

If you're experiencing difficulties associated with gambling, our self-exclusion program, Game Break, may be a great way to help you take a break and regain control.



Looking for immediate support?

Gambling Support BC is available 24/7 to offer free resources and services to British Columbians struggling with their own or a family member's gambling.

Call **1-888-795-6111**

GameSense

bclc

720103

GAME BREAK

ABOUT THE PROGRAM



GameSense

bclc

What is Game Break?

The Game Break program offers the opportunity to voluntarily and confidentially take a break from gambling facilities and/or online gambling.

Game Break can help support you if:

- Gambling is putting stress on your finances, health, or relationships.
- Stopping or taking an extended break from gambling will help you feel more in control.
- You want help to commit to changing your gambling habits.

How does it work?

The length of your break can be for **six months, one year, two years or three years**. Once you have registered for Game Break, your self-exclusion begins right away for the time period selected and cannot be changed.

During the length of your break...

- BCLC will automatically close your existing PlayNow account.
- If you're an Encore Rewards member, your account will be deactivated and any points may be eligible to be redeemed for cash.
- You will not receive direct marketing materials from BCLC or its gambling facility operators.
- The information and photo you've provided will be given to security offices at the applicable gaming facilities to help you stick to your commitment.
- You have the option to be contacted by a gambling support professional free of charge. There's often greater success in regaining control for those who access support or participate in gambling support while self-excluded.

How do I enrol?

Within B.C., there are three options for you:

In-Person at any Gambling Facility

Visit any casino, community gaming centre or commercial bingo hall and have a government-issued photo ID ready.

A GameSense Advisor or staff member will guide you through the enrolment process and have your photo taken.

Virtual Enrolment

Arrange a video call with a GameSense Advisor to guide you through the enrolment process and have your photo taken. Remember to have your government-issued photo ID ready.

To book an appointment, call 1-866-815-0222 and press '3'.

Online Self-Enrolment

Log in to your PlayNow account on PlayNow.com or the BCLC Lotto! app. In your account menu, go to "Take A Game Break" and the on-screen instructions will guide you through the process.

Note: this method will only exclude you from gambling on PlayNow.com and the BCLC Lotto! app.



Not sure which option is best for you?

To help you start a Game Break plan today, speak to your GameSense Advisor at your gaming facility or call **1-866-815-0222** toll free and press 3 (available 7AM to midnight every day for immediate support).

What happens when my term is up?

If your break is ending soon, there are two paths you can take. If you decide not to take any action after your Game Break period ends, you will continue to be self-excluded from playing until 12 months after your Game Break period ends.

Path 1: Extend my break

Not quite ready to return? If you would like to extend your Game Break, please know you can do so at anytime. You will be asked to review and sign a new Game Break Enrolment Form, again specifying the new Game Break period you would like.

Path 2: Ready to return? Complete the reinstatement requirements

Thirty days before your Game Break term expires, you will receive an email with reinstatement instructions to the email address you used during sign-up. To return to play, complete the following two steps any time after you receive this email or after your Game Break period expires. Remember, your Game Break period must expire before you are able to return to play.

STEP 1: Complete the Game Plan Course

- The course link will be emailed to you. If you're having trouble accessing the course, please contact a GameSense Advisor.
- The course will help you make decisions about whether to go back to gambling or whether you want to extend your break. Available in English, Simplified Chinese and Punjabi.

STEP 2: Submit the Return to Play form

- Enter in the course completion code provided to you after completing the Game Plan course. After submitting the form, BCLC will email you within seven days to confirm when you can return to play.