

Responsible Gaming Policy
Interstellar Entertainment N.V.

Sept 2025- V1.1

Revision History

Version #	Effective Date	Approving Official	Responsible Office	Next Review Date	Comments
1.0	May 30, 2025	eMoore N.V.	Compliance function	September, 2026	-
1.1	September 30, 2025	eMoore N.V.	Compliance function	March, 2026	

1 Introduction

1.1.1

Interstellar Entertainment N.V., bearing Company Registration number 166178, registered at Groot Kwartierweg 10, Curacao, and licensed by the Curacao Gaming Authority under License Number OGL/2024/1042/0564 (hereinafter referred to as "the Company"), we are dedicated to ensuring that gaming remains a fun, fair, and controlled activity for all our players. We recognize the importance of promoting responsible gaming practices, safeguarding vulnerable individuals, and minimizing the risks associated with problematic gambling. This Responsible Gaming Policy outlines the measures we have implemented to promote a safe, secure, and enjoyable gaming environment, in line with the requirements of the Curacao Gaming Authority (CGA) and international best practices.

2 Commitment to Responsible Gambling

.2.1.1

The Company is committed to promoting responsible gaming by:

- Ensuring our players understand the risks of gambling and make informed choices.
- Offering tools and support to help players control their gambling activities.
- Providing transparent and clear information about the nature of gambling and its potential risks.
- The Company ensures that players can easily access responsible gaming information by:
- Visible Links: Our homepage displays a link to the responsible gaming policy, tools, and contacts. These links are also included in the footer of the homepage on our website
- Terms and Conditions: Clear references to our terms and conditions, including the prohibition of underage gambling, are provided. The terms and conditions are easily accessible and written in plain language;
- Responsible Gaming Organizations: Links to organizations that offer support for gambling addiction are available. These include local and international organizations, as per this policy.
- All problem gambling material and content is available in English language as well as the language of the target market(s). Procedures remain the same irrespective of language.
- No credit shall be offered to customers for the purpose of wagering.

3 Age Verification and Access Control

3.1.1

The Company adheres to the legal requirements set by the Curacao Gaming Authority (CGA) to ensure that all players are of legal age (18 years or older) to participate in gaming activities. We have implemented stringent age verification procedures during the account registration process, and we regularly monitor accounts for compliance as specified in our AML policy.

The Company does not permit access to its services for anyone under the legal age, and we will take immediate action if underage gambling is detected.

The Company will retain records of all age verification process and their outcomes according to the Company's record keeping obligations and for regulatory review by the CGA.

4. Player Control Tools

4.1.1

To help players manage their gaming activity and ensure they are gambling responsibly; the Company offers the following tools:

- **Deposit Limits:** Players can set daily, weekly, or monthly deposit limits to control the amount of money they deposit into their account. players the possibility to set up Limits from their player account where there is also a pop up informing and reminding our players to do so, alternatively through our responsible gambling page onsite, or by contacting our customer service department.
- **Loss Limits:** Players can set limits on the amount of money they are willing to lose within a specific timeframe, by contacting our customer service department
- **Wager Limits:** Players can set limits on the amount they can wager on individual games or events, by contacting our customer service department
- **Session Time Limits:** Players can set limits on the amount of time they spend playing within a session, by contacting our customer service department
- **Self-Exclusion:** Players can request temporary or permanent self-exclusion from the platform, during which time they will be unable to access their account. Selfexclusion can be set for specific periods (e.g., 6 months, 1 year, or longer) and can be enforced immediately.
- **Reality Checks:** Players can activate reality checks to receive notifications regarding the amount of time they have spent gaming or their current balance, by contacting our customer service department
- **Time Out:** players can choose to set their account on a Time Out for either 24 hours or 7 days.

These tools are available to players at any time and can be accessed through the player's account settings.

5 Identifying Problematic Gambling

5.1.1

We recognize that some players may experience difficulties controlling their gambling habits. Signs of problematic gambling may include:

- Gambling more than intended.
- Gambling to escape personal, financial, or emotional problems.
- Chasing losses (attempting to recover losses by gambling more).
- Neglecting work, family, or social obligations due to gambling.
- Borrowing money or selling possessions to fund gambling.

