

Responsible Gaming Policy

elitbahis.com is operated by **Venus International B.V.**, a company incorporated under the laws of Curaçao with Company Number **164106**, and licensed by the **Curaçao Gaming Authority (CGA)** to offer games of chance under license number **OGI/2024/1127/0766**, in accordance with the National Ordinance on Games of Chance ("LOK").

Venus International B.V. is committed to ensuring that gambling on elitbahis.com remains an enjoyable form of entertainment and does not cause harm to players or vulnerable persons. This Responsible Gaming Policy has been adopted in line with the **CGA's Responsible Gaming Policy for Licensed Operators (Version 1.0, 2025)** and the applicable Curaçao legislation.

1. Our Approach to Responsible Gaming

Gambling should always be:

- **A form of entertainment**, not a way to make money or solve financial problems
- **A personal choice**, made freely and without pressure
- **Safe and controlled**, with clear tools to help players stay within their limits

We integrate responsible gaming principles directly into our business model, systems, and daily operations, as required by the CGA for all licensed B2C operators.

2. Protection of Minors (Under 18)

- Access to our services is **strictly prohibited for anyone under 18 years of age**.
- Age verification checks are performed during registration and may be repeated at any time.
- If we have any doubt about a player's age, we may suspend the account and request additional documentation.

We strongly encourage parents and guardians to use parental control tools to prevent minors from accessing gambling websites.

3. Information & Transparency

We provide clear and accessible information about:

- How our games work
- Responsible gaming tools and limits

- The risks associated with gambling
- Where to find professional help and support

This Responsible Gaming page is available in **English and in the language(s) of our target markets**, as required by the CGA's policy on information accessibility.

4. Self-Assessment: Check Your Gambling Behaviour

We encourage players to regularly reflect on their gambling behaviour.

If you recognize several of the following signs, you may be at risk of developing gambling-related problems:

- You spend more time or money on gambling than you planned
- You chase losses or try to win back money quickly
- You hide your gambling from family or friends
- You gamble with borrowed money or use funds needed for rent, bills, or other essentials
- You feel anxious, irritable or depressed when you cannot gamble

if these statements feel familiar, we strongly recommend using our **cooling-off** or **self-exclusion** options and seeking professional help.

5. Behaviour Tracking & Proactive Intervention

In line with the CGA Responsible Gaming Policy, we use behaviour-tracking mechanisms to identify potential problematic gambling patterns, such as:

- Rapid and repeated deposits
- Frequent cancellations of withdrawal requests
- Strong increases in time or money spent on gambling
- Repeated changes to limits or responsible gaming settings

Where our systems or staff identify such behaviour, we may:

- Contact the player with information about responsible gaming
 - Offer or apply additional limits
 - Recommend cooling-off or self-exclusion
 - In severe cases, restrict or close the account in order to protect the player
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6. Player Tools – Staying in Control

We provide a range of **Responsible Gaming tools** as required by the CGA's mandatory elements (age verification, information access, self-assessments, behaviour tracking, cooling-off, self-exclusion, deposit limits, and staff training).

6.1 Deposit Limits

You can set **daily, weekly, or monthly deposit limits** in your account settings.

- Once a limit is reached, further deposits will not be accepted for the relevant period.
- Requests to **lower** limits take effect as soon as reasonably possible.
- Requests to **increase** limits may be subject to a waiting (cooling) period before they take effect.

6.2 Session & Reality Checks (if implemented in your product)

We may provide on-screen messages that remind you of:

- How long you have been playing
- How much you have wagered and won/lost in the current session

These “reality checks” are designed to help you keep track of your time and spending.

6.3 Cooling-Off Periods

If you feel you need a short break, you can request a **Cooling-Off Period**, for example:

- 24 hours
- 7 days
- 1 month

During a cooling-off period you will not be able to deposit or wager. You may still be able to log in to withdraw existing funds, depending on applicable settings and legal requirements.

6.4 Self-Exclusion

If you believe gambling is harming you or you are at serious risk, you can request **Self-Exclusion** from our services for a longer period (e.g. **6 months, 1 year or more**).

- During self-exclusion you cannot gamble with us.
- Marketing communications to you will be stopped where technically feasible.
- Self-exclusion cannot be cancelled before the selected period expires.

Self-exclusion is a serious measure designed to protect you. If you are considering it, we encourage you also to contact a professional support organization.

7. Advertising & Marketing

Our marketing and promotional activities follow the principles laid out in the CGA Responsible Gaming Policy:

- We do **not** knowingly target minors or vulnerable persons.
 - We avoid misleading statements, such as portraying gambling as a solution to financial or personal problems.
 - Bonus offers and promotional terms are presented clearly and transparently.
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8. Staff Training & Internal Responsibilities

We appoint a **Responsible Gaming function** within our organization. Until a dedicated Responsible Gaming Officer is appointed, this role may be fulfilled by a designated Compliance Officer, as allowed by the CGA policy.

Our staff receive regular training on:

- Recognizing signs of problematic gambling
- Interacting sensitively and appropriately with at-risk players
- Applying responsible gaming tools and restrictions
- Escalation procedures and documentation

The Responsible Gaming function reports at least once every 12 months to senior management on the effectiveness of this policy and recommends operational or policy improvements, in line with CGA requirements.

9. Getting Help

If you feel that gambling is no longer fun and is starting to cause problems, we strongly encourage you to seek help.

You can:

- Use our **cooling-off** or **self-exclusion** tools
- Contact our **Customer Support** team for information on responsible gaming and support options
- Reach out to professional support organizations in your country (gambling addiction helplines, counselling services, or mental health professionals)

Our support team can provide details of relevant support services based on your location.

10. Contact Us About Responsible Gaming

If you have any questions about this Responsible Gaming Policy or need help using any of the tools described above, please contact us:

- **Email:** support@elitbahis.com
- **Live Chat:** available on the website

We will handle all responsible gaming queries with sensitivity, confidentiality, and priority.

11. Policy Review

This Responsible Gaming Policy is part of our licensing obligations under the LOK and the CGA Responsible Gaming Policy for Licensed Operators. It is reviewed regularly and updated as needed to reflect:

- Regulatory changes
- Best practices in responsible gaming
- Internal monitoring and audit findings

Any material changes to this policy may be notified to the Curaçao Gaming Authority as required.