

Voluntary Self-Exclusion



GameSense

If you find yourself gambling too much, or if it no longer feels like a game, the Voluntary Self-Exclusion program can be an important first step in helping you to control your gambling.

What is Voluntary Self-Exclusion?

You can exclude yourself for a period of time from gaming premises or gaming websites owned or managed by Manitoba Liquor & Lotteries.

Gaming Premises

Your voluntary self-exclusion means you make a commitment not to enter any of the following gaming premises:

- Club Regent Casino
- McPhillips Station Casino
- Gaming Centre located in cityplace

If you self-exclude from the gaming premises, you are also not eligible to gamble on PlayNow.com for the duration of your self-exclusion. If you have an existing PlayNow.com account, it will be closed.

Gaming Websites

Your voluntary self-exclusion means you make a commitment **not to access** PlayNow.com.

If you self-exclude from PlayNow.com your exclusion **does not** apply to the gaming premises.

You will also be excluded from any future gaming premises or gaming websites owned or managed by Manitoba Liquor & Lotteries for the duration of your self-exclusion period.

How do I voluntarily self-exclude?

To self-exclude from the gaming premises, ask any venue staff to direct you to one of the senior managers who are responsible for voluntary self-exclusion enrollment.

You can also contact the Manitoba Liquor & Lotteries Corporate Security office at **(204) 957-2500 ext. 8468** to set up an appointment to enroll off-premises.

To self-exclude specifically from PlayNow.com, log-in to your PlayNow.com account. Within the “My Account” section access “Self-Exclusion”. The screens will guide you through the process of completing your voluntary self-exclusion.

What happens when I sign up?

When self-excluding from the gaming premises you will meet with a senior manager and a member of security who have been trained to handle requests for self-exclusion. They understand the difficult decisions you are making and will support you in any way they can. When available, Responsible Gaming Information Centre staff may also provide support during your enrollment.

You will be asked to show your government-issued identification that includes your signature and a photograph. This could be a driver's license, a passport, or other identification. You will be asked to sign the Voluntary Self-Exclusion enrollment form and your photograph will be taken.

What happens once I sign up?

Once you've signed up at the gaming premises, your picture and information that you provided will be used by our security team to identify you in case you try to return to any of the gaming premises. They need to know what you look like to support your decision.

If you are a Club Card member, your membership is cancelled to make sure you do not receive further communications, including promotional events and coupons. Your existing loyalty points at the time of exclusion, if at a minimum value of \$5.00, will be converted to a grocery store gift card and mailed to you.

When you self-exclude from PlayNow.com, your account will be cancelled and your cash balance will be refunded.

How long will I be self-excluded?

The length of the exclusion is up to you.

You can choose from a minimum of:

- 6 months
- 1 year
- 2 years
- 3 years

Self-exclusion at the gaming premises starts the moment you sign-up. Any existing PlayNow.com accounts will be closed soon after your exclusion is processed.

The exclusion lasts for the period of time chosen by you. Voluntary self-exclusion cannot be revoked.

What happens if I break my commitment?

It is your responsibility to honour the commitment you made to yourself. If you enter the gaming premises before you have fulfilled Manitoba Liquor & Lotteries' requirements to end your self-exclusion, you will be asked to leave.

What happens at the end of my self-exclusion period?

You may decide not to return to any of the gaming premises or PlayNow.com. If this is the case, there is no action required on your part and you remain enrolled in the Voluntary Self-Exclusion program.

If you choose to end your voluntary self-exclusion once your self-selected time period is over, there are requirements you will need to fulfill before Manitoba Liquor & Lotteries will consider your voluntary self-exclusion to be concluded. This will include completing the free-of-charge course *Pause and Plan: After Your Voluntary Self-Exclusion Ends*. The course will help you develop a plan for returning to gambling, if that is what you choose.

You will also be required to write a letter to Manitoba Liquor & Lotteries requesting to end your voluntary self-exclusion.

**Corporate Security
Manitoba Liquor & Lotteries
1390 Pacific Avenue
Winnipeg, Manitoba R3E 3R9**

Once you have completed the course and received acknowledgement that your letter was received you may re-enter the gaming premises and/or register for an account on PlayNow.com.

Can I exclude a spouse or family member?

It is understandable to want to help a loved one who you believe is in trouble. However, only the person seeking self-exclusion can enroll. No one can make that decision for them.

If you are worried about someone's gambling, the 24-hour free and confidential Problem Gambling Helpline can provide support and referral to services that can help you.

1-800-463-1554



Support is available.

Those who participate in counselling along with a Voluntary Self-Exclusion program have a much higher likelihood of successfully regaining control of their gambling behaviors.

**For more information about
problem gambling treatment
and support in Manitoba call the
Problem Gambling Helpline at
1-800-463-1554**

RG (f) 05/13

**Find out
more...**

www.manitobalotteries.com/gaming/

Manitoba Liquor and Lotteries

Corporate Security (204) 957-2500 ext. 8468

Responsible Gaming Information Centres

McPhillips Station Casino | (204) 985-1240

Club Regent Casino | (204) 985-0419

