

Voluntary Self-Exclusion (VSE) FAQs

Please note: FAQs are provided for informational purposes only and the actual rules are contained in the Commission's regulations 205 CMR 133: Voluntary Self-Exclusion and 205 CMR 233: Sports Wagering Voluntary Self-Exclusion, which can be accessed by clicking [here](#).

What is Voluntary Self-Exclusion (VSE)?

VSE is a statewide program that allows you to voluntarily exclude yourself from casino gambling, sports wagering or both. By enrolling in the program, you agree to forfeit or suspend all rewards points and will automatically be removed from marketing lists.

What is the purpose of the VSE program?

The VSE program exists to help people control their gambling for any number of reasons. It is an agreement between an individual, the Massachusetts Gaming Commission (MGC), and all the licensed Gaming Operators. For the safety of the individual requesting VSE, the MGC, Gaming Licensees, and Sports Wagering Operators agree to help keep that individual from gambling and/or sports wagering for the designated term.

What are the different self-exclusion options in Massachusetts?

- **Gaming Self-Exclusion:** Persons are prohibited from entering the gaming area of any Massachusetts casino and from gambling on casino games within the designated area.
- **Sports Wagering Self-Exclusion:** Persons are prohibited from entering the sports wagering area of a retail sports wagering operator, and from placing a sports wager with any Massachusetts licensed sports wagering operator, including retails and sports wagering platforms.
- **Dual Self-Exclusion:** Persons are simultaneously prohibited from the areas and types of gambling/wagering outlined above.

Note: Individual operators may, at their discretion, extend gaming or sports wagering exclusion to all forms of gambling offered by that operator. Speak with a GameSense Advisor (GSA) or check the MGC website for more information.

How long will I be self-excluded?

The length of the self-exclusion period is up to you. Your choices include: one year, three years, five years, or a lifetime. You may select the lifetime exclusion only if you have first completed a shorter term.

You can renew or extend the period of exclusion at any time, but you cannot reduce the amount of time you select.

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Will I be able to resume gambling as soon as the duration of my term ends?

No. Upon completion of your selected term duration, you **must** participate in a reinstatement session to be removed from the VSE list and be able to return to the gaming/sports wagering areas or sports wagering platform.

What happens once enrolled in the VSE program?

- *If you enrolled in the Gaming VSE:* During the period of your exclusion, you are not allowed to enter the gaming area of any Massachusetts casino. To reduce the temptation to return to the gaming area, all reward points will be forfeited or suspended, and players cards and all direct marketing materials will be suspended. An excluded person identified within the gaming area will be escorted from the area and must forfeit any money or thing of value that has been converted to a wagering instrument, including things like casino-issued chips, tokens, prizes, non-complimentary pay vouchers, electronic credits on a slot machine, and vouchers representing electronic credits/TITO slips. Losses cannot be reclaimed.
- *If you enrolled in Sports Wagering VSE:* During the period of your exclusion, you will not be able to place a wager at any of the Massachusetts retail and mobile licensees, including casinos, brick-and-mortar sportsbooks, and on any of the Massachusetts licensed sports wagering online platforms.
- *If you enrolled in Gaming and Sports Wagering VSEs:* During the time of exclusion, both of the above paragraphs will apply.

From which properties and/or sports wagering platforms am I excluded?

Depending on the VSE Program you enroll in, the terms apply to all casinos and sports wagering operators licensed by the MGC, regardless of whether or not they are operational at the time of enrollment. Casino operators and sports wagering operators reserve the right to share Massachusetts VSE participants with *all* of their properties and/or online platforms, including those outside of Massachusetts.

Can I request a reinstatement session even if I haven't completed my full term?

No, your full self-exclusion term must be completed for you to schedule a reinstatement session for gaming and/or sports wagering in Massachusetts.

Am I allowed to play the lottery if I am voluntarily self-excluded?

Yes. Enrollment into the Massachusetts VSE program does not prohibit you from playing the lottery or collecting any lottery-related winnings. However, access to any lottery kiosks or point-of-sale terminals located within a licensed gaming or sports wagering area would be prohibited.

