Frequently Asked Questions about VSE Enrollment

What am I excluded from?
During the period of your exclusion, you will not be allowed to enter the gaming floor of any Massachusetts casino. The information you have provided will be given to security personnel, MGC Agents, as well as our GameSense Advisors. If you enter a gaming area and are identified, you may be asked to leave or be escorted from the building by security personnel.

What happens if I am in a gaming area and win while in the Self-Exclusion Program?
If you are in the casino gambling and win while on the Self-Exclusion list, you will not be eligible to collect your winnings. If you attempt to claim a prize, it will not be paid.

Can I keep my rewards points?
To reduce the temptation to return to the casino, your reward points will be forfeited and marketing materials directed to you will be suspended as well.

When does my Self-Exclusion expire?
The Self-Exclusion period begins the moment you meet with a designated agent, complete and submit the enrollment form. Depending on the term of exclusion you selected, your period of Self-Exclusion would expire 6 months, 1 year, 2 years, 3 years, or 5 years from the day you completed the form.

Do I need to re-enroll after the date of expiration?
If you wish to remain in the program: You can, but it is not necessary to re-enroll. Your name will remain within the Voluntary Self-Exclusion database the Massachusetts Gaming Commission shares with its Gaming Licensees until you submit a petition for removal.

If you wish to un-enroll from the Voluntary Self-Exclusion Program: You will need to participate in an exit session with a designated agent from the Massachusetts Council on Compulsive Gambling, or another authorized agent. The exit session will include discuss: Risks and Responsibility Factors; Responsible Gaming Tips; and Access to Resources should you feel you need them at any time in the future.

I’ve changed my mind. Can I opt out of the Voluntary Self-Exclusion Program before my term expires?
Unfortunately, you cannot opt out of the term of Self-Exclusion that you selected before it is set to expire. This is intended as a service to help you honor the commitment you made to the VSE program.