

Voluntary Self-Exclusion



WHEN GAMBLING ISN'T JUST A GAME ANYMORE



What is Voluntary Self-Exclusion?

The voluntary self-exclusion program offered by Casino New Brunswick is a self-help tool that is available to individuals who have concerns about their gambling habits. It is designed to support people who have made the decision to make a change in their life and their gambling habits.

Voluntary self-exclusion is a personal commitment made by the individual who requests it. The program enables you to voluntarily exclude yourself from Casino New Brunswick for three months, six months, one year or indefinitely. The length of time is up to you.

How does the Voluntary Self-Exclusion program work?

When you make the commitment to join the voluntary self-exclusion program you are ultimately requesting that you be banned from entering the gaming facility.

Who do I asked to sign-up for the voluntary Self-Exclusion program?

To access the program, ask any casino staff member or visit the Responsible Gaming Information Centre (RGIC) and speak with an RGIC representative. They will direct you to someone who can help you. You can also contact the casino at **1-877-859-7775** or the RGIC at **506-861-4699**.

What happens when I sign-up for the program?

Self-exclusions are done in person. You may also call and book an appointment to complete the process.

You will meet with a member of the security staff, who has been trained to handle requests for self-exclusion. When available, RGIC Representatives can also provide support to you during sign-up. You will be asked to sign a voluntary self-exclusion registration form and provide a government-issued identification that includes your signature and a photograph (e.g., driver's license, passport, other identification). Your photograph will be taken so that it may be entered into the self-exclusion database maintained by Casino New Brunswick.

How long will I be self-excluded?

You may choose from four possible exclusion lengths:
1. THREE MONTHS 2. SIX MONTHS 3. ONE YEAR 4. INDEFINITE
Each person will select their own exclusion length.

What happens after I voluntarily self-exclude?

Self-exclusion begins the moment you sign up. Voluntary self-exclusion can not be revoked. It ends when you have successfully completed both the agreed upon exclusion period and reinstatement process.

Can I exclude a spouse or family member?

It's understandable that you may want to help a loved one who you think is in trouble. However, as the name suggests, self-exclusions may only be carried out by the individual who wishes to sign up.

What happens if I break my commitment?

It is your responsibility to honour the commitment you made to yourself. If you try to enter the gaming floor during your self-exclusion period, you may be refused admittance and security may escort you out. If you attempt to violate your self-exclusion contract, you may be subject to trespass charges.

If you win a jackpot while in the Voluntary Self-Exclusion Program it will be withheld from you and donated to a local charity.

If I self-exclude, can I ever come back to the casino?

If you wish to return to the casino, you must apply for reinstatement in writing to the Security Manager of Casino New Brunswick. The self-exclusion term that you chose must first be met prior to applying for reinstatement. In the case of the indefinite term, a reinstatement can only be granted after one year has elapsed from the time of registration.

Support is available

If you or someone you know is experiencing a gambling problem, help and services are offered by the Department of Health. Call **1-800-461-1234** for free, confidential information.