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If I exclude from sports wagering, would I still be able to go to the casinos and racetracks to play tables, slots, and/or simulcast wager?

The Sports Wagering VSE list for sports wagering is separate and distinct from the Gaming VSE list for casinos. You may choose to self-exclude from sports wagering and not casino wagering. However, the casino operators may, at their discretion, extend sports wagering exclusion to all forms of gambling offered by that operator.

The MGC only has the authority to maintain and enforce VSE lists for casino and sports wagering that occurs in Massachusetts. Check the terms of the self-exclusion policy respective to each casino or sports wagering operator for information about exclusion outside of Massachusetts.

What if I violate the agreement and gamble or place a wager?

Individuals that manage to gamble or place a wager despite the protections and guidelines put in place are required to alert the MGC by contacting an onsite MGC Gaming Agent, calling the MGC at 617-533-9737, or by emailing vse@massgaming.gov. In addition, if an excluded person is identified on the gaming floor, they will be escorted from the area and must forfeit any money wagered, losses, or winning. This includes confiscation of any money or thing of value that has been converted to a wagering instrument, including things like chips, tokens, prizes, electronic credits, and vouchers or TITO slips.

What happens when the term of my Voluntary Self-Exclusion ends?

You will remain on the VSE list until you have completed a reinstatement session. During this session, a trained GameSense professional will discuss with you safer gaming tips, risks of gambling, and referrals to additional help should you desire. Please note that your term does not expire automatically, and you will only be removed from the list after the successful completion of the reinstatement session and when you are in receipt of a letter stating you have completed it.

Why do I need to complete a reinstatement session?

The purpose of the reinstatement session is **not** to determine whether or not you can come off the list; rather, it is an additional time where you will be offered harm reduction and responsible gaming resources and have the opportunity to discuss a plan to keep gambling fun and safe in the future.

How do I schedule a reinstatement session?

You may schedule a reinstatement session at any GameSense Info Center located inside each of the Massachusetts casinos, by calling 1-800-GAM-1234, by contacting the MGC at 617-533-9737 or by emailing vse@massgaming.gov.

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Can I re-enroll in the program?

Yes, you may re-enroll in the program as many times as you would like. You may also opt for a lifetime exclusion once you have completed one of the initial terms. If you choose not to reinstate, you will not be able to gamble through a licensed Massachusetts sports wagering site or at a licensed Massachusetts casino.

Will I be contacted during my exclusion?

Once you have successfully enrolled in the VSE Program, the MGC and its licensees will not contact you via phone, email, or standard mail regarding your exclusion unless otherwise noted on your application. If you wish, within a month before your VSE term ends, the MGC will mail and/or email a reminder that you cannot gamble until you've completed a reinstatement session. You may reach out to the MGC at any time should you have questions about your enrollment by calling 617-533-9737 or by emailing vse@massgaming.gov

How will my personal information be protected?

While the MGC is bound by the requirements of the Massachusetts Public Records Law, it takes privacy very seriously and protects your sensitive information using only secure procedures. The MGC will not share your personal information with a family member, employer, clinician, or any third party who may request it. One exception to this policy would be if there was a court-ordered reason to share your information or if the MGC were ordered to do so by the Secretary of the Commonwealth.

Can I email or mail in my enrollment form?

The MGC can only accept forms that are submitted by a GameSense Advisor or trained agent designated by MGC.

If you have any questions about the VSE program, please email us at: vse@massgaming.gov

