

Gaming Irregularities

If you experience a problem with a slot machine or VLT, or you believe you have a discrepancy with the amount of credits you are entitled to, always:

1. Stop play on the VLT or slot machine immediately.
2. Report the problem or discrepancy to a staff member as soon as possible.
3. If the dispute has not been resolved, call the AGLC's Gaming Irregularities line at **1-800-742-7818**.

Any suspected illegal or unethical gaming irregularities should be reported to the AGLC through the Gaming Irregularities line.

For more information visit www.aglc.gov.ab.ca

Where Does the Revenue from Gaming Go?

Revenue from VLTs, ticket lotteries, and slot machines are placed into the Alberta Lottery Fund. These revenues total more than \$1 billion each year, and are used to support thousands of volunteer, public and community-based initiatives annually.

Health and wellness programs, education, recreation and cultural initiatives are just some of the ways lottery proceeds are used. Through 13 ministries and seven programs and foundations, the government's share of gaming revenue is invested back into Alberta's communities.

For more information visit www.albertalotteryfund.ca

Alberta Alcohol and Drug Abuse Commission (AADAC)

AADAC operates and funds information, prevention and treatment services for Albertans concerned about alcohol, tobacco, other drugs and gambling. AADAC provides

gambling-related programs and services to adults and youth including:

- Information
- Prevention and education
- Community outreach
- Assessment and referral
- Outpatient counselling
- Problem Gambling Stabilization Program
- Residential treatment
- A 24-hour help-line, 1-866-332-2322

For more information visit www.aadac.com



Help is Available

Are you concerned that you or someone you know may have a gambling problem? Call the 24-hour, toll-free Help Line at 1-866-332-2322, contact your nearest AADAC office, or visit www.aadac.com

