

Self – Exclusion

Supporting Problem Gamblers in Their Recovery



Our Commitment

Self-exclusion is a tool to help people in their efforts to overcome gambling problems. Our facility is committed to delivering individual assistance which involves responding to individuals in a helpful way, working through the self-exclusion registration process in a respectful timely manner; providing information about counseling options including financial, self-help and treatment referrals and encouraging individuals to take advantage of the assistance available.

What is Self-Exclusion?

People experiencing gambling problems have the option to voluntarily ban themselves from entering the gaming facility property. To register for Self-Exclusion you must complete an application. The application may be accessed by calling the facility, visiting the website or in person at the Security Office.

NYS Problem Gambling Helpline 1-877-8-HOPENY (1-877-846-7369)

How Does it Work?

Once the application is complete you must submit it in person at the facility Security Office. After you are placed on the self-exclusion list, casino personnel will be required to refuse your wagers and ask you to leave the property. If you do place a wager, you would be unable to collect any winnings or recover any losses. During your application process you will select whether or not you want to be excluded for a minimum of one, three or five years. You will not be permitted back into the facility prior to the expiration of your preselected time period. Once the period has expired you can request to be removed from the list.

More information can be requested by contacting the gaming facility directly.

Application

Meeting with Security

Ban Period Begins

Ban is in Effect

Ban Period Expires

Apply for Reinstatement or

Renew Ban

