



Voluntary Self-Exclusion for Gambling

INFORMED GAMBLING

July 2026

What is Voluntary Self-Exclusion?

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

Gambling Facilities

Signing up for Voluntary Self-Exclusion in person means you commit to not enter any of the following:

- Club Regent Casino and Event Centre
- McPhillips Station Casino
- Shark Club Gaming Centre
- Any future gambling facilities run by Manitoba Liquor & Lotteries

You are also not eligible to gamble on PlayNow.com for the length 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 commit to not access PlayNow.com.

Voluntary Self-Exclusion from PlayNow.com does not apply to gambling facilities. If you want to exclude from those as well, you must do so separately.

How do I Voluntarily Self-Exclude?

Ask any employee to direct you to Security or a Manager.

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

To only exclude from PlayNow.com, login to your PlayNow.com account. Within the "My Account" section, select "Self-Exclusion". The screens will guide you through the process of completing your exclusion.

What happens when I sign up?

When Self-Excluding from gambling facilities you will meet with a Manager and a member of Security. They understand the difficult decision you are making and will help you any way they can. Support may also be provided by Informed Gambling Advisors when available.

You will be asked to show your government-issued photo ID 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 Request Form and your photograph will be taken.

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

What happens after I sign up?

If you've signed up at a gambling facility, your provided picture and information will be used to try and identify you during your exclusion. Despite this, there should be no expectation that we will be able to identify you or prevent you from entering/gambling.

If you are a Club Card member, you will no longer have loyalty memberships and privileges. You may be removed from marketing programs, but there is no guarantee you will not receive further marketing and promotional materials.

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 canceled, 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 exclusion is up to you.
You can choose from a minimum of:

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

Self-Exclusion at gambling facilities starts immediately.
Your PlayNow.com account will be closed soon after your exclusion is processed.

What happens at the end of my Self-Exclusion?

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

You cannot end your Voluntary Self-Exclusion until:

1. The time period you chose is over.
2. You complete the *Pause and Plan: After Your Voluntary Self-Exclusion Ends* course (provided at no cost at <https://pauseandplan.mbll.ca>). Manitoba Liquor & Lotteries recommends you take this course in the final months of your exclusion.
3. You send a written request to MBLL asking to have your exclusion removed.
4. MBLL notifies you in writing that your exclusion has ended.

What happens if I break my commitment?

Voluntary Self-Exclusion is only helpful if you do not enter a gambling facility or access an account on PlayNow.com while enrolled. If you enter a facility while enrolled and are identified, you will be asked to leave.

If you gamble in breach of your exclusion, you will not be refunded any losses and may not be paid any winnings or issued any credits/tokens/bonuses.

To send your written request

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.

2. BY EMAIL

VSE@mbll.ca

A signed letter is required. Scan your signed letter and send with your email as an attachment.

Please allow approximately one business 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 having problems with gambling. However, only the person wanting to Self-Exclude can sign up. 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 informedgambling.ca

Call the Gambling Helpline. It is free, confidential and available 24/7 in multiple languages.

1-800-463-1554



Support is available

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

For more information about gambling treatment and support in Manitoba, call the 24-hour free and confidential **Gambling Helpline at 1-800-463-1554**

Voluntary Self-Exclusion for Liquor Marts

If alcohol is having a negative impact on your life, we also offer Voluntary Self-Exclusion at Liquor Marts with controlled entrances.

Visit <https://www.drinksense.ca/vse> for more info.

Informed Gambling Centres

McPhillips Station Casino
204-985-1240

Club Regent Casino
204-985-0419

informedgambling.ca