

Responsible Gaming Policy

Version 1.0 – April 2025

1. Our Commitment

At **Metaspins.com**, we are committed to providing an entertaining and secure gaming experience that promotes safe play and minimizes the risk of gambling-related harm. We support a responsible approach to gaming and fully comply with the requirements of the Curacao Gaming Authority (CGA).

2. Age Verification

Metaspins strictly prohibits underage gambling.

- No person under **18 years of age** is permitted to register, deposit, or play.
 - If a minor is found to have accessed the platform:
 - The account will be closed immediately
 - Deposits will be returned (except funds frozen under AML obligations)
 - Any winnings will be forfeited
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3. Responsible Gaming Tools

Metaspins offers a variety of tools to help players stay in control of their gaming.

3.1. Deposit Limits

Players can set deposit limits which will take immediate effect and also require a cooling off period to remove.

3.2. Cooling-Off Periods

Players can take a short break by activating a cooling-off period of 24 hours, 3 days, 7 days, 1 month, 3 months or 6 months which will take immediate effect.

3.3. Self-Exclusion

We support long-term self-exclusion options 1 day, 1 week, 2 weeks, 1 month, 3 months, 6 months, 9 months, 1 year, 3 years or lifetime which will take immediate effect. During exclusion, marketing communications are fully disabled.

4. Player Awareness & Support

4.1. Self-Assessment

We encourage players to monitor their gambling behavior.

Self-assessment tools are available to help evaluate whether play remains within healthy limits.

One such tool is the [Gamblers Anonymous 20-Question Test](#). Players answering "yes" to 2 or more questions are encouraged to seek support and consider self-exclusion.

4.2. Reality Check Tools

- Session timer to help players track time spent gambling
 - Optional pop-up alerts showing session duration, total wagers, wins/losses
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5. Behaviour Monitoring

Our team monitors accounts for signs of problematic behavior, such as:

- High frequency or erratic deposits
- Repeated withdrawal reversals
- Long play sessions without breaks
- Agitation or distress in communications
- Attempts to circumvent deposit or loss limits

Where necessary, our support team will reach out with guidance or enforce protective restrictions.

6. Support Resources

If you or someone you know is struggling with gambling, we recommend reaching out to trusted organizations for help:

- [GamCare](#)
 - [GambleAware](#)
 - [Gamblers Anonymous](#)
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7. Marketing & Communication

- Metaspins does **not** send marketing communications to:
 - Self-excluded players
 - Players in a cooling-off period
 - Underage individuals
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8. Contact Us

For questions or support related to responsible gaming, please contact:

Email: support@metaspins.com

Live Chat: Available 24/7 on our homepage

9. License & Oversight

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