

April 2025

SELF-EXCLUSION ENHANCEMENTS AND STATISTICS

BCLC's self-exclusion program, Game Break, is one of several tools offered by BCLC to help people who recognize they may need to take a break from gambling. Self-exclusion programs, like Game Break, are the industry standard in Canada. As a voluntary program, participants can choose to restrict themselves from B.C. gambling facilities and PlayNow.com for terms starting from six months up to three years. Game Break can be the first step for individuals seeking help for their gambling behaviour.

Anyone who enrolls in Game Break is automatically self-excluded from both PlayNow and all gambling facilities in B.C., no matter where they enroll – whether it's online, by live chat, by phone or in a casino.

Individuals can sign up to self-exclude in person at a gambling facility, at one of BCLC's offices, virtually with a GameSense Advisor or directly on PlayNow.com. When signing up, individuals are referred to a gambling support professional, a free service provided by the B.C. government. Further, BCLC has an active reinstatement process for those who wish to return to gambling after their self-exclusion term has expired to improve support for individuals and help participants better understand their gambling behaviours.

To learn more about BCLC's self-exclusion program, visit <https://corporate.bclc.com/player-health/voluntary-self-exclusion.html>.

From April 1 to December 31, 2024, there were 6,584 Game Break enrollments and re-enrollments.

Fiscal Year 2024/25	Q1 (April – June 2024)	Q2 (July – Sept. 2024)	Q3 (Oct. – Dec. 2024)	Q4* (Jan. – Mar. 2025)
Total number of individuals enrolled/renewed	2,205	2,261	2,118	
Enrolled at Casino/CGC/Bingo	930	994	997	
Enrolled at PlayNow.com	1,275	1,267	1,121	
Total number of new enrollments	974	940	856	
Total reported self-exclusion infractions	55	62	62	

*Data for Q4 is not yet available.



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Fiscal Year 2023/24	Q1 (April – June 2023)	Q2 (July – Sept. 2023)	Q3 (Oct. – Dec. 2023)	Q4 (Jan. – Mar. 2024)
Total number of individuals enrolled/renewed	2,559	3,084	2,497	2,414
Enrolled at Casino/CGC/Bingo	1,069	1,278	1,069	1,103
Enrolled at PlayNow.com	1,490	1,806	1,428	1,311
Total number of new enrollments	970	1,164	1,111	1,150
Total reported self-exclusion infractions	253*	71	48	68

*As of June 26, 2023, enhanced identification requirements were introduced at all B.C. casinos.

Fiscal Year 2022/23	Q1 (April – June 2022)	Q2 (July – Sept. 2022)	Q3 (Oct. – Dec. 2022)	Q4 (Jan. – Mar. 2023)
Total number of individuals enrolled/renewed	2,619	2,688	2,747	2,764
Enrolled at Casino/CGC/Bingo	912	895	887	1,020
Enrolled at PlayNow.com	1,706	1,793	1,860	1,744
Total number of new enrollments	947	945	983	1,068
Total reported self-exclusion infractions	1,177	1,115	1,022	964