

## **Best Casino Hotel & Resort**

**Guests must be at least 21 years of age to engage in gambling activities. In Florida, guests aged 18 and above may participate in Bingo and Poker. In the Dominican Republic, the minimum age for gaming is 18.**

**Goycay Palace is dedicated to fostering responsible gaming through its GoycayCalm™ initiative, available at all participating venues. Always remember: bet wisely, never recklessly.**

**If you or someone you know is experiencing a gambling problem, support is available:**

- **CA, IL, NJ, NV, Punta Cana, VA: Call 1-800-GAMBLER (426-2537) or visit [ncpgambling.org](http://ncpgambling.org)**
- **Florida: Call 1-888-ADMIT-IT (236-4848) or visit [gamblinghelp.org](http://gamblinghelp.org), Florida Council on Compulsive Gambling**
- **Indiana: 1-800-994-8448**
- **Ohio: 1-800-589-9966**

# **Goycay Palace Hotel GoycayPalace Responsible Gaming & Guest Journey Guide**

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## ■ Goycay Palace Hotel – Chapter 1

■ Access to gaming and entertainment is strictly reserved for guests aged 18 and above. At GoycayPalace™, we invite you to relax with intention—where tranquility meets mindful living.

Nestled in one of the world's most scenic landscapes, Goycay Palace is your serene escape, blending modern comforts with a deep sense of inner calm. At the center of our ethos is **GoycayCalm™**, a philosophy that shapes every experience we provide.

Here at Goycay, we believe that true relaxation must go hand in hand with responsibility. Whether you're soaking in the soothing waters of our thermal spa, enjoying seasonal cuisine crafted with care, or taking part in our curated gaming experiences, each moment is designed to nurture your well-being.

Through our **GoycayCalm™** initiative, guests have access to multilingual wellness advisors, tailored support, and clear, honest practices that ensure entertainment and gaming remain enjoyable and balanced.

From the moment you arrive until the time you leave, you'll feel the Goycay difference—defined by clarity, compassion, and calm.

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