

Exhibit X.A.4

SELF-EXCLUSION POLICIES

Submit as Exhibit X. A.4. a description of the exclusion policies that will be available for Gaming Facility patrons and employees, including the process to notify individuals of the availability of self-exclusion, the steps that will be taken to assist those who request exclusion and steps that will be taken to assure that excluded patrons are identified before gaining access to the gaming floor.

SELF-EXCLUSION POLICIES

Notification of Self-Exclusion Program

Nevele will offer a self-exclusion program that allows patrons to ban themselves from our property and marketing programs, and which will focus on offering self-excluded patrons help and support. To promote awareness of the self-exclusion policy, Nevele will ensure that:

- Self-exclusion programs are well advertised on-site and that they are explained through informational cards or other take-away materials.
- The Nevele website will provide registration forms that will be readily available for download.
- Staff will be aware of the self-exclusion program through training efforts and will be able to assist patrons looking for further information or interested in registering.
- Support options will be clearly explained and written materials provided to take home and view in a less pressured environment.
- Registration forms will be available at players' club, the cashier cage and in the on-site Responsible Gaming Resource Center.

Steps to Assist

- If a patron is amenable, casino staff will directly connect the patron with the local problem gambling treatment provider and schedule an intake assessment at the time of exclusion.
- The self-exclusion registration process will be carried out at the on-site Responsible Gaming Resource Center.
- Staff will clearly explain the registration process, options, breach consequences and follow up procedures.
- Nevele will select and train specific staff to handle the self-exclusion registration process.
- During the ban period, self-excluded patrons will be removed from all marketing systems and will no longer be able to accumulate players' club points, use players' club points or patronize any players' club benefits.

- A player tracking system will be utilized and self-excluded patrons will be flagged across all systems including but not limited to marketing, security, players' club, cage and customer service areas.
- Excluded patrons will not be allowed on the premises for any reason.
- Self-excluded individuals will not be able to request a reinstatement prior to the expiration of their exclusion period.
- Once the exclusion period has expired, reinstatement will not be automatic and the individual must initiate the reinstatement process.
 - Additionally a mandatory meeting will take place at the end of the exclusion period, and will include an evaluation of the self-excluder's gambling situation, information about chance and responsible gambling, and referrals to additional resources, if needed. The self-exclusion period continues if the mandatory meeting is not attended.
- Once the individual has been reinstated, being placed back onto marketing and email lists is not automatic and the patron must specifically request a return to all promotions and communications.

Preventing Access to the Gaming Floor

Nevele Resort, Casino & Spa will work diligently to refuse wagers from and deny gaming privileges to self-excluded persons. The first line of defense for this will be to prevent access to the gaming floor, which we will work toward to the best of our ability. We will communicate to our security, surveillance and floor staff the information needed to deny such access. Information communicated will include the name, description, date of exclusion, expiration of exclusion and photo, when available, of all self-excluded patrons. Additionally, Nevele plans to install a vehicle identification system that will photograph the license plates of all vehicles entering its car park. In addition to the previously stated information, we will strive to obtain the vehicle license plate number of self-excluded patrons, using this as another means to prevent self-excluded patrons from entering the gaming facility.