

Responsible Gaming

We are committed to providing a safe and enjoyable online gaming experience to our users by endorsing responsible gaming as a policy of customer care and social responsibility.

We have developed a responsible gaming policy to promote responsible gambling practices and prevent potential harm associated with gambling.

We believe it's our responsibility to educate and inform our players about the risks and benefits associated with gambling and support those that are experiencing or at risk of developing gambling problems and direct them to the appropriate services.

How to control gambling habits

We promote responsible gambling by encouraging our users to maintain control of their gambling habits.

To do this, we encourage our users to:

1. Manage their gambling behaviour by setting limits on their spending and time;
2. Only gamble when they can cover the losses; and
3. Avoid chasing losses.

Our website provides a self-exclusion feature that allows users to temporarily or permanently block their access to our platform. You can find more information on self-exclusion in our **"Self-Exclusion"** policy.

Identifying a gambling problem

There are many ways of identifying if you or someone you know has developed a gambling problem. We have set out a list of examples below for your reference:

- Needing to gamble with increasing amounts of money to get the same thrill
- Trying to control, cut back or stop gambling, without success
- Feeling restless or irritable when you try to cut down on gambling
- Gambling to escape problems or relieve feelings of helplessness, guilt, anxiety or depression
- Trying to get back lost money by gambling more (chasing losses)
- Lying to family members or others to hide the extent of your gambling
- Risking or losing important relationships, a job, or school or work opportunities because of gambling
- Asking others to bail you out of financial trouble because you gambled money away

If you wish to speak with someone on this issue, please refer to the **"Gambling Counselling Organisations"** section below. Here, you will find reputable and confidential gambling help services that can support you.

Self-exclusion

Our platform also provides an option of self-exclusion for our users. Self-exclusion can help users break the habit of gambling and regain control by blocking their access to the platform for a set period of time (minimum six months).

Gambling Counselling Organisations

1. GamCare

Gam Care offers free information, support and counselling for people who have problems with gambling. It runs a confidential helpline (0845 6000 133) and offers face-to-face counselling.

You can visit their website on www.gamcare.org.uk for more resources and advice.

2. Gamblers Anonymous

Gamblers Anonymous is an international fellowship of people that share their experiences to solve their common gambling problem and help others do the same. They follow a 12-step programme and offer various aids for compulsive gamblers.

You can find a meeting near you or contact them on their website at www.gamblersanonymous.org.uk.

3. Gambling Therapy

Gambling Therapy offers free practical advice and emotional support to anyone affected by compulsive gambling. It provides online forums and self-help tools. You can contact them on their website at www.gamblingtherapy.org.

Underage Gambling

Gambling under the age of 18 is illegal. At Winnables, we are committed in carrying out age verification checks on all customers who use payment mechanisms available to under 18s and perform random age verification checks on customers using other funding mechanisms.

Anyone under the age of 18 found to be using the site will have any winnings forfeited and be reported to the relevant authorities.

Filtering Systems

Underage gambling can be prevented by using appropriate filtering monitoring systems that block access to gambling websites and services and regulate underaged access to the internet.

We have set out parental filtering solutions to select from below:

Net Nanny™ www.netnanny.com

CyberPatrol www.cyberpatrol.com