

RESPONSIBLE  
GAMING  
CODE OF  
COMMITMENT

**FALLSVIEW**<sup>®</sup>  
CASINO RESORT



## RG CHECK PROGRAM

Niagara Fallsview Casino Resort and Casino Niagara are committed to offering the best possible gaming entertainment experience in the most socially responsible manner.

To achieve this, we work with the Ontario Lottery and Gaming Corporation, Alcohol and Gaming Commission of Ontario, Responsible Gambling Council and other agencies to educate and create awareness around responsible gaming and advance responsible gaming programs and practices.



The responsible gaming programs and practices at Niagara Fallsview Casino Resort and Casino Niagara have been accredited by the **Responsible Gambling Council**.

**RG Check** is the most comprehensive and rigorous responsible gambling accreditation program in the world, made up of hundreds of metrics that help measure the scope and effectiveness of RG programs at land-based gaming sites.

### Gaming sites with RG Check accreditation:

- Take player safety seriously, increasing public and player confidence.
- Have a strong RG safety net in place, offsetting the need for more formal regulatory action by governments.
- Have validated RG programs, reducing the potential for expensive or time-consuming initiatives that lack reasonable evidence or merit.

## ASSISTING PATRONS

A staffed on-site PlaySmart Centre at Fallsview Casino provides customers and employees with information and awareness about responsible gaming. The PlaySmart Centre offers information and services, including someone to talk to if a patron needs help and information and support related to self-exclusion.

A self-exclusion program is in place to enable patrons who are concerned about their gambling to place themselves on a list of excluded persons. More information about the self-exclusion program is set out below.

A variety of responsible gaming brochures and materials are made available to patrons in various locations and in a variety of formats at Niagara Casinos.

Gaming guides and rules of play are also available to assist patrons to better understand the various games that are offered.

Processes are in place to deny casino play privileges, access to credit, cheque cashing and casino promotions where appropriate.

Niagara Casinos does not cash payroll or government cheques.

Patrons are not able to withdraw/download cash from credit cards directly at a slot machine, nor are cash advances accessible in table game pits.

Employees are trained about the importance of responsible gambling and how to offer help to customers who may need it.

Casino gaming is an adults-only activity and employees are required to be vigilant in preventing those under the legal age of 19 from entering the gaming floor, consuming alcohol and/or playing games of chance.

Niagara Casinos has processes in place to ensure the responsible service of alcohol.

The placement and content of our advertising and marketing materials is restricted to age-appropriate venues and messages, and the responsible gaming tagline is displayed on all advertising collateral.

## **WHEN IS GAMBLING A PROBLEM?**

Problem gambling is gambling that is done excessively and negatively affects other areas of a person's life, such as their physical or mental health, school or work performance, finances, and/or interpersonal relationships.

People with gambling problems may bet with money they can't afford to lose, max out their credit cards, borrow money in order to gamble, and do other things that compromise their personal values. Despite these negative consequences, they may deny that they have a problem, continue to chase losses, neglect family, friends, work, and even their own self-care.

Problem gambling can affect anyone, regardless of age, gender, race or social status.

### **Tips for safer gambling:**

Set limits – both time and money.

Don't think of gambling as a way to make money.

Always gamble with money that you can afford to lose.

Never chase losses.

Don't gamble when you are depressed or upset.

Balance gambling with other activities.

Visit [www.playsmart.ca](http://www.playsmart.ca) for more information.

## INFORMATION ABOUT THE SELF-EXCLUSION PROGRAM:

When someone self-excludes they select one of three terms: six months, one year or indefinite.

When someone self-excludes at Niagara Casinos, they are prohibited from entering every gaming & slot facility in the Province of Ontario. Individuals who would like to also self-exclude from charitable gaming will be directed to the OLG Support Centre.

If someone breaches their self-exclusion, the term of their exclusion will be extended.

Self-excluded individuals will not receive phone calls, e-mails or promotional material from Niagara Casinos.

Prize disentitlement: In accordance with regulatory requirements and as part of our support of a self-excluded person's commitment to stop gambling, self-excluded persons are not permitted to win prizes or jackpots at Niagara Casinos.

Facial recognition is in use at Niagara Casinos to assist self-excluded individuals by identifying them if they enter the casino.

Individuals are not permitted to enter gaming and slot facilities when the term of their self-exclusion expires unless and until they complete a reinstatement process.

Reinstatement from self-exclusion will not be considered prior to the expiry of the chosen term. If an indefinite term is chosen, reinstatement will not be considered for a minimum of six months.

In order to reinstate, a person must submit a request in writing and, if approved, wait a prescribed period of time. Reinstatements at Niagara Casinos are handled by Security.

Self-excluded individuals who have been reinstated are not eligible to access casino credit for a period of two years after reinstatement.

Off-site self-exclusion registration is available by appointment at Community Addiction Services of Niagara (CASON).

## RESOURCES:

### PROBLEM GAMBLING TREATMENT SERVICES CONNEXONTARIO

This toll free, anonymous and confidential helpline provides listening, support, referral and information.

Phone: 1-866-531-2600

Visit [www.connexontario.ca](http://www.connexontario.ca)

### PLAYSMART CENTRE AT FALLSVIEW CASINO

Focuses on customer education through events, awareness initiatives and an interactive kiosk—as well as immediate assistance and referrals for those who express concerns about their gambling.

6380 Fallsview Boulevard, Main Floor

Niagara Falls, ON L2G 7X5

Phone: 905-371-0774. Toll Free: 1-866-312-6807

Visit [www.playsmart.ca](http://www.playsmart.ca)

### COMMUNITY ADDICTION SERVICES OF NIAGARA

CASON provides comprehensive alcohol, drug and gambling addiction treatment for individuals and their families.

60 James Street, Suite 401

St. Catharines, ON

Phone: 905-684-1183

Visit [www.cason.ca](http://www.cason.ca)

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[fallsviewcasinoresort.com](http://fallsviewcasinoresort.com) | 1-888-325-5788 | [casinoniagara.com](http://casinoniagara.com)

**NIAGARA FALLS ~ CANADA**

Must be 19 years of age or older to enter the casinos.

Individuals who have voluntarily excluded themselves from Ontario gaming sites and who have not been reinstated are not permitted to enter the casinos.

Play Smart 