

Frequently Asked Questions

Top Questions

1. How do I become a VLT siteholder?

You must first apply to the [Atlantic Lottery Corporation](#) and then, once tentatively approved, register as a VLT siteholder with the [Gaming Control Branch](#) (Department of Justice and Public Safety) to complete the process.

2. How do I get a charitable gaming licence?

Charitable or religious organizations wishing to conduct and manage a lottery scheme from which proceeds are to be used for the relief of poverty, education, advancement of religion, or a purpose beneficial to the community may be eligible to be licensed.

The [Gaming Control Branch](#) of the Department of Justice and Public Safety is responsible for the licensing of charitable gaming in New Brunswick. Please contact the Gaming Control Branch for more information on charitable gaming and licensing requirements.

3. Who do I contact if I think someone may be operating an unlicensed gaming event?

Please contact [Gaming Control Branch](#) (Department of Justice and Public Safety) or your [Municipal/Regional Police Force](#).

4. How do I apply for employment at the casino?

Individuals seeking employment at Casino New Brunswick may contact the casino operator directly at www.casinonb.ca.

5. Who do I contact if I wish to dispute the fairness of a gaming product/event or a prize payout?

- For disputes regarding VLTs and ALC gaming products - please contact the [Atlantic Lottery Corporation](#).
- For disputes regarding charitable gaming - please contact the [Gaming Control Branch](#) (Department of Justice and Public Safety).
- For disputes regarding [Casino New Brunswick](#) - please contact the [Gaming Control Branch](#) (Department of Justice and Public Safety).

6. How much gaming revenue does the province acquire? Where does the money go?

New Brunswick received approximately \$158.2 million in gaming revenue in 2016-2017. This revenue comes from video lottery and traditional lotteries operated by the Atlantic Lottery Corporation and casino gaming. An additional \$558,711 in revenue was received from gaming registration and licensing fees collected by the Gaming Control Branch of the Department of Justice and Public Safety.

- Video lottery program: \$88.2 million
- Traditional lotteries: \$40.0 million
- Casino gaming: \$29.5 million
- Other revenue (registration fees, etc.): \$0.5 million

Most revenues received by the NBLGC are treated like other provincial revenues by being immediately credited to the consolidated revenue fund and used to fund essential provincial programs. The distribution of this gaming revenue may be found in the "Financial Statements" section of the [2016-2017 Annual Report](#).

7. Who is responsible for gaming in New Brunswick?

In New Brunswick, two separate government entities are responsible for gaming.

Business of Gaming

The New Brunswick Lotteries and Gaming Corporation (NBLGC), a Crown corporation governed by the [Gaming Control Act](#) (the *Act*), is responsible for developing, organizing, conducting and managing provincial lottery schemes on behalf of the Province.

Gaming Regulator

The [Gaming Control Branch](#) was created under the *Act* as a branch of the Department of Justice and Public Safety. The *Act* provides that the Lieutenant Governor in Council appoint a Registrar who is responsible for the:

- Gaming Control Branch;
- licensing and regulating of charitable gaming;
- registration and regulation of video lottery siteholders; and
- registration and regulation of casino gaming.

8. How is the NBLGC connected to the ALC and the casino operator?

The New Brunswick Lotteries and Gaming Corporation (NBLGC) is responsible for developing, organizing, conducting and managing provincial lottery schemes on behalf of the Province including: casino gaming, the video lottery program, and the traditional lottery games (e.g. scratch and win, break-open and on-line lotteries).

The NBLGC does not directly operate lotteries or casino gaming. As the business entity for provincial gaming, the NBLGC manages the service provider agreements with the privately owned casino operators and is the Province's shareholder in the Atlantic Lottery Corporation (ALC).

Casino Gaming Service Providers

Casino New Brunswick, located in the city of Moncton, is operated by Great Canadian Gaming (New Brunswick) Ltd.

The Grey Rock Casino, located on the Madawaska Maliseet First Nation (Edmundston), is operated by Grey Rock Entertainment Centre Inc.

Video Lottery and Ticket Lottery Service Provider

The provincial video lottery program and the traditional lottery games are operated on behalf of the province by the ALC, which was founded in 1976. The ALC is a jointly owned corporation of the four Atlantic Provinces: New Brunswick, Newfoundland and Labrador, Nova Scotia and Prince Edward Island.

Video Lottery Program

9. Where are video lottery terminals (VLTs) located?

- The ALC operates the video lottery program on behalf of the Province.
- All VLTs are located in an age-controlled environment.
- The maximum number of VLTs permitted in the province is 2,000.
- The maximum number of VLT sites in the province is 300.

10. What are the classes of VLT sites?

Under the ALC's video lottery program there are 2 classes of VLT sites:

- Category 1 - 15 to 25 VLTs per site (15% site holder commission) *
- Category 2 - up to 10 VLTs per site (20% site holder commission)

* No more than 20 Category 1 sites permitted in the province. A maximum of 4 of these 20 sites permitted in the casino market area (within an 80 km radius within New Brunswick of the destination casino in Moncton).

Responsible Gaming

11. What is Responsible Gaming?

"Gaming" (or "gambling") is one of many forms of entertainment in which individuals may choose to participate. The majority of those who choose to gamble do so responsibly. However, a small portion of gamblers may suffer or are at risk of suffering from significant gambling-related harm.

"Responsible Gaming" is a concept that focuses on (1) the prevention of gambling-related harm through public education and awareness, and (2) alerting gamblers about signs of problem gambling and where to find help.

12. What is the Responsible Gaming Information Centre (RGIC)?

The Responsible Gaming Information Centre (RGIC) is located at Casino New Brunswick. The RGIC is a service available to casino patrons, casino staff, members of the public, and other professionals wishing information about responsible gaming.

The RGIC provides a variety of materials designed to help inform and educate players and others about gambling in general (e.g., odds, randomness, myths), on how to gamble responsibly (e.g., tips for keeping gambling fun, best practices), about the signs of problem gambling and available treatment services, and on the casino's Voluntary Self-Exclusion program.

Additional information can be found on the [Responsible Gaming](#) page.

13. Who funds and operates the Responsible Gaming Information Centre (RGIC)?

The Responsible Gaming Information Centre (RGIC) is funded by the New Brunswick Lotteries and Gaming Corporation (NBLGC). The NBLGC has partnered with Morneau Shepell (formally Shepell•fji), an arm's length third-party (non-government entity), for the staffing and operation of the RGIC.

The RGIC is staffed by RGIC representatives, professionals managed and trained by educators from Morneau Shepell, a company experienced in providing total health solutions in both the public and private sectors.

14. How much funding is provided for responsible gaming and addictions services?

- Funding for Addiction and Mental Health Services of the Department of Health is just over \$1 million in available annual funding to enhance problem gambling/addiction treatment services.
- Additional annual funding is provided for the development and implementation of public education, awareness and research initiatives through the NBLGC.