

RESPONSIBLE GAMBLING POLICY

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This Responsible Gambling Policy explains the tools and resources we offer to help you maintain a healthy balance while playing on our platform.

Your enjoyment and safety matter greatly to us. Our commitment includes providing easy-to-use features that help you manage your play responsibly. Please read this policy carefully to understand all the options available.

Our Commitment to Responsible Gambling

At CSGO Empire, we want your experience to be enjoyable, safe, and always within your control. It's important for us that you are in control of your gambling, stay within your limits, and know what tools we offer to help you limit or stop gambling on your account.

We know that gambling can sometimes feel too exciting. It's easy to lose track of time or money spent. That's why we have specific tools in place. These help you set clear boundaries around your activity.

We share responsibility with you for maintaining control. While we provide helpful resources, managing your play is ultimately your choice.

Responsible Gambling Tools

Here are the tools you can use on CSGO Empire to manage your gambling experience responsibly. Each tool can be customized easily from your account settings:

1. Time-Out (Temporary Break)

Sometimes you need to step away. We offer temporary breaks where your account access is suspended:

- Choose from 1, 3, 7, 14, or 30 days.
- Your account automatically reactivates when your chosen period ends.
- Access cannot be restored earlier than the selected duration.

2. Self-Exclusion (Longer Break)

For extended breaks from playing, consider self-exclusion:

- Available periods are 1 year, 3 years, 5 years, or indefinitely.
- For indefinite exclusions, a minimum of 1 year or the requested self-exclusion period must pass before reactivation is possible.
- A 7-day waiting period applies after you request reactivation from an indefinite exclusion.
- During exclusion, you won't receive marketing or promotional communications.

3. Permanent Account Closure

In cases where you prefer not to return to playing at all, you may permanently close your account:

- Permanent closures are final. You cannot reopen your account afterward.
- Requests must be confirmed in writing to our customer support team.
- You must clearly acknowledge understanding that this action is irreversible.

Tips for Responsible Gameplay

Use these tips to ensure your gambling remains fun and stress-free:

- Set clear time and budget limits before you start playing.
- Never spend money you cannot afford to lose comfortably.
- Take regular breaks during gameplay sessions.
- Avoid playing when you feel upset, anxious, or overly excited.
- Do not attempt to chase losses or wins.
- Recognize gambling as entertainment, not as a way to earn money or escape from reality.
- If your mood or situation changes negatively, consider pausing your gameplay.

Self- Assessment Questions

Ask yourself these questions to identify potential risks:

1. Have you ever neglected important responsibilities in order to gamble?
2. Have you repeatedly failed to stop or limit your gambling?
3. Do you borrow money or sell personal items to continue gambling?
4. Do you lie or hide your gambling activity from family or friends?
5. Do you feel guilty or stressed about the amount of time or money you spend gambling?
6. Has gambling negatively impacted your relationships, work, or emotional well-being?

If you answered “yes” to several questions, we strongly encourage you to use our responsible gambling tools immediately. Contact our customer support for further guidance.

Protection of Minors

We strictly prohibit underage participation on our platform. We verify user identities carefully to prevent minors from accessing our games.

If minors have access to your devices, we recommend using parental control software such as:

- NetNanny: <https://www.netnanny.com/>
- Cybersitter: <https://www.27labs.com/>

These tools help prevent minors from accessing inappropriate content online, including gambling websites.

Recognizing Problem Gameplay

Recognize signs of problematic gambling behaviors, such as:

- Spending beyond your financial limits.
- Gambling to escape problems or relieve stress.
- Becoming irritable when not playing.
- Skipping work, school, or family events due to gambling.
- Experiencing anxiety or depression linked to your gambling activities.

If these signs seem familiar, reach out to professional support immediately.

Independent Support and Resources

Several independent organizations offer professional help and support:

- Gamble Aware: <https://www.gambleaware.org/>
- Problem Gambling Foundation: <https://www.pgf.nz/>
- Responsible Gambling Council: <https://www.responsiblegambling.org>

These resources can provide confidential guidance and support if you're experiencing any gambling-related difficulties.

Our Right to Enforce Limits

At CSGO Empire, we reserve the right to proactively apply responsible gambling measures. We do this if we believe a player may have trouble controlling their gambling behavior. This is part of our commitment to protect your well-being.

Contacting Us

If you have questions or need assistance regarding responsible gambling:

- Support: support@csgoempire.com

Our trained customer support team is always ready to help you maintain a positive gambling experience.

Together, let's keep your experience on CSGO Empire fun, safe, and controlled. Your well-being is our highest priority.