

Fact Sheet

Self-Exclusion Enhancements and Statistics – April 2026

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 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. When signing up, individuals are referred to a gambling support professional, a free service provided by the B.C. government. Further, BCLC has introduced 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>.

In Fiscal Year 2025/26, there were 6,501 Game Break enrollments and re-enrollments.

Fiscal Year 2025/26	Q1 (April – June 2025)	Q2 (July – Sept. 2025)	Q3 (Oct. – Dec. 2025)	Q4 (Jan. – Mar. 2026)
Total number of individuals enrolled/renewed	1,977	2,077	1,893	554
Enrolled at Casino/CGC/Bingo	947	1,007	938	276
Enrolled at PlayNow.com	1030	1,070	955	278
Total number of new enrollments	839	852	807	243
Total reported self-exclusion infractions	1,138	1,225	1,086	311



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	2,155
Enrolled at Casino/CGC/Bingo	930	994	997	1,032
Enrolled at PlayNow.com	1,275	1,267	1,121	1,123
Total number of new enrollments	974	940	856	893
Total reported self-exclusion infractions	55	62	62	1,262

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.

