

Responsible Gaming
Responsible Gaming Policy

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Please read this Policy carefully to understand how you can protect yourself from adverse side effects that might appear when participating in gambling services, such as games of risk, games of skill, and games of chance, sports and e-sport bets but not limited to addictions and financial losses. Suppose you disagree with our policies, terms, and practices. In that case, you may not access our website or use any service offered, disregarding whether the Company or its third-party partners provide them. All services on the website and access to it are conditioned on your acceptance of these terms. You agree to only use our services under the conditions mentioned in our terms by opening an account and accessing our website.

Definitions:

Website: refers to luckybet.co and www.luckybet.co

The Company, We, Us or Our: refers to LBC Enterprises, incorporated and registered in Curacao with company number 164426, whose registered office is at Chuchubiweg 17, Willemstad, Curaçao.

Terms: refers to this agreement made up of the Terms of Service, Privacy Policy, KYC-AML-CFT Policy, and Responsible Gambling Policy.

Account refers to a player's user account created on luckybet.co under this agreement.

User, Customer or Player refers to any natural individual using services on luckybet.co.com under the terms.

Game: refers to any gambling services on the website, including games of skill, games of chance, and games of risk and sports bets.

Bet: refers to every participation in any game on the website

Service: refers to all Games, Chat rooms and Support interactions on the website.

Third-party partner: refers to all of the Company's business associates. Responsible Gambling (R.G.)

For us, gambling is entertainment, fun, and excitement; the same applies to most users and customers. But the Company and its third-party partners also consider the possibility of adverse side effects being caused by participating in gambling services, which may apply to some of our users and customers. Medical science has recognised pathological gambling as a severe sickness for many years.

We have been dealing with this concern prior to offering any services and it is extremely important to us that our users don't become addicted. We do our best to help prevent the

adverse effects of gambling. Under “Responsible Gambling,” we understand multiple steps and measures a gambling provider can help its customers keep control. We do not only aim to prevent any issues but also assist wherever we can in creating a healthy environment.

The essential instrument against adverse side effects that participation in gambling services can cause is knowledge and education, especially about gambling risks, to support our user’s self-control. We do this to ensure they do not suffer from adverse side effects and enjoy our services to the full extent.

Information regarding Responsible Gambling

Our support will always help you via E-Mail and live support without additional charges. The Lucky Bet support team and the Lucky Bet compliance team might not always be available, but we aim to respond to your request as quickly as possible. You can find the contact details at the bottom, in the Contact Section of this Policy.

Our support will not give out any personal data without your consent to anyone else besides the occasions explained in our Privacy Policy. Please go through our Privacy Policy to find out when and what personal data we share, including but not limited to government agencies and third parties. All sensitive information will be handled with great caution.

Also, you can take a self-test to find out, if you are already gambling addicted at <https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/>

And you can also find additional information about gambling addictions and the adverse side effects that they may cause at:

<https://www.begambleaware.org/safer-gambling/>

Further general information regarding the topic and free support you can find at: <https://www.gamcare.org.uk/>

Helpful hints for responsible gambling at Lucky Bet.com

As the essential tool in the prevention of gambling addictions and other adverse side effects is knowledge, we wish to share our most valuable tricks, information, guidelines, and tips established together with some of the best specialists in addiction prevention, responsible internet usage and doctors, which recognised the potential danger of pathological gambling in medical science as a severe sickness and risk to modern society. It is crucial to go through them before investing too much in gambling services. This information alone might not prevent gambling addiction and other adverse side effects in all cases but significantly lower the risk and reduce the severity of all potential additions and adverse side effects. To ensure gambling services stay fun and exciting without regretting the adverse side effects for you, please follow the following ten hints and guidelines:

Limit yourself to one account

If you create no more than one account, it is easier to keep an overview of your spending on gambling services and the time you spend with them. Therefore, it is highly advised to create one account. Furthermore, Lucky Bet does not allow you to create multiple accounts without the Company's consent in your interest.

