



Remember, It's Just A Game

We at Tioga Downs Casino have a moral, social, and business responsibility to promote responsible gaming and to strictly enforce the minimum legal wagering age. All employees at Tioga Downs Casino are trained to recognize and respond appropriately when a guest gaming problem becomes apparent.

If you feel that you have a gaming problem and need assistance, we can help. Our voluntary self-exclusion program is available on property and further assistance is available from the New York Council on Problem Gambling, which can be reached at 1-877-8HOPE-NY, or by visiting their website, [here](#).

TIOGA DOWNS CASINO SELF EXCLUSION PROGRAM

WHAT IS THE SELF-EXCLUSION PROGRAM?

The program was established to allow people who may have a gambling problem to voluntarily exclude themselves from wagering activities at Tioga Downs Casino and all video gaming (lottery) facilities in New York State.

HOW DO I GET PLACED ON THE SELF-EXCLUSION LIST?

You may obtain information and an application form by using one of the following methods:

1. [Click here](#) for a self exclusion form
2. Visit Tioga Downs Casino and request to speak with the Manager On Duty and Security Supervisor

You must complete the form completely and provide identification that includes your signature and either a photograph or physical description of yourself. When you file the form, you will be photographed. That photo and other identifying information will be displayed to employees in non-public areas to assist with enforcement of your request.

CAN I JUST MAIL BACK THE COMPLETED FORM?

Yes. If you send it via mail, you must include a picture of yourself and have a notary public sign the form attesting that the picture of the person included and the signature on the form is yours. Please [click here](#) for the self exclusion form. It should then be mailed to:

David Bertrand
Vice President and Legal Counsel
Tioga Downs
P.O. Box 509
Nichols, NY 13812

WHAT HAPPENS IF I GO TO TIOGA DOWNS CASINO AND PLAY?

After you are placed on the self-exclusion list, property personnel may refuse to accept your wagers or ask you to leave the gaming area. If you do gamble, you would be unable to collect any winnings or recover any losses. Additionally, you will not be able to receive complimentary goods or services or participate in promotional offerings.

HOW LONG WILL I BE ON THE SELF-EXCLUSION LIST?

That is up to you. When you request self-exclusion, you will choose whether you want to be excluded for a minimum of one year, three years or five years. If you sign up for life, you **cannot** be removed from the list. If you choose the one year or five year option, you must remain on the list for at least that length of time. After that time expires, you may ask to be removed.

FOR MORE INFORMATION

For more information on the process, please call Tioga Downs Casino security department at 1-607-699-3900 ext.4010 or 7586.

