieved by anyone other than the owner is a dead hand, even if it was the winner.
- Both cards placed face up in front of the player at showdown ("tabled") cannot be killed by a dealer if it was the winning hand. Cards speak.
- Hollywood Casino may change the table limits with 30 minutes notice.
- Hollywood Casino asks all players to state their intentions verbally to avoid confusion or an unfavorable ruling.
- Players and staff have an ethical obligation to correct any errors.
- Hollywood Casino reserves the right to remove any player from any game for any reason.
- In any scenario, the supervisor may at will, and in the fairness of the game, decide to rule against what normal standard would require. The Manager's decision is always final.

## CALLING FOR A "CLOCK"

Players involved in the hand (any Player who was dealt cards at the beginning of the hand), may request (at management's discretion) a time limit for decision making "calling the clock". A Supervisor or higher may request this as well. Once an appropriate amount of time has passed (again, at management's discretion), a Supervisor or higher will advise a Player that they have one minute (or less based on manager's discretion) to make a decision. At the end of the minute, the final ten seconds will be counted down, aloud, after which the Player's hand will be ruled dead. Repeated instances of deliberately slow play may lead to a guest's removal from the room.

## WASHES

Cards are to be mixed thoroughly or "washed" as part of the opening shuffle procedure. All player requests for a wash are to be denied.

## FOREIGN OBJECTS ON PLAYING SURFACE

Other than cheques, chips and cards, players are only permitted to have one non-gaming token as a card protector on the playing felt. Additionally, objects which are large enough to cover both "HCPN" logos on the back of the poker cards are not permitted on the playing felt (These include but are not limited to napkins, cell phone, player card, or wallet.)

## PLAYING OUT OF THE RACK

Players are not allowed to play out of the rack for an extended period. Players who are racked up may continue to play until the Button reaches them. If they wish to play past this point, they must un-rack their chips or they will be dealt out. Also, you can offer to have the chip runner color up a racked-up player as an alternative to un-racking.

## PLAYERS EXPOSING THEIR HAND

To protect the integrity of Poker games, any Player who is deemed to have intentionally exposed any or all of their cards before all betting has been completed will be given a warning and may be asked to leave for the day (for multiple occurrences) but will not have a dead hand.

Players must protect their own hands. It is never appropriate to expose one's hand to other Players. If one Player sees the hand of another Player and comments or coaches in any way, that (exposed) hand may be folded. Multiple occurrences by a Player will result in progressive action up to and including removal from the property. As with all situations, the Supervisor or above retains the right to make decisions based on the best interest of the game.

## COLLUSION

A fear that exists among Poker Players in an unfamiliar environment is that two or more Players will collude against them. (ex. An example of collusion would be when one "partner" has a powerful hand, signals his associate and they raise each other to the limit to get the maximum money in the pot from other Players. At the end, the Player with the weak hand then folds.)

Should the Dealer suspect this type of problem they must inform their Supervisor as soon as is possible. Collusion is difficult to prove, and every effort should be made to ensure that the following behavior is recognized:

- Each Player is required to play only for his or her own interests.
- One Player per hand and that Player must make all decisions without any outside advice.
- English is the only language spoken while a hand is in play.
- Any information about a folded hand given to a 'live' Player must be given to all Players at the table.
- An uncalled hand, shown to another Player by the pot winner must be shown to all other Players upon request.
- Playing in a manner to favor one Player over another.

## EXAMPLES OF COLLUSION COULD BE:

- Giving advice on how to play a hand.
- Giving opinions on what a Player has when they bet.
- Agreeing to "check down" a hand.
- Reading a hand for a Player who has not tabled his/her hand during a "showdown."
- Advising a specific betting action.
- Having a 'soft-play' agreement not to bet or raise another Player during heads-up play
- Refunding any money that was won from a Player such as the last bet.
- Different verbal actions than normal play.
- Verbal actions when out of turn.
- Physical gestures when out of turn.

If collusion is suspected, contact Surveillance and the Manager of Games. A casino compliance representative shall be notified as expeditiously as possible, and the player may be removed and barred.

**HOLLYWOOD**  
*Casino*

— AT PENN NATIONAL RACE COURSE —

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