Set yourself a deposit limit

Think about how much money you could afford to spend on gambling services before you deposit or participate in games of risk, games of chance, games of skill or sports bets, including esports. Consider your financial situation, your general lifestyle, and your average income, and play with amounts meant to bring you fun and entertainment. Do not aim to play to earn money or to generate a secondary income. The outcome of every bet is uncertain.

Limit the time you spend on gambling websites

Games of skill, games of chance, games of risk and sports bets, including esports, may be fun but should under no circumstances be your only hobbies. Please ensure you keep the balance in your life and have enough time for your work, family, and other hobbies. It would help if you do not spend more time on the website than you spend with other hobbies, and it is advised to set yourself a time limit on which you can spend on the website.

Do not attempt to win back every loss right away

Accept that you can not win whenever you participate in gambling services. Sometimes it may feel like you have a bad day, and it feels like you cannot win. It might not be enjoyable to end on a loss, but it is highly advised not to deposit again over the limit you set yourself in an attempt to win back your previous loss. It is better to think of gambling the same way you visit a football match or a concert. The money you spent paying for the fun and entertainment is not returning. With gambling, you may have the luck to win or end up even, but just as likely is that you do not get your spent money back. Accept that the outcome is uncertain, and you cannot win every day.

Play smart and responsible

Please do not participate in gambling services when you are under the influence of drugs, alcohol or strong medication that affects your ability to make responsible decisions. Furthermore, the Company advises you not to gamble when you are under extreme pressure, very stressed, have intense mood swings or depression, and are temporarily unable to play responsible or for your fun and excitement.

Take regular breaks

It is essential to take breaks and not sit in front of your electronic device for hours. The doctors we worked with recommended that you take at least five (5) minutes to take a view step every forty-five (45) minutes. Additionally, we recommend taking a few minutes to get fresh air and return to a clear state of mind. Please ensure both your mind and body stay healthy.

Enjoy other services on the website

The Company does not only offer gambling services on the website but also chat services, taking the opportunity to interact with other humans. Therefore, we advise taking a moment to check other services, not gambling, to get a calm state of mind and the possibility to enjoy more than just participating in gambling services.

Socialise

Ensure you spend enough time talking with your friends and family. It is scientifically proven that people in a well-structured social environment are less likely to become addicted. If you cannot meet in person due to the current pandemic, use modern technology to stay in touch with your friends and family or use the chatrooms on the website to enjoy a conversation

with similar-minded people.

Ask for aid early

Please take it seriously if you think you might already get close to addiction or regret participating in gambling services. Take your time to talk with friends or family about it. Additionally, you can contact the Company's support team for advice or a medical specialist free of charge, aiding you in your current situation. Finally, please ensure both your mind and body stay healthy.

Have fun

Most importantly of all, play for fun. If participation in gambling services brings you no more joy, please stop. Enjoy other hobbies until gambling brings you joy and excitement again. If games of risk, games of skill and games of chance bring you no joy anymore, stop entirely. Play for fun, and do not force yourself!

Minor Protection

To use our Service, you have to be 18 (eighteen) years of age or older. Keep your login data and password safe from any minors near you to avoid abuse. You are responsible for safeguarding the password and 2-factor-authentication that you use to access the website, your account, and for any activities or actions from your account.

We recommend that all parents install a filter program or plug-in to prevent minors and children from accessing content and websites not made for them. Please consider installing such a plug-in or filter program to protect your children from potentially harmful content. We can recommend the following programs and plug-ins to parents to protect their children and other minors with access to their electronic devices from accessing harmful content:

Basic Version: <https://famisafeapp.wondershare.com/login.html>

Premium Version: <https://www.qustodio.com/en/free-sign-up/>

Self-Exclusion:

Suppose you get diagnosed with a gambling addiction or try to stay away from all gambling services for a different reason. In that case, we want to assist you in your abstinence from gambling services, especially if they become harmful to you. "Self-Exclusion" means that you exclude yourself from all gambling-related services out of your own choice. You, the Company, or a third-party partner cannot undo this exclusion for a set amount of time unless certain conditions are met. If you wish to self-exclude yourself from all gambling-related services, please message our Lucky Bet support team which will exclude you immediately. Please provide them a period between 6 (six) months and 5 (five) years as duration for your self-exclusion.

