



The Applicant will provide or direct guests to the location of printed materials with information about compulsive and problem gambling, and self-exclusion program and treatment options. Guests may fill out a “Self-Exclusion Request Form” through any of the Security Supervisory Staff, resulting in voluntary restriction of the guest’s gaming privileges at the facility. The restrictions include denial of check cashing, removal from all facility Marketing and Player Club mailing lists and restriction from all play. The Security Department is responsible for the enforcement and reporting of operational efforts of identification of Problem Gambling. The intervention procedures that the Applicant intends to implement are as follows:

- Interaction with a guest will require a Customer Service Manager and Security Officer.
- The Customer Service Manager will obtain assistance from Security and Surveillance, for an independent determination for appropriate intervention.
- Offer a Responsible Gambling Pamphlet.
- Guest may request a “self-exclusion.” Contact Security and the Customer Service Manager.
- Any guest who requests a self-ban or exclusion will be escorted off property immediately after filling out a Self-Exclusion Request Form.
- A Customer Service Manager must witness the guest’s signature.
- Self-exclusion requests are only subject to appeal after one year.
- An immediate family member of a guest may request exclusion of the guest for gambling problems. The request must be made in writing to the Director of Security. When probable cause exists, the Director of Security may ban the individual. The length of the ban will be determined on a case-by-case basis.
- An official letter will be sent by Security Administration to the address of the guest informing them of the length of the ban and instructions on how to appeal the ban. Self-exclusion bans can be appealed after one year.
- A copy of the exclusion list is kept at all security podiums, employees of Security and Surveillance will review the information and photographs of the excluded persons weekly to become familiar with the appearance, identity and physical description of guests.
- The player tracking system will flag any excluded players when attempting to play with the player rewards card.