

Responsible Gaming

YouGMedia B.V. is committed to responsible gaming as its cornerstone, principal policy.

Being a responsible company means protecting the young and vulnerable, preventing underage betting and any fraudulent or criminal behavior, and protecting customer's information.

1. Our Commitment

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

The Company considers itself to be a world class service provider offering value to players seeking enjoyable and honest betting service through the use of specialized and tailor-made odds.

1.2. For the majority of 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 most enjoyable betting experience and would therefore recommend the following to our customers:

- Sports betting should be entertaining and fun

- Betting has to 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 spend, 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

4.1. Gamblers Anonymous, international fellowship assisting problem gamblers can be visited at: www.gamblersanonymous.org.uk.

4.2. Gambling Therapy provides support and counselling for anyone adversely affected by gambling: www.gamblingtherapy.org.

4.3. The Responsible Gaming Website, operated and run by the National Betting Authority: <http://responsiblegaming.gov.cy/>.

The website <http://responsiblegaming.gov.cy/>, currently offers services that include information on gaming addiction and advice, to those affected by gaming.

It will offer visitors a chance to answer a questionnaire to learn about their type of addiction, and also offers the opportunity to use an application on the site to help manage their finances.

This site offers support and advice in the Greek language for anyone, including friends and families who may feel at risk from betting or who have been adversely affected by gaming.

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.

We carry out age verification checks on all customers.

Please note that anyone under the age of 18 found to be using the site will have any winnings forfeited and may also be reported to the law enforcement authorities.

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 allowing 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)

Should any player need to limit their gaming or even take a break, the Company encourages the player to contact our Customer Support Department. The following types of requests can be submitted:

- 7.1. Limitation of maximum cumulative amount player can wager over certain period of time (day, week, month);
- 7.2. Limitation of an amount player can lose over certain period of time;
- 7.3. Limitation of maximum time spent logged into system over certain period;
- 7.4. Opting out of gaming for a period of time up to one month is called a TIME-OUT (shorter period than that of a self-exclusion).
- 7.5. Self-excluding themselves from betting for a period of time or permanently.

8. Setting Limits

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

9. Time-Out

9.1. This is a facility that allows a player to take a short break from sports betting with us. They 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.

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 of time, or in some cases indefinitely.

10.2. They can self- exclude for a period of time 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 the 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 selfexclusion 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 Support 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. The customer 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. Making Changes to limits/ time-outs Limits

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

11.1. If the change request seeks to decrease the cash limit set to spend then such request will be activated immediately upon receipt by Support.

11.2. If the change request seeks to increase 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.

11.3. If the change request seeks to decrease the amount set that a player can lose then such request will be activated immediately upon receipt by Support.

11.4. If the change seeks to increase the amount set that a player can lose then such a request will not come into effect until 7 calendar days since the last limitation relating to the subject was enforced.

12. Time-Out

12.1. 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 Support.

12.2. 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.

13. Fair and open Gaming

13.1. 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 conditions of bets remain intact.

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

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