

# Frequently Asked Questions

## Self-Exclusion Process

About the program: In 2004, a Statewide Voluntary Self-Exclusion Program was created so a person could voluntarily sign one form to be self-excluded from all casinos licensed by the Iowa Racing and Gaming Commission (IRGC).

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### 1. How does the Self-Exclusion program work?

A person can voluntarily request to be banned from all casinos in Iowa by signing a self-exclusion form. Upon signing the voluntary self-exclusion form, the person's information is shared via a confidential database with all participating casinos in Iowa, including any affiliated branded casinos in their networks. By signing this form, a person agrees to a lifetime ban that is irrevocable (can't be removed).  
*(Note: Iowa's three tribal casinos are exempt from participation).*

### 2. How do I get a self-exclusion form?

- Each casino is able to provide the voluntary self-exclusion form and assist in completing it.
- Each funded Iowa Gambling Treatment Program is also able to provide the form and assist in completing it. You may find your local Iowa Gambling Treatment Program at <http://idph.iowa.gov/igtp> or <http://www.1800betsoff.org/>.
- Iowa Gaming Association (IGA) Website link  
[http://www.iowagaming.org/responsible\\_gaming/selfexclusion.aspx](http://www.iowagaming.org/responsible_gaming/selfexclusion.aspx)

### 3. If I enroll in the self-exclusion program, will I be excluded from only Iowa casinos?

No. People who enroll in the voluntary self-exclusion program are excluded from all Iowa casinos as well as all casinos and operations owned by Caesar's Entertainment Inc., Boyd Gaming, Isle of Capri and Pinnacle Entertainment.

### 4. My partner or family member has already self-excluded and continues to gamble at the casinos. What can I do?

A person can call the casino where their loved one is gambling to notify their security department. They will make every attempt to identify the person. This could result in citation and/or arrest.

FAQ's continued on next page

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### 5. What happens if I self-exclude and visit an Iowa casino?

Licensed casinos are to refuse wagers from and deny gaming privileges to a voluntary self-excluded person. This includes player club membership and mailings or solicitations. A self-excluded person who is discovered at the casino will be asked to leave the gaming floor and the person may be cited and/or arrested for trespassing.

*(Note: A voluntary self-excluded person who gambles while on the self-exclusion list may not collect any winnings or recover any losses arising as a result of gaming activity).*

### 6. Can I place a family member, friend or spouse with a gambling problem on the list?

No. A person cannot place another person on the self-exclusion list. Placement on the list is entirely voluntary and must be done by the individual seeking voluntary self-exclusion.

### 7. How long will I be on the self-exclusion list?

In Iowa, the self-exclusion process is a life time ban and irrevocable. Once the form is signed, a person cannot be removed from the list.

### 8. Can I get my money back if I gamble after I have self-excluded?

No. The success of self-exclusion relies on the extent to which a problem gambler is committed to managing his or her behavior. Casinos do not return money lost during a breach of a voluntary self-exclusion agreement.

### 9. Can I still attend the concerts, eat the food, etc. at the casino if I self-exclude?

Questions regarding accessibility to a casino property hotel room, banquet hall, or other area (besides the gaming floor) need to be directed to the casino property. Each casino has different policies; this information is detailed on the third page of the voluntary self-exclusion document.

## The Iowa Lottery Self Exclusion

Since December 2005, the Iowa Lottery has offered a program to allow a person to ban him/herself from receiving lottery prizes over \$600 and any lottery promotional materials. The agreement would ban those players who sign it from the lottery's five regional offices in the state and allow the lottery to deny payment of any prize at a lottery office to those players.

*For more information please call **1-800-BETS OFF** to be connected to a problem gambling treatment professional in your area. They can answer questions and get you the help you and your family may need. You can also visit [www.1800BETSOFF.org](http://www.1800BETSOFF.org) to chat live with someone who understands.*