RESPONSIBLE

GAMBLING

hold your own

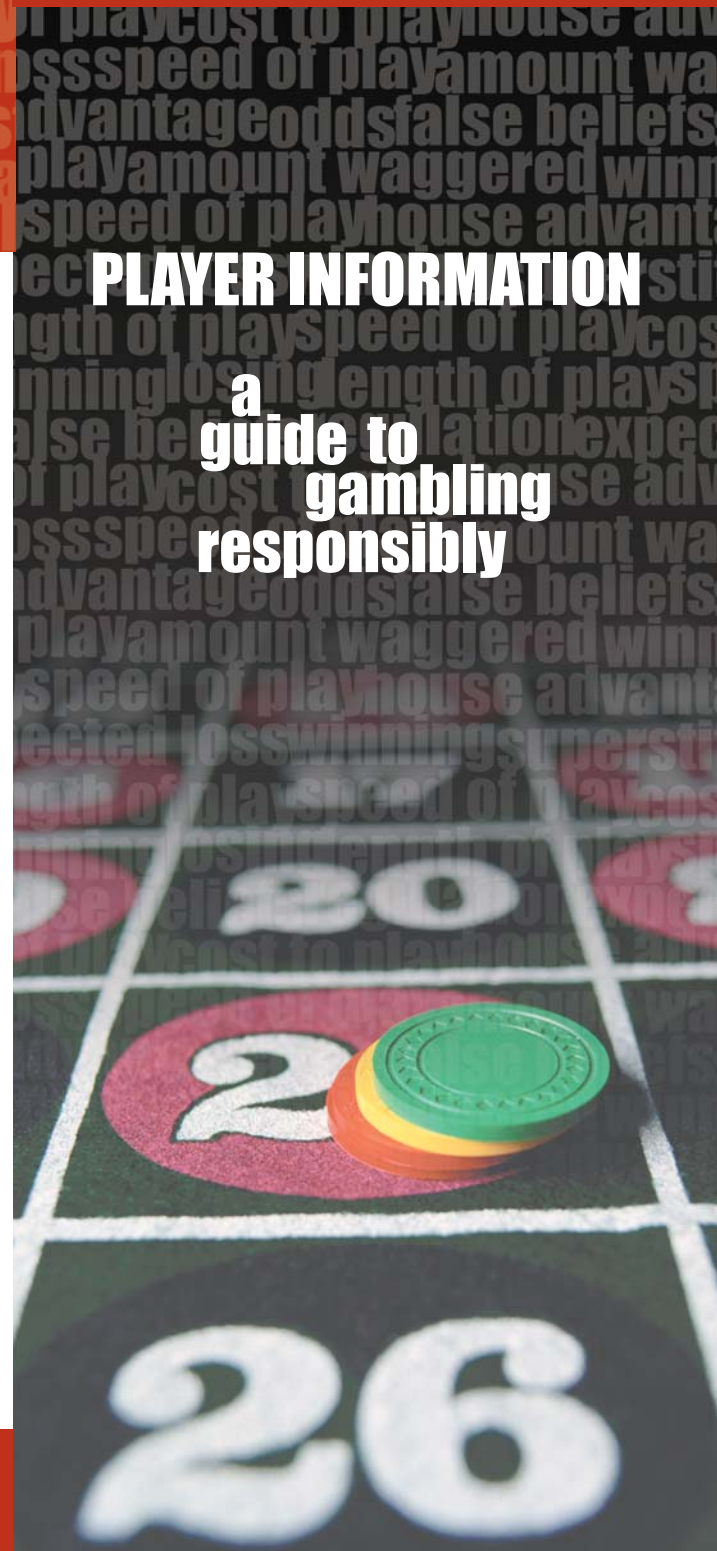
1-866-332-2322

Alberta
Gaming and
Liquor Commission

AADAC
Alberta Alcohol and Drug Abuse Commission
An Agency of the Government of Alberta

PLAYER INFORMATION

a
guide to
gambling
responsibly



Important Information For Players

Electronic games, like slot machines and Video Lottery Terminals (VLTs), are forms of gambling entertainment. As with all forms of entertainment, there is a cost to play these games. Although players may win occasionally, over time the house will win.

Wagering and Payouts

The average payout percentage for slot machines is approximately 92.4%. For VLTs, the average payout is 92% over millions of spins. Payout percentage varies by game type and denomination, however, most games range between 90-95% average payout. (Source: Wagering & Pay)

Every time the play button is pressed on a VLT or slot machine, the outcome is determined by a computer chip called a Random Number Generator located inside each machine.

A new independent random draw is made each time a bet is placed. The random draw cannot be influenced by anything other than the random number generator and there are no patterns or clues to indicate when a win will happen.

Randomness means that all future outcomes are unpredictable.

Gambling Responsibly

The **Alberta Gaming and Liquor Commission** (AGLC) ensures that gaming and liquor activities



in Alberta are conducted honestly, openly and with the highest level of integrity. Most people who gamble do not experience problems. However, some people do, and here are a few tips that may help players manage their gambling.

Always play within your limits. The key to playing games of chance responsibly is to:

1. Understand that playing electronic games involves spending money over time, just like any other form of entertainment.
2. Before you start playing, determine the amount of time and money that is appropriate for you to spend.
3. Set a budget and stick to it.
4. Do not chase your losses. Accept them as a cost of entertainment.
5. Do not use money intended for everyday expenses or borrow money to play games of chance. Only spend what you can afford to lose.
6. Take frequent breaks while playing.

The AGLC is committed to encouraging responsible gambling behavior.

Gambling Myths

Can you improve your odds of winning? The answer is **no**. It is impossible to predict when a winning hand or combination will happen on a VLT or slot machine. Each symbol that appears is chosen randomly.

You CANNOT improve the odds by:

1. Pressing the buttons in a certain way or touching the screen. The outcome is determined the instant the play button is pressed.

2. Playing the machine that has or has not had a recent big payout. VLTs and slot machines are random games of chance. Knowledge of previous wins or losses will not improve your chances of winning.
3. Playing at certain times of the day, night, week or month. Wins or losses are not related to when the machines are played.
4. Playing for a longer or shorter period. The longer you play the more money you will lose over time.

Responsible Gaming Features for VLTs

Responsible Gaming Features (RGFs) are currently available on VLTs. These features are designed to assist players to better manage their time and money. The features include the following:

1. A 24-hour clock on the main screen and on all gaming screens to help players better manage the time spent playing VLTs.
2. The players bank showing both dollars and credits. This may help players keep track of how much money they have wagered.
3. Pop-up reminders show players how long they have been playing and ask whether they wish to continue playing or end the session.
4. A scrolling toll-free problem gambling help-line sponsored by the **Alberta Alcohol and Drug Abuse Commission (AADAC)**. **The AADAC Help Line** is manned by professionals able to assist players in obtaining counselling services.