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If I'm Enrolled in the **Gaming (Casino) VSE**, what am I excluded from? **

| Operators | Gaming at a Casino (not sports wagering) | | | Placing a Sports Wager | | |
|--|---|----------|---|---|--|--|
| | Player Rewards | In MA | Casino locations outside Massachusetts | Rewards Card | In MA | In other locations |
| Massachusetts Casinos, Sportsbook and Sports Kiosks | | | | | | |
| <i>Encore Boston Harbor</i> | Forfeited upon enrollment in VSE | Excluded | Contact casino for information | | Excluded | Contact casino for information |
| <i>Plainridge Park Casino</i> | Forfeited upon enrollment in VSE, other rules may apply outside of MA | Excluded | Excluded | Suspended until reinstatement | Excluded | Excluded |
| <i>MGM Springfield</i> | Forfeited upon enrollment in VSE, other rules may apply outside of MA | Excluded | Not excluded but on the MGM Self Limit list | Tier Level reset; Rewards suspended until reinstatement | Excluded | Permitted but on the MGM Self Limit list |
| Mobile Sports Wagering as of January 19, 2023 | | | | | | |
| <i>Caesars</i> | | | | | | |
| <i>WynnBet</i> | | | | | Excluded | Permitted |
| <i>BetMGM</i> | | | | | Permitted but on the MGM Self Limit list | Permitted but on the MGM Self Limit list |
| <i>Barstool Sports (Pen Sports Interactive)</i> | | | | | Excluded | Excluded |
| <i>Fanatics Sportsbook</i> | | | | | | |

** Please note: Exclusions are subject to change and patrons should confirm with the operator before attempting to use a product owned by an affiliate.

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If I'm Enrolled in the **Sports Wagering VSE**, what am I excluded from?*

| Operators | Gaming at a Casino (not sports wagering) | | | Placing a Sports Wager | | |
|--|---|----------|---|---|----------|--|
| | Player Rewards | In MA | Casino locations outside Massachusetts | Rewards Card | In MA | In other locations |
| Massachusetts Casinos, Sportsbook and Sports Kiosks | | | | | | |
| <i>Encore Boston Harbor</i> | Forfeited upon enrollment in VSE | Excluded | Contact casino for information | Forfeited upon enrollment in VSE | Excluded | Contact casino for information |
| <i>Plainridge Park Casino</i> | Forfeited upon enrollment in VSE, other rules may apply outside of MA | Excluded | Excluded | Forfeited upon enrollment in VSE, other rules may apply outside of MA | Excluded | Excluded |
| <i>MGM Springfield</i> | Forfeited upon enrollment in VSE, other rules may apply outside of MA | Excluded | Not excluded but on the MGM Self Limit list | Forfeited upon enrollment in VSE, other rules may apply outside of MA | Excluded | Permitted but on the MGM Self Limit list |
| Mobile Sports Wagering as of January 13, 2023 | | | | | | |
| <i>Caesars</i> | | | Excluded | | Excluded | Excluded |
| <i>WynnBet</i> | | | | | Excluded | Permitted |
| <i>BetMGM</i> | | | | | Excluded | Permitted but on the MGM Self Limit list |
| <i>Barstool Sports (Pen Sports Interactive)</i> | | | | | Excluded | Excluded |
| <i>Fanatics Sportsbook</i> | | | | | Excluded | Excluded |

** Please note: Exclusions are subject to change and patrons should confirm with the operator before attempting to use a product owned by an affiliate.

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For More Information:

Encore Boston Harbor: <https://www.encorebostonharbor.com/about-us/contact-information>

WynnBet: <https://www.wynnbet.com/responsible-gaming/>

Plainridge Park Casino: <https://www.pennentertainment.com/Responsible-Gaming>

Barstool Sports (Pen Sports Interactive):

- <https://support.barstoolsportsbook.com/hc/en-us/articles/360049429251-What-is-Self-Exclusion->
- <https://www.barstoolsportsbook.com/responsible-gaming>
- <https://www.pennentertainment.com/responsible-gaming>

MGM Springfield/BetMGM:

- MGM Self-Limit Program: <https://mgmgrand.mgmresorts.com/content/dam/MGM/mgm-grand/casino/forms/mgm-grand-casino-self-limit-patron-online-form.pdf>

Caesar:

- Caesars Sportsbook Responsible Gaming: <https://caesars.com/sportsbook-and-casino/responsible-gaming/>
- Caesar's Customer Service and Responsible Gaming email address: responsiblegaming@williamhill.us

Fanatics Sportsbook: support@betfanatics.com