

Self-Exclusion & Voluntary Visit Limit

Self-Exclusion

What is Self-Exclusion?

You may apply to exclude yourself from one or more of the following gambling activities in Singapore:

- Casinos (Resorts World Sentosa and Marina Bay Sands)
- Jackpot Machine Rooms at Private Clubs
- Singapore Pools Online Betting



Voluntary Visit Limit

What is Voluntary Visit Limit?

You can apply to limit the number of visits you make to the casino in Singapore, in a month.

Why should I apply?

Problem gambling is harmful and can lead to serious consequences for both the gamblers and their families. Applying for Self-Exclusion or Visit Limit may help to control an excessive gambling habit.



Resources

Our office is located at:

510 Thomson Road, #05-01, SLF Building,
Singapore 298135

Operating Hours:

Monday to Thursday: 8.30am – 6.00pm
Friday: 8.30am – 5.30pm
Closed on weekends and public holidays

Enquiries and Appointments:

Tel: 6354 8154
Email: admin@ncpg.org.sg

Where can I seek help?

National Problem Gambling Helpline at 1800-6-668-668
or Webchat at www.ncpg.org.sg, 8am to 11pm daily

**Airtime charges apply for mobile calls to 1800 service lines.*

Self-Help is Your Best Bet

Apply for:

- Self-Exclusion (Casino)
- Self-Exclusion (Jackpot Machine Rooms)
- Self-Exclusion (Singapore Pools Online Betting)
- Voluntary Visit Limit (Casino)





Everything You Need To Know Before Applying for Self-Exclusion / Voluntary Visit Limit

Self-Exclusion / Voluntary Visit Limit

The Self-Exclusion / Voluntary Visit Limit takes immediate effect upon submission of the application¹.

An Applicant's Self-Exclusion / Voluntary Visit Limit² will remain in force until such time that the Council revokes it.

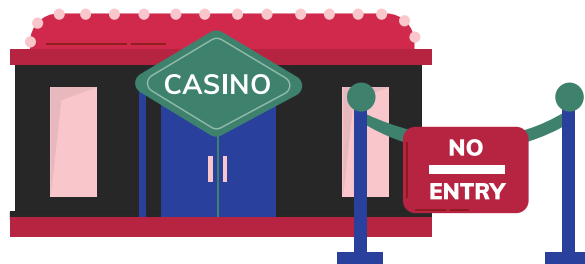
The Applicant may apply to revoke the Self-Exclusion / Voluntary Visit Limit only **12 months after the effective date** of the Self-Exclusion / Voluntary Visit Limit.

When the Applicant applies to revoke his/her Self-Exclusion / Voluntary Visit Limit, the Council may refer the Applicant for assessment of problem gambling and counselling as part of the process.



Self-Exclusion (Casino)

The Applicant will be banned from entering or remaining on all casino premises in Singapore.



Self-Exclusion (Jackpot Machine Rooms)

- The Applicant will be banned from entering or remaining on all jackpot machine rooms³ in private club(s) except to perform work⁴ within any of those rooms.
- The Applicant's Self-Exclusion will take effect across all jackpot machine rooms in Singapore regardless whether Applicant is a member of the private club(s) at the time of application.



Self-Exclusion (Singapore Pools Online Betting)

The Applicant will be banned from accessing Singapore Pools account-related⁵ services if he/she is an existing account holder; and from opening an account if he/she is not an existing account holder.



¹Your Self-Exclusion will remain in force even if there is a change in your citizenship and ID. Please notify NCPG of the change to ensure accurate reflection of your status on the NCPG portal.

² If you have previously applied for a Self-Exclusion under a different ID (e.g. your FIN), please notify NCPG of the change. Failing which, your Self-Exclusion under that ID will remain in force indefinitely. Please notify NCPG of any changes in your citizenship or ID to ensure accurate reflection of your exclusion status on the NCPG portal.

³ "Jackpot machine rooms" refer to gaming machine rooms under the Gambling Control Act.

⁴ This refers to the scope of "defined work" under the Casino Control Act.

⁵ This refers to general remote gambling under the Gambling Control Act.

⁶ A single casino visit is up to 24 hours commencing from the time a person enters any casino premises in Singapore.

Voluntary Visit Limit

The Applicant cannot enter the casino when the number of visits to the casino for the month has reached his/her Voluntary Visit Limit.



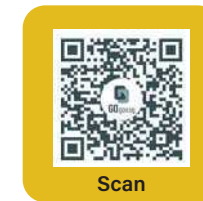
Applicant can apply for a Voluntary Visit Limit of 1, 2, 4, 6, or 8⁶ visits per month.



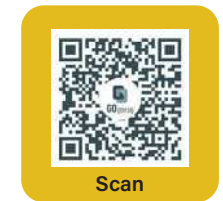
All casino entry levies paid by the Applicant are not refundable under any circumstances.



How do I apply?



Scan
Apply for
Self-Exclusion



Scan
Apply for
Voluntary Visit Limit

