

Responsible Gaming

YouGMedia B.V. is committed to responsible gaming as its core and principal policy, prioritizing the protection of young and vulnerable players, preventing underage betting, combatting fraudulent or criminal activity, and safeguarding customer information.

1. Our Commitment

1.1. YouGMedia B.V. is committed to giving our customers the best possible betting experience, in a safe and enjoyable environment.

YouGMedia B.V. considers itself to be a world-class service provider offering value to players seeking enjoyable and honest betting service using specialized and tailor-made odds.

1.2. For most players, sports betting is an enjoyable and social way of spending their time, and we will passionately defend the rights of our players who wish to continue to gamble responsibly with us.

1.3. We also appreciate that for a small number of people betting can cause social, financial and health problems, and we will do whatever we can to ensure that customers are fully aware of what support mechanisms are in place to help them.

2. Our approach

YouGMedia B.V.:

- Believes that sports betting should be a fun experience
- Believes that customers need to be fully informed in order to make their own decisions
- Will only promote our products and services in a responsible manner
- Is committed to continuously improving and updating responsible gaming and compliance measures

3. Staying in Control

YouGMedia B.V. strives to provide the most enjoyable betting experience and would therefore recommend the following to our customers:

- Sports betting should be entertaining and fun
- Betting must be viewed as a form of leisure not as a way of earning money
- Don't chase your losses

- Only gamble within your means and with whatever you can afford to lose
- Keep track of the money you spend and monitor gaming session time
- Do not gamble if you are depressed or upset
- Balance sports betting with other activities
- Consider setting your own limits on cash spending, cash loss or time spent betting.
- If you need a break from betting, please contact support to discuss time out or self-exclusion.

If you need counselling about any concerns you may have regarding betting, please contact one of the organizations detailed below.

4. Gambling Counselling Organizations

We urge our customers to seek professional help if they are unable to cope with their gambling addiction. The following websites offer valuable information on the prevention of gambling addiction and support:

Gamblers Anonymous www.gamblersanonymous.org.uk

GamCare www.gamcare.org.uk

GambleAware www.gambleaware.org

Request for self-exclusion [20191108_eng_self_exclusion_formulier_final_sep_2019.pdf](#)

5. Underage Gaming

It is strictly illegal for anyone under the age of 18 or legal betting age in their respective jurisdiction to open an account or to gamble at our website.

YouGMedia B.V. only accepts players over the age of 18.

We carry out age verification checks on all customers and reserve the right to request confirmation of identity.

Please note that anyone under the age of 18 found to be using the site will have any winnings forfeited, no access to the site and may also be reported to the law enforcement authorities.

We strongly recommend that parents cooperate to protect their children from free access to gaming sites.

6. Website Blocking Software

This can be useful to help any parents control the websites that children or young people can access.

Many internet providers will offer you a free option or solution to let you block or place filters on your account to further protect children from accessing adult sites.

There are also a number of third-party applications that you can use to monitor or restrict access to the internet:

1. Net Nanny: www.netnanny.com General blocking software that protects children from inappropriate web content. Also available on iOS and Android devices.
2. CYBERSitter: www.cybersitter.com Filtering software allows parents to choose their own sites to block.
3. GamBlock: www.gamblock.com Specific blocking software for gambling websites. Also available for Android devices.
4. Betfilter: www.betfilter.com Specific blocking software for gambling websites. Also available for Android devices. Many mobiles, tablets and PCs have built-in parental controls that you can use.
5. Limitation and self-exclusion (time-out). The following types of requests can be submitted:
 - i. Limitation of maximum cumulative amount player can wager over certain period of time (day, week, month);
 - ii. Limitation of an amount player can lose over certain period of time;
 - iii. Limitation of maximum time spent logged into system over certain period;
 - iv. Opting out of gaming for a period of time up to one month is called a TIME-OUT (shorter period than that of self-exclusion).
 - v. Self-excluding themselves from betting for a period of time or permanently.

8. Setting Limits

We would encourage players to set limits on their accounts to manage their betting, and to be aware of what they are spending, losing or the time they play.

If a player tries to make changes to any active limitations set, the following rules will apply:

- i. If the change request seeks to decrease the cash limit set to spend then such a request will be activated immediately upon receipt by Customer Support Department.
- ii. If the change request seeks to increase the cash limit set to spend then such a request will not come into effect until 7 calendar days since the last limitation relating to the subject was enforced.

9. Time-Out

9.1. Should any player need to limit their gaming or even take a break, the Company encourages the player to contact our Customer Support Department. Time-Out is a facility that allows a player to take a short break from sports betting with us. Players can select from a period of 24 hours, 48 hours, 7 days, 30 days.

9.2. Once the opt out session has begun then the player cannot use the account for betting. They can however log on to withdraw any remaining balance.

9.3. If the change seeks to increase the amount of time you have set to opt out of betting, then such request will be activated immediately upon receipt by Customer Support Department.

9.4. If the change seeks to decrease the amount of time set to opt out of betting, then such a request will not come into effect until 7 calendar days since the last limitation relating to the subject was enforced.

10. Self-Exclusion

10.1. Self – exclusion is a formal process whereby a customer will request us to prevent them from being able to access our products or services for a specified period, or in some cases indefinitely.

10.2. Players can self- exclude for 1 month, 6 months, 1 year, 2 years, 5 years or indefinitely.

10.3. Once a self – exclusion has been activated customers cannot access their account. An arrangement will be made to pay any balance on the account.

10.4. A self-exclusion cannot be overridden, cancelled, or changed until the period by which the self-exclusion finishes has been reached.

10.5. When the period of the self-exclusion has finished, and the customer wishes to re-open their account they must contact the Customer Support Department and request this. The account will be reinstated once a period of 24 hours has elapsed, giving the customer a cooling off period to decide if it is the correct decision.

10.6. Customers can also extend their self-exclusion following the normal guidelines for exclusion.

10.7. During Time-Out and Self-exclusion, the Company will do everything to suppress any marketing sent to any customers who have opted for these measures.

11. Fair and open Gaming

11.1 All bets will be accepted in accordance with the current LINE - a list of Markets with the fixed odds and winning coefficients established by the Company.

The odds can be changed by the Company after the bets are placed, but the conditions of bets remain intact.

Clients should check for all possible changes in the odds prior to placing the bet.

11.2. You will find a full set of fair play rules detailing how any bets are settled on our website.



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Date: 29.07.2025