

Government Regulation

Alberta VLTs are tightly controlled by the Alberta Gaming and Liquor Commission (AGLC), which ensures that all games are fair and determined by chance. VLT games are tested and approved by an independent gaming laboratory and must meet stringent technical and operating standards, including specific payout percentages.

Gaming Irregularities

If you experience a problem with a VLT, or you believe you have a discrepancy with the amount of money or credits you are entitled to, always:

1. Stop play on the VLT or slot machine immediately.
2. Report the problem or discrepancy to a staff member as soon as possible.
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 www.aglc.gov.ab.ca

Where Does the Revenue From Gaming Go?

Revenue from VLTs, ticket lotteries, and slot machines is placed into the Alberta Lottery Fund. These revenues total more than \$1 billion each year, and are used to support thousands of volunteer, public and community-based initiatives annually.

Health and wellness programs, education, recreation, and cultural initiatives are just some of the ways lottery proceeds are used. Through 14 ministries and seven programs and foundations, the government's share of gaming revenue is invested back into Alberta's communities.

For more information visit www.albertalotteryfund.ca

Alberta Alcohol and Drug Abuse Commission (AADAC)

AADAC operates and funds information, prevention and treatment services for Albertans concerned about alcohol, tobacco, other drugs, and gambling. AADAC provides gambling-related programs and services to adults and youth including:

- Information
- Prevention and education
- Community outreach
- Assessment and referral
- Outpatient counselling
- Problem Gambling Stabilization Program
- Residential treatment
- 24-hour help line, 1-866-332-2322

For more information visit www.aadac.com



Help Is Available

Are you concerned that you or someone you know may have a gambling problem? Contact your nearest AADAC office, visit www.aadac.com, or call the 24-hour, toll-free AADAC Help Line at **1-866-332-2322**.

**RESPONSIBLE
GAMBLING**
hold your own

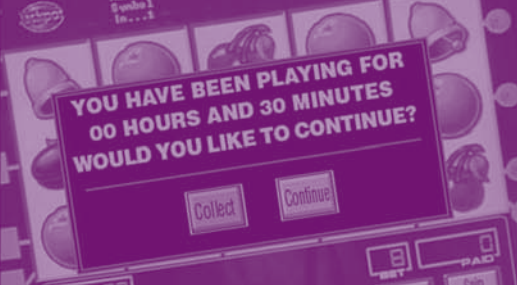
Alberta
Gaming and
Liquor Commission

AADAC
ALBERTA ALCOHOL AND
DRUG ABUSE COMMISSION

VLT PLAYER INFORMATION

a guide to gambling responsibly





Important Information for Players

Video Lottery Terminals (VLTs) are a form of gambling entertainment. As with all forms of entertainment, there is a cost to play these games. Although players may win occasionally, the longer you play the more money you will lose over time.

Independent Events

Each time the spin button is pressed it is considered an “independent event,” meaning that the chances of a specific outcome remain the same and are not influenced by previous events. VLTs are not any more or less likely to hit a winning combination just because they haven’t hit for a while. So-called gambling “hot streaks” are merely random sequences of events perceived by players to be favourable.

Cost to Play

Keep in mind that the cost per hour of play is a theoretical value; it is the average amount you will lose or spend over time on VLT play. Your actual results in the short term could fluctuate wildly up or down, but over time the longer any particular game is played, the more the results will conform to the expected cost per hour. Take into account that the faster you play or the higher the dollar value that you bet, the higher your cost per hour. And remember, do not chase your loses, accept them as a cost of entertainment.

Alberta VLTs	House Edge	Bets per Hour	Bet Size	Total \$ Wagered per hour	Player Cost per hour
Max Bet	8%	500	\$2.50	\$1,250.00	\$100.00
Min Bet	8%	500	\$0.25	\$125.00	\$10.00
Average Bet	8%	500	\$1.50	\$750.00	\$60.00

Theoretical Average Cost per Hour:

$$\text{House Edge} \times \text{Bets per Hour} \times \text{Average Bet Size}$$

Wagering and Payouts

The average payout percentage for VLTs is about 92% over millions of games. Every time the spin button is pressed on a VLT, the outcome is determined by a computer chip called a Random Number Generator located inside each machine. A new independent random draw is made each time the spin button is pressed. The random draw cannot be influenced by anything other than the random number generator and there are no patterns or clues to indicate when a win will happen. Randomness means that all future outcomes are unpredictable.

Gambling Responsibly

The **Alberta Gaming and Liquor Commission (AGLC)** ensures that gaming and liquor activities in Alberta are conducted honestly, openly and with integrity. Most people who gamble do not experience problems. However, some people do, and here are a few tips that may help players manage their gambling behaviour.



Always play within your limits. The key to playing games of chance responsibly is to:

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 is appropriate for you to spend.
3. Set a budget and stick to it.
4. Do not chase your losses. Accept them as a cost of entertainment.
5. Do not use money intended for everyday expenses or borrow money to play games of chance. Only spend what you can afford to lose.
6. Take frequent breaks while playing.

Responsible Gaming Features for VLTs

Responsible Gaming Features (RGFs) are currently available on VLTs. These features are designed to assist players to better manage their time and money. The features include the following:

1. A 24-hour clock on the main screen and on all gaming screens to help players better manage the time spent playing VLTs.
2. The player’s bank showing both dollars and credits. This may help players keep track of how much money they have wagered.
3. Pop-up reminders show players how long they have been playing and ask whether they wish to continue or end the session.
4. A scrolling message displaying the toll-free problem gambling help line sponsored by the **Alberta Alcohol and Drug Abuse Commission (AADAC)**. The **AADAC Help Line** is manned by professionals able to assist players in obtaining counselling services.

Gambling Myths

Can you 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. Each symbol that appears is chosen randomly.

You CANNOT improve the odds by:

1. Pressing the buttons in a certain way or touching the screen. The outcome is determined the instant the spin button is pressed.
2. Playing the machine that has or has not had a recent big payout. VLTs 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. Wins or losses are not related to when the machines are played.
4. Playing for a longer or shorter period. The longer you play the more money you will lose over time.