

X. A. 4. SELF EXCLUSION POLICIES

Self-exclusion policies and procedures are described in detail at Exhibit X.A.1. Efforts to direct patrons to self-exclusion resources are described at Exhibit X.A.2. The Manager's self exclusion program is described at Exhibit X.A.6.

Self Exclusion Policy. Although it is anticipated that the self exclusion program required by Section 1334 will be administered (at least as to initial registration) by the New York State Gaming Commission, without limiting the foregoing, the casino's self exclusion program will include the following features:

1. The self-exclusion program will be well advertised on-site and explained through informational palm cards or other take-away materials, as well as on the casino's website;
2. All staff will be receive training on the self-exclusion program and will be able to assist patrons seeking further information or interested in registering;
3. Staff will clearly explain the registration process, options, breach consequences and follow up procedures;
4. Support options will be clearly explained and written materials provided to take home and view in a less pressured environment;
5. If the patron is amenable, casino staff will directly connect the patron with the local problem gambling treatment provider and schedule an intake assessment for them at the time of exclusion;
6. During the individual's ban period they will be removed from all marketing systems and will not be able to accumulate Player's Club points or other benefits;
7. A player tracking system is utilized and self-excluded patrons are flagged across all systems including but not limited to marketing, security, Player's Club, cage and customer service areas;
8. Self-excluded patrons will not be allowed on the premises for any reason including entertainment events or use of restaurants;
9. A mandatory meeting will take place at the end of the exclusion time period, and include an evaluation of the self-excluder's gambling situation, information about chance and Responsible Gambling, and referrals to additional resources, if needed. If the person refuses to attend the meeting he/she will not be issued a player card or be eligible to receive offers or complimentaries;

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10. Once the individual has been reinstated being added back on marketing and email lists is not automatic and the patron must specifically request a return to all promotions and communications;
11. In the event that NYSGC approves the photographing of voluntarily self-excluded patrons (or shares photographs) and the dissemination of such photographs to gaming facility Security, the Manager will keep a file of photographs of persons having active exclusions which will be available to and periodically reviewed by casino entry point Security Officers and their supervisors;
12. Security will interface its casino entrance identification scanners (for those patrons appearing under 30) so that they can detect self-excluded persons attempting to enter the casino.