

WHAT IF I WANT TO EXTEND MY MINIMUM EXCLUSION TERM?

If you would like to extend your minimum exclusion term (from a 6 month minimum to a 3 year minimum), you may do so by contacting the Alcohol, Gaming, Fuel and Tobacco Division of Service Nova Scotia, or Casino Nova Scotia.

WHERE CAN I GO TO GET HELP?

If you are considering voluntary self-exclusion, it is important to know there are additional resources available to help you. For more information, visit one of our Responsible Gambling Resource Centres or contact the Gambling Support Network at **1-888-347-8888** or 711 (TTY) or visit gamblingsupportnetwork.ca.

IMPORTANT CONTACT INFORMATION

Casino Nova Scotia, Halifax
1983 Upper Water St, Halifax, NS B3J 3Y5
Security: 902-425-7777 cnsfhxsecurity@casinonovascotia.com

Responsible Gambling Resource Centre, Halifax
902-424-8663

Casino Nova Scotia, Sydney
525 George St, Sydney, NS B1P 1K5
Security: 902-563-7777 cnssydsecurity@casinonovascotia.com

Responsible Gambling Resource Centre, Sydney
902-563-3797

Alcohol Gaming Fuel and Tobacco, Halifax
Halifax 780 Windmill Road, 2nd Floor, Dartmouth, NS
902-424-6160 Toll Free: 1-877-565-0556

Alcohol Gaming Fuel and Tobacco, Sydney
1030 Upper Prince Street, Suite #1, Sydney, NS
902-563-3495 Toll Free: 1-877-565-0556

This brochure has been developed by:

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**Gambling
Support Network**

The Gambling Support Network provides online and phone support for Nova Scotians and their families who may have gambling-related concerns. The services are free, confidential and available 24 hours a day, seven days a week. **1-888-347-8888** or TTY access through 711 gamblingsupportnetwork.ca

YOURBESTBET.ca

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**THINKING
OF TAKING
A BREAK?**

The Voluntary Self-Exclusion Program at Casino Nova Scotia may be an important tool to help you manage your play.

Numerous Voluntary Self-Exclusion Program Options are Available

6
MONTHS

1
YEAR

3
YEARS

INDEFINITE

responsible **Gambling**
RESOURCE CENTRE

WHAT IS THE VOLUNTARY SELF-EXCLUSION PROGRAM?

Taking a break from gambling is what it's all about. The Voluntary Self-Exclusion Program (Program) enables you to restrict your access to gambling facilities, in this case, from both Casino Nova Scotia properties (Halifax and Sydney). The Program is provided by Casino Nova Scotia and may be an important first step to taking control of your gambling.

HOW DO I ACCESS THE PROGRAM?

To access the Program, simply visit the Responsible Gambling Resource Centre (RGRC) located in both Casinos, or speak to a Casino Nova Scotia staff member. The Program can also be accessed through the Alcohol, Gaming, Fuel and Tobacco Division of Service Nova Scotia in Halifax or Sydney.

CAN SOMEONE ELSE DO THIS FOR ME?

Only you can voluntarily exclude yourself, no one can do it for you. Your exclusion will be enforceable at both Casino Nova Scotia properties.

WHAT IS THE SIGN-UP PROCESS?

You will meet with a friendly member of the casino staff who has been trained to help players to voluntarily exclude. The casino staff member will guide you through the process in a private setting. You will be asked to show government-issued identification, complete and sign a Request for Voluntary Self-Exclusion form and your photograph will be taken. When Responsible Gaming Resource Centre (RGRC) staff are on site and available to attend, you will have the opportunity to talk with an RGRC staff member.

WHAT HAPPENS AFTER I VOLUNTARILY EXCLUDE?

Voluntary self-exclusion means that Casino Nova Scotia will help you to stop playing at their casinos for the time that you agreed to during the sign-up process. By helping to remove the temptation to gamble, you have the opportunity to decide if gambling is causing issues in your life and decide whether or not you want to play again in the future. Taking a break gives you time to think about what

you want to do. If you are a Players Club member, you will be asked to return your card which will be cancelled immediately. Your name will be removed from marketing lists so the casino will not contact you in the future. If you try to visit the properties after you have voluntarily self-excluded, security staff have the authority to refuse you entry and escort you off the premises.

FROM WHAT EXACTLY WILL I BE EXCLUDED?

You agree not to access Casino Nova Scotia properties in Halifax and Sydney, Nova Scotia. This includes the gaming floor, restaurants and entertainment venues located within the properties. This does not include Centre 200 in Sydney.

Individuals who have voluntarily self-excluded are ineligible to receive any prizes, cash or otherwise. This is intended to discourage people who have self-excluded from entering the Casino properties. Funds withheld are provided to the Province for programs and services for Nova Scotians.

WHO WILL KNOW?

Information collected about you and your participation will only be shared with casino staff responsible for maintaining the Program and the Alcohol, Gaming, Fuel and Tobacco Division of Service Nova Scotia.

HOW LONG DOES THE EXCLUSION LAST?

The exclusion lasts until your chosen minimum exclusion time has passed and you complete the reinstatement process. The self-imposed exclusion length can be six months, one year, three years or indefinite and cannot be shortened once your agreement is signed. The minimum self-exclusion term must be completed in its entirety before you may start the reinstatement process.

WHAT IS THE REINSTATEMENT PROCESS?

To start this process, contact Casino Nova Scotia to make an appointment with Security. Alternatively, you can approach a Casino Nova Scotia security staff member at one of the entrances to begin the process. The Reinstatement takes effect one week after the Reinstatement Agreement is signed.