

Responsible Gaming and Self-Exclusion Policy

Introduction

This Responsible Gaming and Self-Exclusion Policy (hereinafter referred to as the "Policy") is instituted by HNA Gaming (hereinafter referred to as the "Company") to affirm our unwavering commitment to promoting responsible gaming practices. Recognizing that gaming is an enjoyable form of entertainment, the Company is also acutely aware of the potential risks it poses for certain individuals. This Policy delineates the principles, guidelines, and procedures that govern responsible gaming and self-exclusion, ensuring that our services are rendered ethically and responsibly.

Responsible Gaming Principles

1. Setting Limits

The Company encourages all users to maintain control over their gaming activities by setting personal limits. We offer several tools to help users manage their gaming behavior effectively:

- **Deposit Limits:** Users can set daily, weekly, or monthly deposit limits to control the amount of money they spend.
- **Wagering Limits:** Users can establish limits on the amount they wager over a specified period.
- **Session Time Limits:** Users can set limits on the duration of their gaming sessions to avoid excessive play.

2. Self-Assessment

We urge our users to regularly evaluate their gaming habits. It is crucial to ensure that gaming remains a form of entertainment rather than a compulsive activity. We provide self-assessment tools to help users identify signs of problematic gambling behaviors such as:

- Pursuit of losses
- Increasing frequency or duration of play
- Neglect of personal or professional responsibilities

3. Awareness

Educating our users about the risks associated with gambling is a fundamental aspect of our responsible gaming strategy. We provide educational resources that cover:

- Indicators of problem gambling
- Consequences of excessive gambling
- Steps to seek help and support

Self-Exclusion Definition

Self-exclusion is a voluntary process whereby a user opts to refrain from participating in any gaming activities for a specified duration. This period can be temporary or permanent, based on the user's preference.

Terms and Conditions

By electing to self-exclude, users agree to the following terms and conditions, which are effective immediately upon receipt of a confirmation email. This email will be sent to the address registered with the user's account, indicating the start and end dates of the self-exclusion period.

Requests and Procedures

1. Self-Exclusion Request

Users wishing to self-exclude must submit their request via email to the Company's customer support team. Requests made through the chat function will not be acknowledged; users will be redirected to the designated email service for such requests.

2. Initial 24-Hour Cooling Off Period

Upon receipt of a self-exclusion request, the user's account, along with any linked accounts, will undergo a mandatory 24-hour cooling-off period. During this time, all gaming activities will be suspended.

3. Confirmation of Self-Exclusion Duration

After the cooling-off period, users will receive an email confirming the duration of their self-exclusion, which can range from 1 day to 1 year or permanent exclusion. Any deviation from these predefined timeframes is not permitted. If the user does not respond within an additional 24 hours, the account will be reactivated.

Permanent Self-Exclusion

Users opting for permanent self-exclusion must specify this preference during the self-exclusion process. The Company may enforce a short-term exclusion if it deems it beneficial for the user, with communication provided via email.

Account Balances During Self-Exclusion

Users who have self-excluded are prohibited from maintaining any account balances. Access to accounts for the purpose of withdrawals will be restricted. If there are active bets at the time of self-exclusion, the Cash Out function will be activated. Bets will not be voided or refunded, and they will not remain active during the self-exclusion period.

Benefits and Bonuses During Self-Exclusion

During the self-exclusion period, users will not be eligible to receive any benefits, bonuses, or promotional offers.

Irreversibility of Self-Exclusion

Once a self-exclusion request has been processed, it cannot be reversed or shortened. This applies to both temporary and permanent self-exclusions.

User Responsibility

While the Company takes all reasonable measures to enforce its responsible gaming and self-exclusion policies, users acknowledge their own responsibility. This includes:

- Not attempting to create new accounts
- Not depositing or wagering with undisclosed accounts
- Understanding that any wagers, reward funds, or promotional entries made during the self-exclusion period will be forfeited

Violations and Discretion

Users agree not to attempt to deposit, place wagers, or establish new accounts during their self-exclusion period. The Company reserves the right to close any such accounts upon detection. The Company's obligation is to make reasonable efforts to prevent users from engaging in gaming activities, while users also bear the responsibility of adhering to the agreed terms.

Voluntary Nature of Self-Exclusion

Self-exclusion is a voluntary action initiated by the user. If a user contravenes this request, the Company, its employees, and affiliates are not liable for any resulting losses. Losses incurred during a self-exclusion period will not be reimbursed.

Termination of Wagers and Actions

In cases of non-compliance with self-exclusion, the Company retains the discretion to terminate or void wagers and take appropriate measures. This may include action against users who attempt to conceal the source of their accounts, hindering the Company's ability to block such accounts promptly.

Conclusion of Self-Exclusion

At the end of the self-exclusion period, the user's account will be automatically reactivated. An email confirmation will be sent to the user's registered email address.

Detailed Responsible Gaming Information

For a comprehensive understanding of our responsible gaming practices and self-exclusion policy, please refer to our dedicated Responsible Gaming page:

<https://www.shinywilds.com/en/responsible-gambling>

Policy Review and Updates

This Policy is subject to periodic review and updates. All revisions will be reflected in the effective date noted at the end of this document. We encourage users to review the Policy regularly to stay informed about any changes.