

If you are gambling too much, or it no longer feels like a game, consider BCLC's voluntary self-exclusion program.

Support is available

BCLC Customer Support
1-866-815-0222

Gambling Support Line (24/7 toll free)
1-888-795-6111

VOLUNTARY SELF-EXCLUSION

ABOUT THE PROGRAM

ONE SMALL MOVE CAN
LEAD TO A **BIG CHANGE.**

GameSense

bclc

VSE-B-04E

GameSense

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How does it work?

Voluntary self-exclusion can be an important first step in helping to control your gambling. When you enroll, you select a period of time to exclude yourself from all facilities with slot machines, commercial bingo halls, or PlayNow.com – for either 6 months, 1 year, 2 years, or 3 years.

There are three options for you to consider. You can sign up for one, two, or all three:

1) Gaming facilities with slot machines. This includes casinos, community gaming centres, and racetrack gaming floors with slot machines.

2) Commercial bingo halls, community gaming centres and casinos offering bingo.

3) Gambling on PlayNow.com.

Note: If you are self-excluding from a gambling facility, you are not eligible to gamble on PlayNow.com for the duration of your exclusion. If you have an existing PlayNow.com account, BCLC will automatically close it.

In accordance with the rules and legislation, you are not eligible to win gambling prizes while in the Voluntary Self-Exclusion program. In addition, you will no longer receive direct marketing materials from BCLC or its gambling facility operators.

How do I enroll?

To self-exclude from a gaming facility, you can visit a GameSense Info Centre and speak directly with a GameSense Advisor, or any staff member at the casino, community gaming centre or commercial bingo hall.

To self-exclude specifically from PlayNow.com, login to your account and access “Self-Exclusion” from within the “My Account” section. The screens will guide you through the process.

What happens while I enroll?

You can also call BCLC’s customer support line at 1-866-815-0222 for more information or to set up an appointment at BCLC head offices in Kamloops or Vancouver.

When excluding from a gaming facility, you will meet with a member of security staff, who has been trained to handle requests for self-exclusion.

When available, GameSense Advisors can also provide support to you. They are trained professionals who understand the difficult decision you’re making and will support you in any way they can.

You will be asked to show your government-issued identification that includes your signature and a photograph. You will also be asked to sign the Voluntary Self-Exclusion Agreement and your photograph will be taken.

What happens next?

After you’ve signed your forms, your self-exclusion begins right away, for the time period you have selected and cannot be changed.

For Encore Reward members, your account will be de-activated and any points you have may be eligible to be redeemed for cash.

Once you’ve signed up, the information you provided will be given to the security offices at the applicable gaming facilities to help you stick to your commitment.

Upon enrollment, you will have the opportunity to consent to further contact by a gambling support professional free of charge. For those who access support or participate in counseling while self-excluded, we see much better success regaining control over their gambling.

Is BCLC responsible for keeping me out of gambling facilities once I sign the VSE agreement?

At any time during your enrollment, you can call the Gambling Support Line at 1-888-795-6111 for free, confidential support.

It is your responsibility to honour your self-exclusion. By signing the Voluntary Self-Exclusion agreement, you accept responsibility for your gambling. BCLC is here to support you and we encourage you to access the supports available to you by the BC Responsible and Problem Gambling Program. There are a variety of resources that can be accessed by calling the Gambling Support Line at 1-888-795-6111.

What happens if I break my commitment?

BCLC takes steps to identify those who attempt to breach their commitment. If you enter a gambling facility during your self-exclusion period and are identified, you will be escorted from the building by security staff. In accordance with the Gaming Control Act, you may also be charged with an offence and subject to a fine of up to \$5,000.