The Company is committed to detecting and addressing problematic gambling behaviour early and will take appropriate action, including offering support and guidance to affected players. The criteria that will be taken into consideration when detecting problem gambling behaviour include:

- the amount and frequency of deposits and, or wagers;
- the use of multiple payment methods;
- the reversal of withdrawals pending the processing thereof;
- communication-based indicators such as increased player complaints and bonus requests; and
- use of responsible gaming tools.
- Risk Assessment
- RG Monitoring List
- Customer interactions

5.2.1 Once a player exhibits problem gambling behaviour the Responsible Gaming Team is to assess whether such behaviour merits any one of the following interventions:

- initiation of player interaction by the customer support team which in some cases will include informing the player of the responsible gaming tools that can be availed of by the player;
- imposing responsible gaming limits on a player's account; or
- excluding a player from gambling activity for a definite or indefinite period.

5.3.1 The Company shall maintain a record of all player interactions, ensuring a clear and detailed audit trail, including any internal responsible gaming investigations carried out, any decisions taken on the basis of the relevant policies and procedures, any player interactions and relevant measures taken. These records shall be retained for a minimum of two (2) calendar years from the date of the last interaction and shall be made available to the CGA upon request.

6 Self-Assessment and Support for Players

6.1

Players are encouraged to regularly assess their gambling behavior. If they feel that their gambling is becoming problematic, the Company provides access to self-assessment tools and offers assistance.

In addition to the in-house responsible gaming tools, the Company provides access to external support services.

- BeGambleAware BeGambleAware offers free and confidential help for anyone who might think they're at risk.
- GamblingTherapy GamblingTherapy is offering free advice and support. They also offer a free app providing tools and information.
- GamblersAnonymous Gamblers Anonymous is the place to share experience, strength and hope with each other.
- Installing filter tools on any device will restrict your access to any gambling sites and more.
- Gamblock Gamblock is a filter software which can help you blocking access to all gambling sites and more.
- Netnanny Net Nanny can also help you blocking your devices from various sites should you have children in your household to prevent them from accessing gambling sites and more.

7. Self- Exclusion

7.1.1

Self-exclusion is recognized by the gambling industry as a way for players to control their gambling. The company offers a self-exclusion facility to help those players who feel that their gambling is out of control and want our assistance to help them stop. The company takes all reasonable steps to refuse service or to otherwise prevent the individual who has entered a self-exclusion agreement from participating in gambling, which will be further detailed in version 1.1 of this Policy as per the implementation schedule of the RG Policy CGA.

The self-exclusion request shall be applicable:

- A. To all brands/domains operated under the company;
- B. All gambling activities related to one Casino vertical available on the company's

domain. If such option is provided by the company to the player, as otherwise the self-exclusion under A will be provided for all gambling activities of the company; C. All advertisement activities of the Company. An automatic opt-out will be triggered when self-exclusion is activated

The duration of the self-exclusion period must be at least 1 year. The player shall be able to set the duration for 3 years, 5 years, 10 years or a lifetime.

The player should be able to set their preference of for the duration of the self-exclusion period online, without requiring email communication or prior approval from the Company. Once this is set, all exclusions related to brands/domains, vertical gambling activities and advertisement activities automatically apply immediately. Any wagering that takes place following the self-exclusion request and prior to it being into effect will be voided and the funds returned to the player.

The company should not question a player's decision regarding self-exclusion in general, nor will the company offer bonuses to the customer to encourage participation, or delay/complicate the self-exclusion activation process.

If a self-exclusion is applied, the following actions should be in place:

- The player's account is closed. The player can no longer log in.
- The player must complete any tournaments that is in-running at the time of the self-exclusion.
- Ante-posts bets will be voided and refunded subject to AML/CFT regulations.
- Contributions to progressive jackpots that were made by the player through gameplay prior to the self-exclusion request remain, but the player is no longer entitled to participate with the jackpot after the self-exclusion is in effect.
- No Advertisement activities shall be conducted towards the player.
- Any payment method used by the player will be blocked by the Company for future use during the term of the self-exclusion period.

