

Zoomba B.V.

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RESPONSIBLE GAMING

[Zoomba B.V.](#) is dedicated to fostering a safe and responsible gaming environment for all its customers. We promote awareness of problem gambling and encourage prevention, intervention, and treatment. Our commitment to responsible gaming is rooted in our core values of honesty, fairness, and reliability.

Our Commitment to Responsible Gaming

At [Zoomba B.V.](#), we strive to minimize the negative effects of gambling and encourage our customers to play responsibly. We offer a broad range of games and entertainment options designed to provide a high-quality gaming experience. We take full responsibility for our products and the environment in which they are enjoyed.

Our goal is to provide the safest, most innovative gaming platform available for adults. We support all players in making informed, responsible choices, and offer tools that help customers manage their betting activities. Our platform is built on the principles of fairness, transparency, and customer protection, ensuring that all users can enjoy our services within their own limits.

Responsible Gaming Principles at [Zoomba B.V.](#)

[Zoomba B.V.](#) bases its responsible gaming policy on three key principles: player safety, game integrity, and protection against problem gambling. In collaboration with research institutes, associations, and therapy organizations, we work continuously to build a secure, reliable, and responsible framework for online betting.

Player Safety

The safety of our players is paramount. [Zoomba B.V.](#) ensures that minors are prohibited from participating in gaming activities, and we work to protect player privacy when handling personal data and payments. We monitor the fairness of our games and ensure that all random outcomes are verified by independent organizations. Our marketing strategies also prioritize player protection and fairness.

Protection Against Gambling Addiction: Research, Prevention, and Intervention

For the majority of users, betting is a form of entertainment. However, for some individuals, gambling can become a problem, leading to potential addiction. [Zoomba B.V.](#) recognizes the signs of problem gambling and takes proactive steps to address them, including banning users who show signs of gambling addiction from accessing certain products or the platform as a whole.

We also offer guidance and support by connecting users with professional organizations that can provide advice and treatment for gambling-related issues.

Self-Responsibility and Prevention

[Zoomba B.V.](#) believes that self-responsibility is the most effective form of prevention. While we provide our customers with tools to control their gambling, individual responsibility plays a key role in maintaining a safe gaming experience. We encourage our players to use the tools provided and offer full transparency regarding the resources available for professional support.

Protection of Minors

is committed to preventing minors from participating in gaming. We require all users to verify their age during registration and strictly enforce the legal age requirement for gambling. Additionally, we recommend that parents and guardians use filtering software to restrict access to unsuitable content. We also encourage customers to store their account details securely and not share them with anyone.

Our Responsibility Towards Customers

While we offer a variety of gaming options for entertainment, we recognize that some customers may struggle to assess risks or set limits. We take responsibility for ensuring that these users are not able to access products that they cannot enjoy responsibly. Our platform is designed to support users in making informed choices, with various tools available to manage their betting experience.

Understanding Responsible Gaming Behavior

Responsible gaming behavior is characterized by moderation, and it should not negatively impact a person's lifestyle, financial situation, or health. Addiction to gambling, recognized as a psychological disorder, can lead to severe consequences for individuals and their families. The symptoms of gambling addiction may include increasing bet sizes, unsuccessful attempts to quit, and the use of gambling as a means to escape life's problems.

If you recognize any of the following signs in your own behavior, it may indicate the presence of a gambling problem:

- You think about gambling constantly.
- You increase the size of your bets over time.
- Attempts to control your gambling behavior are unsuccessful.
- You feel angry or frustrated when limits are imposed.
- You use gambling to escape personal problems or stress.
- You lie about your gambling behavior or engage in illegal activities.
- Your relationships with family or colleagues are negatively affected.
- You borrow money to fund your gambling activities.

How to Gamble Responsibly

To maintain a healthy and enjoyable gaming experience, we recommend the following guidelines:

1. Treat gambling as entertainment, not as a way to make money.
2. Set a time limit for gambling and take regular breaks.
3. Only bet with money you can afford to lose.
4. Set a gambling limit and stick to it.
5. Do not increase your set limit.
6. Never chase losses by continuing to gamble after reaching your limit.
7. Avoid gambling under the influence of alcohol or drugs.
8. Do not gamble when feeling stressed or emotionally upset.

Self-Exclusion, Time-Outs, and Reality Checks

offers tools such as self-exclusion, time-outs, and reality checks to help users manage their gaming behavior:

- Self-Exclusion: Users can exclude themselves from their account for periods ranging from six months to five years. During this time, users cannot access their accounts, and [Zoomba B.V.](#) will prevent them from creating a new account. Marketing communications will also be halted during this period. After the self-exclusion period, users can contact customer support to reopen their accounts after a 24-hour waiting period.
- Time-Outs: Users can apply a time-out for 24 hours, one week, one month, or two months to help manage their betting behavior.
- Reality Checks: [Zoomba B.V.](#) allows users to set time reminders at intervals of 10 minutes, 20 minutes, 30 minutes, 1 hour, 2 hours, 4 hours, 6 hours, or 8 hours. These reminders help users track their time spent gambling.

Permanent Account Closure

If a customer wishes to permanently close their account due to gambling concerns, they should contact customer support immediately. Once the closure process is completed, the account cannot be reopened.

At [Zoomba B.V.](#), we are committed to providing a responsible, safe, and enjoyable gaming experience for all users.