



Glad You Asked...

Where does the revenue from gaming go?

Revenue from VLTs, ticket lotteries and slot machines goes into the Alberta Lottery Fund. This revenue totals more than \$1 billion each year and is used to support thousands of volunteer, public and community-based initiatives.

For more information, visit albertalotteryfund.ca.

What do you do if a slot machine or VLT appears to be operating incorrectly, or if you believe there has been an error in the calculation of credits?

1. Immediately stop play on the slot machine or VLT.
2. Report the problem or error to a staff member.
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 aglc.ca.

What is the role of the Alberta Gaming and Liquor Commission?

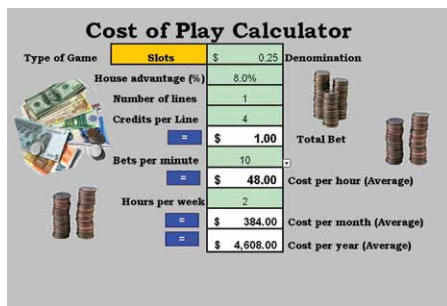
The AGLC ensures that gaming activities in Alberta are conducted honestly, openly and with the highest level of integrity. The AGLC licences and regulates all charitable gaming, provincial gaming, registers gaming workers, inspects licensed gaming establishments, manages financial audits and investigates criminal activity. It also supplies and manages all electronic gaming equipment and collects licensing and registration fees.

Responsible Gambling Information Centres (RGICs)

RGICs are located on the gaming floors in 15 Alberta casinos and one Racing Entertainment Centre (Edmonton Northlands). The centres are staffed by representatives who provide support and referrals to customers that may have a gambling problem. RGIC representatives assist and educate patrons and casino staff about responsible gambling and help staff identify and assist problem gamblers.

RGIC representatives can be contacted by phone or email. See the posted contact information at the RGICs or visit the *Responsible Gambling* section of the AGLC website at aglc.ca.

The RGICs have materials that provide gamblers with information about the cost of play, house advantage and the Self-Exclusion Program. Check out the Player Awareness Terminal, with its interactive screens offering a gambling behaviour self-test, descriptions of popular gambling myths and tips on how to develop safe and responsible personal gambling guidelines. Or crunch some numbers with the Cost of Play Calculator.



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Player Information

A Guide to Gambling Responsibly



Important Information for Players

Electronic games, like slot machines and video lottery terminals, 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 and more often, the house will win.**

Finding Help

Are you concerned that you or someone you know may have a gambling problem? Visit an **AGLC Responsible Gambling Information Centre** located on the gaming floor of most Alberta casinos, call the **24-hour, toll-free Alberta Health Services Addiction Helpline** at 1-866-332-2322, or visit the website at albertahealthservices.ca.

Playing Within Your Limits *Eight HOT Tips*

Most people who gamble do not experience problems. However, some people do. Here are some suggestions that can help players manage their gambling:

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 you can spend on this activity.
3. Do not chase your losses. Accept them as a cost of entertainment.
4. Do not use money intended for everyday expenses or borrow money to gamble. Only spend what you can afford to lose.
5. Take frequent breaks away from the machines or tables.
6. Know the warning signs of problem gambling and seek help if necessary. (See the Public Education section of the AGLC website – aglc.ca – for more information).
7. Balance gambling with your other leisure and entertainment choices.
8. Always! Set a limit. Stay within it.



Gambling Myths

Do you think you can do things that will 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 or touching the screen in a certain way.

Fact Is: 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.

Fact Is: 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.

Fact Is: Wins or losses are not related to when the machines are played.

4. Extending your playing time.

Fact Is: The longer you play the more money you will spend over time.

Wagering and Payouts

A common or typical **payout percentage** for slot machines in Alberta casinos is 92.4 per cent. This means that 92.4 per cent of the money that is wagered is paid back to slot machine players through winning hits; determined over millions of spins. The remaining 7.6 per cent (the house advantage) is kept by the provincial government, the charities and the casino facility operator. Payout percentage is affected by the type of game (poker vs. slots, vs. blackjack, vs. VLTs) and the amount wagered. However, most games range between 90 and 95 per cent average payout.

Gambling, when done responsibly is entertaining. Remind yourself of the **Eight Hot Tips** and remember that:

The House Always Wins.

**Some Win Big But
More Lose.**

**Only Play with Money
You Can Afford to Lose.**

Random Number Generator

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 outcome occurs each time the play button is pressed and there are no patterns or clues to indicate when a win will happen.

You can find out more about randomness at the RGIC located in most Alberta casinos.