Additionally, our Lucky Bet support team will explain all future steps and what is needed from you. The Lucky Bet support team will make it as easy and fast as possible for you. As self-exclusion is a significant limitation of your account, we must ensure you are sure and not someone else is asking on your behalf. If our team can be of any assistance to you, they gladly will. You can find the contact details at the bottom, in the contact section of this Policy.

Please keep in mind that the Self-Exclusion is permanent for your chosen period. The exclusion can and will not be undone for your own protection unless you complete a multiple step process during which your mental state will be assessed to ensure you are in a state of mind that allows responsible gambling. Please understand this evaluation will take multiple days. Additionally, an employee of the Company may judge at their sole discretion if you are in the mental state to participate in gambling services again or not and refuse to grant you access again. You are solely responsible for all damages and losses occurring to you through misinforming the Company's staff members or gambling again. Those evaluations are necessary to ensure you have the time to think about the consequences of participating in gambling services, not limited to games of chance, games of skill, games of risk and sports bets, including esports again, and do not act out of an urge to gamble or a spontaneous decision.

During Self-Exclusion, you are not allowed to create a new account or access any service on the website. Every attempt to create a new account on the website or any attempt to participate in any of the gambling services offered on it during Self-Exclusion is a violation of our terms. It will result in the permanent ban of your original account as well as your newly created or used account.

Temporary Break

If you fear you might get addicted to gambling or wish for a temporary break from all gambling-related services for a different reason, we would like to support you in that choice. A temporary break from all gambling services may help you realise if you are already addicted or help you in other forms. You cannot log into your account on the website for 7 (seven) days during a temporary break. If you wish for a different break length, don't hesitate to contact the Lucky Bet support team; please understand that the break has to be at least 72 (seventy-two) hours and cannot be over 14 (fourteen) days. After that time passes, your account will be automatically unlocked.

The Lucky Bet support team will explain all future steps and what is needed from you. The Lucky Bet support team will make it as easy and fast as possible for you. As a temporary ban is a significant limitation of your account, we must ensure you are sure and not someone else is asking on your behalf. If our team can be of any assistance to you, they gladly will. You can find the contact details at the bottom, in the contact section of this Policy.

Please remember that the temporary break is permanent for the time you agreed with the support. The temporary exclusion can and will not be changed in any way or form. By asking for a temporary break, you accept it as it is and will not circumvent it in any form or way.

During a temporary break, you are not allowed to create a new account or access any service on the website, besides the assistance from our support. Every attempt to create a new account on the website or any attempt to participate in any of the gambling services offered on it during a temporary break is a violation of our terms. It will result in the permanent ban of your original account as well as your newly created or used account. The Company is not liable for any losses that may occur to you, disregarding the losses' nature, if you circumvent the temporary break or violate the terms.

Actions by the Company:

Due to the Company's responsibility to assist in preventing gambling addictions and combating severe harmful side effects, the Company may be forced to act according to the best judgment of its staff. Please understand that these actions may go against your will and restrict your account or deny you access to the website if the Company's staff identifies severe gambling addiction cases, or gets unquestionable information regarding a user who suffers from severe addictions

Restricting your account or denying access to the website against your will is the last resort when we face severe cases with severe harmful adverse side effects.

You acknowledge that the Company may restrict your account or deny you access to the website if the staff undoubtedly knows about a severe gambling addiction you might develop or have in your own interest. The Company, third party partners and license holder are not liable for preventing gambling addictions or adverse side effects. Please gamble responsibly. Additionally, the Company cannot guarantee that its staff can find any upcoming addiction and take measurements before harmful side effects occur. For further questions regarding the Company's staff acts and actions, please get in touch with the support through the information given in the Contact Section of this Policy.

Contact

If you have any questions, issues, suggestions, problems, or feedback, feel free to contact our Lucky Bet Support Team and our Lucky Bet Compliance Team at any time:

By E-Mail: support@luckybet.co

By E-Mail: CS@luckybet.co