The Company will implement measures to prevent self-excluded players from creating new player's account under different credentials.

The Company will retain records of self-excluded requests by player according to the applicable record keeping requirements.

7.2.1 Reactivation of customer's account after self-exclusion

After the self-exclusion period ends, the player must request in writing (by email or chat)

the unblocking of the account. The reactivation of the account cannot be instigated by the player by re-commencing communications with the player.

7.2.2 Company initiated self-exclusion

The Company may exclude a player from gaming activities as a high-risk intervention measure if:

- The player displays problematic (gaming) behaviour
- The player attempts or engages in criminal activities through the Company's platform.

The Company will not exclude players solely on the basis of the amount of their winning

8. Time-Out/ Cooling off periods

8.1

For players who wish to take a short break from gambling the Company offers a time-out/cooling off facility. Players can set a time-out on their account through their account function or via live chat or e-mail for different timeframes, which will be further detailed in version 1.2 of this policy as per the implementation schedule of the RG Policy CGA. During this time-out the players will have their account closed and all marketing material stopped.

9. Staff Training and Awareness

9.1

All staff members are regularly trained on the importance of responsible gambling and are educated on how to recognize signs of problematic gambling. Staff are also trained on how to interact with players who may exhibit signs of gambling issues, providing them with information about support resources and helping to implement the tools available on the platform. As such the Company has appointed a designated Responsible Gaming person, who is responsible for implementing and enforcing the Policy. Furthermore, this designated person shall be the point of reference regarding this Policy and its related requirements.

10. Advertising and Marketing

10.1.1

The Company adheres to strict guidelines regarding the advertising and marketing of its gaming services. All marketing materials and promotions are designed with responsible gaming principles in mind and are targeted only at players who are legally allowed to participate in gambling activities.

Our marketing materials:

- Are not targeted at minors or vulnerable individuals.
- Do not encourage excessive gambling or portray gambling as a solution to financial problems.
- Include clear, responsible gaming messages and provide contact information for gambling support services.

All advertisement done by the Company or third parties hired by the Company will include clearly visible Responsible Gaming message or slogan.

10.1.2 Bonus conditions

As bonuses are regarded by the CGA as advertisement activities, they fall under responsible advertisement conditions under the LOK and the CGA RG Policy.

Therefore, the company will communicate to the player the terms and conditions of any bonus and/or promotion of gambling products. Such advertising and promotions will be rolled out in a socially responsible manner clearly. Furthermore, the company is committed to not use any bonus to encourage excessive gaming.

10.1.3 Third party responsibility

The company shall make any contracted third-party aware of their Responsible Gaming Policy and require them to adhere to it.

The company is accountable for materials provided to affiliates, representatives, sponsorship, ambassadors social media influences, including wordings and visuals representations, in case these influencers actions and/ or statements pertain to paid placement of advertisements.

Any player who is currently under a period of self-exclusion (cooling off) or indeed a permanent exclusion due to problem gambling, shall be removed from all marketing correspondence lists. As such, no marketing of promotional materials shall to be sent to excluded players.

11. Transparency and Accountability

11.1.1

The Company is committed to ensuring that players are fully aware of their rights and responsibilities when using our services. All terms and conditions related to responsible gaming tools and policies are clearly communicated to players before they begin playing. The Company regularly reviews and updates this Responsible Gaming Policy to ensure it complies with applicable laws, industry best practices, and the requirements of the Curacao Gaming Authority (CGA).

12. Player Protection and Data Privacy

12.1

The Company takes the privacy and security of its players seriously. We ensure that all personal information, including details related to gaming behaviour and self-exclusion, is handled in compliance with data protection laws, including the General Data Protection Regulation (GDPR).

13. Conclusion

13.1

The Company is dedicated to maintaining a safe and responsible gaming environment, ensuring that players can enjoy their gaming experience in a secure and controlled manner. We encourage players to use the tools available and to seek assistance if needed. We also commit to reviewing and updating this Responsible Gaming Policy regularly to ensure its continued effectiveness.

Review and Updates: This policy is reviewed annually to ensure its relevance and compliance with applicable laws and regulations.