



Voluntary Self- Exclusion

INFORMED GAMBLING

February 2023

What is Voluntary Self-Exclusion?

A way to help people honour their decision to take a break from gambling.

Gaming Premises

Signing up for voluntary self-exclusion in person means you make a commitment not to enter any of the following:

- Club Regent Casino and the Event Centre
- McPhillips Station Casino
- Shark Club Gaming Centre

You are also not eligible to gamble on PlayNow.com for the duration of your exclusion. If you have an existing PlayNow.com account, it will be closed.

PlayNow.com

Signing up for voluntary self-exclusion online means you make a commitment not to access PlayNow.com.

Voluntary self-exclusion from PlayNow.com does not apply to the casinos or Shark Club Gaming Centre.

How do I Voluntarily Self-Exclude?

Visit the Informed Gambling Info Centre or ask any venue employee to direct you to Security or the Casino Operations Manager.

You can also enroll at locations other than the casino. Contact Manitoba Liquor & Lotteries Corporate Security Office at 204-957-2500 ext. 8468 to make an appointment.

To exclude only from PlayNow.com, login 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 an Operations Manager and a member of Security. They understand the difficult decision you are making and will support you in any way they can. When available, Informed Gambling Advisors may also provide support during your enrolment.

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

This personal information is collected and used for the purpose of administering the Voluntary Self-Exclusion Program in accordance with the Freedom of Information and Protection of Privacy Act.

What happens after I sign-up?

If you've signed up at the gaming premises, your picture and the information you provide 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. However, despite our best efforts, there should be no expectation that we will be able to identify you or prevent you from entering.

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

If you self-exclude from PlayNow.com, your account will be cancelled, and any unredeemed player cash will be paid out. Any promotional funds that have been directed to your account can no longer be redeemed.

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. Your PlayNow.com account 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?

The Voluntary Self-Exclusion program is only successful if you make a commitment not to access an account on PlayNow.com or enter a casino or gaming centre while enrolled in this program. Manitoba Liquor & Lotteries cannot guarantee that we will be able to identify you, or prevent you from gambling, should you enter the gaming premises while enrolled in the Self-Exclusion program. If you are identified, you will be asked to leave the premises immediately. Any money played or lost during your self-exclusion will not be returned to you.

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 that 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.

You must first complete 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.

The course can be accessed online at www.mbill.ca/pauseandplan.



Once you have completed the Pause and Plan course, you must write to Manitoba Liquor & Lotteries requesting to end your voluntary self-exclusion. You may submit your signed letter in one of two ways:

1. BY MAIL

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

Be sure to include your current return mailing address. We cannot process your request without it.

Once you have received acknowledgement from Manitoba Liquor & Lotteries that your letter was received and accepted, you may re-enter the gaming premises and/or register for an account on PlayNow.com.

2. BY EMAIL

VSE@mbll.ca

A signed letter is required. Scan your signed letter and send with your email as an attachment. Once you have received a reply email acknowledging that your letter was received and accepted, you may re-enter the gaming premises and/or register for an account on PlayNow.com.

Please allow approximately one week for processing.

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 Gambling Helpline at 1-800-463-1554 can provide support and referral to services that can help you.

Want more info?

Visit an Informed Gambling Info Centre or InformedGambling.ca

The Gambling Helpline is free, confidential and available 24/7 in multiple languages.

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.

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

Find out more

Manitoba Liquor & Lotteries
Corporate Security

204-957-2500 ext. 8468 or mbll.ca

Informed Gambling Info Centres

McPhillips Station Casino
204-985-1240

Club Regent Casino
204-985-0419