

Games & More BV

Company No. 149948 – Hanchi Snoa 19, Trias Building – Curaçao
CGA Licence No. OGL/2023/121/0086

Responsible Gaming Policy

Please read this information carefully for your own benefit to help avoid gambling addiction.

Games & More BV is committed to providing high-quality services by offering the best possible gaming experience in a **responsible gaming environment**.

As part of our commitment, we aim to prevent **compulsive use** of our services and **underage access** to our gaming products. While gaming can be entertaining, you should play responsibly and understand that gambling is a leisure activity, **not** a way to make money. Never risk money you can't afford to lose.

Gambling can become addictive and lead to serious consequences, such as **bankruptcy, criminal behavior**, and negatively affect **relationships, work performance**, and **academic progress**.

Games & More BV operates in full compliance with the Curaçao National Ordinance on Games of Chance (LOK), Article 5.1(d), and the Curaçao Gaming Authority Responsible Gaming Policy. We take proactive measures to prevent compulsive gambling and underage access as part of our regulatory obligations.

Games & More BV prioritizes customer well-being and takes all possible measures to provide a **safe and reliable gaming environment**. Please consider the following tools and guidelines to help manage your gaming behavior:

Player Protection Tools

The following options are available to help you control your time and spending on any Games & More BV white-label site:

- **Wagering Limits** – Control the amount you wager.
- **Deposit Limits** – Limit how much you can deposit.
- **Loss Limits** – Ensure you don't go over budget.
- **Reality Checks** – Get real-time updates on your session progress.
- **Self-Exclusion** – Take a break from gambling if needed.

Players can set deposit, loss, wagering, and time limits daily, weekly, or monthly. Limit increases will take effect only after a mandatory 24-hour cooling-off period; decreases apply immediately. Reality checks and session time limits are available and can be adjusted in the account settings

We recommend setting these limits before starting to play.

Protection of Minors

According to Curaçao and international laws, **internet users under the age of 18** are prohibited from accessing online betting platforms.

Games & More BV actively prevents underage access to its site and ensures that all advertising, sponsorship, and promotions **do not target individuals under 18**.

We perform **strict age verification procedures** and reserve the right to request legal documents at any time to:

- Verify age and identity;
- Block access by banned users;
- Ensure secure payments.

We require proof of age upon registration or first deposit. Accepted ID includes passport, national ID, or driver's licence. Accounts failing verification within this timeframe will be suspended. IP address and geolocation checks are used to prevent underage access

Accounts may be suspended until verification is complete.

Parental Responsibility

We strongly advise guardians to:

- Limit minors' online time.
- Install **parental control software** to block inappropriate websites and apps.

If you share a device with minors, make sure they **cannot access usernames, passwords, or banking information**.

Recommended parental control software includes:

- **NetNanny**
- **GamBlock**

We regularly verify the age of our users. If we are unable to confirm your age, we may request additional documentation. Access to your **gambling account may be restricted**, and **funds frozen**, until verification is complete.

 While the legal gambling age is typically 18 in most countries, **you are responsible for ensuring your registration is legally compliant**.

Parents/guardians can use software such as NetNanny (www.netnanny.com) or GamBlock (www.gamblock.com) to restrict access to gambling sites. Store credentials securely and out of reach of minors.

Self-Exclusion Options

If you feel the need to limit your gambling activity, we offer a **voluntary self-exclusion service**, allowing you to restrict or close your account for one of the following periods:

- 1 day
- 1 week
- 1 month
- 6 months
- 1 year
- **Permanently**

Self-exclusions will be recorded in the CGA National Self-Exclusion Register (when implemented) to ensure they apply across participating operators

Effects of Self-Exclusion

Once your account is self-excluded:

- It will be closed for the selected period;
- You won't be able to log in, deposit, place bets, or participate in games;
- After the period ends, you'll regain access within **24 hours**;
- You won't receive marketing communications;
- You may request a withdrawal of remaining funds by contacting **customer support**.

Creating a new account during self-exclusion is a **violation of our Terms of Service** and may result in a **permanent ban** and **forfeiture of funds**.

Reactivation will only be possible after a mandatory 24-hour cooling-off period following expiry of the self-exclusion.

Self-exclusion is final for the selected duration and cannot be lifted early.

Do You Need Self-Exclusion?

Ask yourself the following:

- Is my spending out of control?
- Have I been spending less time with family and loved ones?
- Am I recovering from an addiction?
- Do I gamble under the influence of alcohol or drugs?
- Have I lied about how much time or money I spend gambling?

If you answered "**yes**" to any of these, we strongly encourage you to self-exclude and seek help from professional organizations such as:

- **GamCare**
- **GambleAware**

You can also contact the Curaçao Addiction Prevention Foundation, Tel: +5999 XXX XXXX, for confidential local assistance.

Self-Exclusion for Non-Registered Users

If you **do not have an account** but wish to be excluded from registering one on our platform, you can contact our support team:

 **Email:** gmbvcuracao@gmail.com

Non-registered users requesting exclusion must provide full name, date of birth, and government-issued ID. Data will be stored securely for at least five years in line with LOK requirements.

Behavioural monitoring procedures:

We monitor player activity to detect patterns of potential gambling harm. This includes sudden increases in deposits, frequent limit changes, and extended sessions. If detected, we may issue warnings, offer limits, or suspend the account.

Staff training obligation:

All operational and support staff receive annual training on recognising gambling harm, handling exclusions, and meeting LOK and CGA obligations.

Annual Policy Review:

This policy is reviewed annually and updated as needed to remain aligned with laws, CGA guidelines, and best practices.