



Caesars Windsor's Responsible Gaming Program has been accredited by the Responsible Gambling Council (RGC).

The RGC measured the program against eight core responsible gambling standards including corporate policies, self-exclusion, advertising and promotion, informed decision making, assisting patrons who may have problems with gambling, access to money, venue and game features and employee training.

ONTARIO PROBLEM GAMBLING HELPLINE

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

1-866-531-2600

Visit www.problemgamblinghelpline.ca

MICHIGAN PROBLEM GAMBLING HELPLINE

Call the Michigan Problem Gambling Help Line for free, professional and confidential help.

1-800-270-7117

OHIO PROBLEM GAMBLING HELPLINE

Call the Ohio Problem Gambling Helpline at 1-800-589-9966. It's free, it's confidential and available 24 hours a day.

Visit www.org.ohio.gov

PLAYSMART CENTRE

AT CAESARS WINDSOR

2nd Floor—377 Riverside Drive East

Windsor, ON N9A 7H7

Phone: 519-977-0440

Visit www.playsmart.ca

HÔTEL-DIEU GRACE HEALTHCARE PROBLEM GAMBLING SERVICES

Phone: 519-254-2112

Visit www.hdgh.org/problemgamblingservices

CAESARS WINDSOR RESPONSIBLE GAMING SPECIALIST

377 Riverside Drive East

Windsor, ON N9A 7H7

Phone: 519-258-7878 x 22336

Email: rgspecialist@caesarswindsor.com

RESPONSIBLE GAMBLING



CAESARS®
WINDSOR

CAESARS WINDSOR'S RESPONSIBLE GAMING CODE OF COMMITMENT

Our Responsible Gaming Code of Commitment demonstrates that we care about our customers and are committed to promoting responsible gambling. We strive to offer the best possible gaming entertainment experience in the most socially responsible manner:

We do not cash payroll, welfare or unemployment cheques.

We have a process to deny casino play privileges and access to credit, cheque cashing and casino promotions.

We have a staffed on-site PlaySmart Centre to provide customers and employees with information and awareness about responsible gambling.

We display the responsible gambling tagline on all of our advertising collateral:
"PlaySmart 1-866-531-2600 Ontario Problem Gambling Helpline".

We train our employees about the importance of responsible gambling and how to offer help to customers who may need it.

We emphasize to our employees that casino gaming is an adults-only activity and require them to be vigilant in preventing those under the legal age of 19 from playing at our Casino.

We restrict the placement and content of our advertising and marketing materials to age-appropriate venues and messages.

We ensure the responsible service of alcohol to our customers.

We have a self-exclusion program to enable customers who are concerned about their gambling to place themselves on a list of excluded persons.

GAMBLING IS A PROBLEM IF IT:

- Gets in the way of work, school or other activities;
- Harms your mental or physical health;
- Hurts you financially;
- Damages your reputation; and/or
- Causes problems with your family or friends.

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; and
- Don't gamble when you are depressed or upset.

Visit www.playsmart.ca for more information.

INFORMATION YOU SHOULD KNOW ABOUT OUR SELF-EXCLUSION PROGRAM

- When you self-exclude you select one of three terms: six months, one year or indefinite.
- Reinstatement from your self-exclusion will not be considered prior to the expiry of your term. If an indefinite term is chosen, reinstatement will not be considered until the lapse of six months.
- When you self-exclude at Caesars Windsor you are prohibited from entering every gaming and slot facility in Ontario, as well as every Caesars Entertainment Corporation property world-wide.
- In accordance with regulatory requirements, and as a part of our support of a self-excluder's commitment to stop gambling, self-excluded individuals are not permitted to win prizes at gaming sites, including Caesars Windsor.
- If you breach your self-exclusion, the term of your self-exclusion will be extended.
- You are not permitted to enter gaming and slot facilities when the term of your self-exclusion expires unless and until you complete a reinstatement. In order to reinstate, you must submit your request in writing to Caesars Windsor's Responsible Gaming Specialist and, if approved, wait a prescribed period of time.
- Off-site self-exclusion registrations are available, by appointment only, at Hôtel-Dieu Grace Healthcare Problem Gambling Services.
- Facial Recognition is in use at Caesars Windsor to assist self-excluded individuals by identifying them if they enter the casino.