

# Voluntary Self-Exclusion



**If you find yourself gambling too much, or 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 PlayNow.com or gaming premises owned or managed by Manitoba Liquor & Lotteries.

### Gaming Premises

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

- Club Regent Casino (including the Club Regent 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 through PlayNow.com means you make a commitment **not to access** PlayNow.com.

Voluntary self-exclusion from PlayNow.com **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?

Ask any venue staff to direct you to Security or the Operations Manager.

You can also enroll at locations other than the casino. Contact Manitoba Liquor & Lotteries Security office at (204) 957-2500 ext. 8468 to find out where you can enroll and to make an appointment.

To exclude only 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 an Operations Manager and a member of security. They understand the difficult decisions you are making and will support you in any way they can. GameSense Advisors may also provide resources/assistance 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.

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 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 and your rights and privileges are forfeited to help ensure 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 grocery store gift card and mailed to you. Player points below a value of \$5 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 credited 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.

At the minimum, 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 the gaming premises or PlayNow.com. If so, 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.

You have two options to take this course:

1. The course is offered monthly in-person by the Addictions Foundation of Manitoba (AFM). To register call the AFM at (204) 944-6368.
2. You may choose to take the course online at <http://www.mbl.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 acknowledgment 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@mbl.ca](mailto:VSE@mbl.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. We recommend you bring Manitoba Liquor & Lotteries' acknowledgment letter the first time you return to the casino.

## 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 problems.

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

Find out  
more...

[www.mbl.ca](http://www.mbl.ca)

### **Manitoba Liquor & Lotteries**

**Corporate Security** (204) 957-2500 ext. 8468

### **GameSense Info Centre**

McPhillips Station Casino | (204) 985-1240

Club Regent Casino | (204) 985-0419

