

101 Ways to

PlayVWise™



Way #74
Self-exclusion.



The First Step

If you feel a break is what you need, the Self-Exclusion Program allows any player to voluntarily ban themselves from the gaming floor at Red Shores Racetrack and Casino in Charlottetown and Summerside for a period of 6, 12, 24 or 36 months. To access the program, simply visit or call the PlayWise Information Centre inside Red Shores or speak to any member of the Red Shores Security Team.

What Happens Next?

Our staff members will meet with you privately onsite at Red Shores or at an offsite location such as Addiction Services to guide you through the process. You'll need to show a government issued ID with your signature and photograph as part of the process. If you are a Rewards Club member, you'll have the chance to redeem your points before your membership is cancelled.

During the registration process, you will also be provided with information on community resources such as the PEI Gambling Support Line, Addiction Services and Credit Counselling. If you like, our PlayWise Advisors or Security Supervisor can also set up a referral for you and arrange a follow-up call from one of our Advisors.

Way #46

Play for a good time, not a long time.



Your Responsibilities During Self-Exclusion

You've made a commitment to yourself by enrolling in the Self-Exclusion Program and it is your responsibility to honour it. During the self-exclusion period, you are not permitted on the gaming floor of either Red Shores location.

If you're found on the gaming floor, you will be escorted from the gaming floor. The Manager of Security will then consider whether or not a breach/trespass will be issued to you. This could add more time to your original self-exclusion period. These measures are intended to deter you from trying to return to the gaming floor.

What Happens When Self-Exclusion Ends?

At the end of your exclusion period, it is up to you to decide what you want to do next. Many people choose not to return to the gaming facility at all. Unless you apply to be re-instated, you will remain self-excluded. If you do not wish to reinstate, you do not need to contact Red Shores.

If you choose to be reinstated, you must provide a written request to the Manager of Security or General Manager. We'll then review your file to ensure you are eligible for reinstatement. When we confirm everything, a PlayWise Advisor will contact you to schedule a reinstatement meeting. The meeting will take place at Red Shores with a PlayWise Advisor and a Security Supervisor.

Once all documentation is signed off and you have completed a mandatory reinstatement tutorial online, you will be able to re-enter the gaming floor following a 30-day wait period.



Way #87

Know that help is available and where to find it.

Know The Warning Signs

Gambling requires time, money and energy. If these resources are spent at the expense of other things, such as personal relationships, family, employment, academics or financial commitments, it's time to evaluate your playing habits.

You Should Be Concerned If You:

- Spend more time and money than intended
- Argue about gambling with family and friends
- After losing, have the urge to return as soon as possible to win back losses
- Feel guilt or remorse about gambling
- Borrow money or sell assets to gamble
- Miss work to gamble
- Hide the extent of your gambling

Help is Available

It is important to know that resources are available to help support you. For confidential assistance, please call the PEI Gambling Support Line **1-855-255-4255** or visit **[peigamblingsupport.com](https://www.peigamblingsupport.com)**.

At any point during self-exclusion, you may also contact one of our PlayWise Advisors for more information; however you may not enter the gaming floor to do so. Please contact PlayWise at **(902) 620-4267**.