

Responsible gaming

Lucky Star (WUNGroup) — lucky-star.game

Lucky Star brand is owned and operated by WUNGroup B.V., a limited liability company incorporated in Curaçao under the company number 160576, with registered business address at Chuchubiweg 17, Willemstad, Curaçao. WUNGroup B.V. has applied for the Gaming license with reference number OGL/2024/1382/0969 to be issued by the Curaçao Gaming Control Board. Under this license, WUNGroup B.V. provides casino games and live casino games, as well as other gaming entertainment. Curacao Gaming Control Board (Gaming Control Authority) is the regulatory body responsible for supervising the operations of WUNGroup B.V. on **lucky-star.game** (hereinafter "**Site**" or "**Website**").

"**WUNGroup B.V.**" hereinafter — "**Lucky Star**", "**We**", "**Us**" or "**Our**";

User hereinafter — "**User**", "**You**" or "**Your**";

Together — "**Parties**".

At **lucky-star.game** we strive to provide the very best experience in casino entertainment. Playing casino games can be very entertaining, so we work tirelessly to ensure it stays that way.

Consequently, the matter of responsible gaming is considered one of the pivotal ones, and we recommend that our customers treat it as such to make sure gaming experience stays always enjoyable and full of fun.

• You Can Limit Deposits

When you decide, you can limit the deposit amount. You can set your limits through your account settings. Limits can be set on a per day, per week or per month basis. Once the specified limit is reached, additional deposits will not be permitted until the new period begins. If the limit is adjusted to a more restrictive setting, the change will take effect immediately. However, if the limit is relaxed, the change will take effect 7 days after the request is made.

• You Can Pass Self-Assessment Test

If it feels like you may have gambling issues, consider the following questions:

1. Have you ever missed any social responsibilities in order to gamble?
2. Do you gamble as a way out from reality?
3. If you lost money gambling, would it make you want to gamble more?
4. Have you ever gambled money set aside for bills, rent, food, etc.?
5. Do you feel like gambling way too much?
6. Has anyone commented that you gamble too much?

7. Would you consider stealing, lying or selling to obtain money for gambling?
8. Do you regularly lose track of time when gambling?
9. Do you choose to gamble instead of spending time with friends or family?
10. Is gambling making you feel unhappy?

If the answer to one or more of these questions is yes, you may have gambling issues and it is recommended that you have a chat with our customer support or get in contact with one of the Non-profit Organizations designed to help with Gambling Issues following the links below:

A) GamCare — <http://www.gamcare.org.uk/>

GamCare is the leading provider of information, advice, support and free counselling for the prevention and treatment of problem gambling.

B) Gamblers Anonymous — <http://www.gamblersanonymous.org/ga/>

Men and women sharing their experience, strength and hope with each other to solve their common problem and help others to do the same. For more detailed questionnaire we encourage you to proceed with its self-assessment via <https://gamblersanonymous.org/20-questions/>

- Reality Check Notification

You can set Reality Check notifications at selected intervals throughout your gaming session, displaying the current session duration and your winnings or losses during that time. When the notification is activated, all financial transactions are paused temporarily, and you must acknowledge that you've seen the alert message. You can then choose to either end your session or continue playing.

- Cooling Off

You can activate a Cooling Off period which allows you to take a temporary break from gambling for 24 hours, 7 days, 1 month or 3 months through your account settings. During this time, you will not be able to access your account to engage in gaming activities. You can choose to suspend access to the entire service, specific game types, or opt-out of all marketing and promotional communications.

This break cannot be shortened, and access to gaming activities will be automatically restored once the period concludes.

Unlike Self-Exclusion, which is a long-term measure that fully excludes you from your account and marketing communications, the Cooling Off period is a short-term option designed to help you reflect and regain control of your gambling habits.

- Self-Exclusion

Self-exclusion gives you the opportunity to take a break from gambling, reduce the risk of harmful behavior, and access support resources, to ensure responsible gaming and well-being.

If you wish to self-exclude, you can use the self-exclusion form in your account settings to select a break from all gaming sections or specific ones (e.g., Slots, Table Games, Fixed Odds Betting, Poker, or other types of games). Once your request is submitted, it will take effect immediately, and you will only be able to access the services again after the set period ends and you confirm in writing that you wish to unblock your account.

Self-exclusion can be set for 1, 3, 5, or 10 years, and cannot be canceled until the specified period expires. Alternatively, you may request a permanent closure, in which case, we will honor the request, and reopening your account will not be allowed.

During the self-exclusion period, you will only be able to withdraw funds that were in your account before the request.

After self-excluding, you will no longer be able to access any other sites under our license. We strongly recommend that you also self-exclude from other gambling sites to maintain full control over your gambling behavior and prevent further harm.

Additional support is available from the following resources:

<https://www.gamblingtherapy.org/>

<https://www.gamcare.org.uk/>

<https://www.gamblersanonymous.org.uk/>

- Underage gambling and Parent control

At Lucky Star, we are committed to creating a safe and responsible gaming environment, including taking proactive steps to prevent underage gambling. We uphold a zero-tolerance policy towards underage gambling. Gambling is strictly prohibited for individuals under the legal age set by the jurisdiction in which they reside.

We strongly encourage parents and guardians to safeguard their accounts and take necessary precautions when sharing devices with minors. This includes securing usernames, passwords, and payment details to prevent unauthorized access.

Additionally, we recommend the use of third-party parental control software to restrict access to gambling websites. While various options are available globally, the following tools serve as effective solutions for parental control and website blocking:

Net Nanny – www.netnanny.com

GamBlock – www.gamblock.com

CyberSitter – www.cybersitter.com

- Behaviour tracking and Responsible intervention

We actively monitor user's behavior for signs of problematic or compulsive gambling. This includes tracking deposit and wagering frequency, extended play sessions, use of multiple payment methods and other behavioral indicators.

Users exhibiting at-risk behavior will be contacted and informed about available responsible gaming tools (including deposit limits, time-outs, and self-exclusion) via trained responsible gaming professionals, and we may take the following actions based on the severity of the situation:

- setting deposit limits to help regulate spending;
- temporarily restricting account access while conducting a thorough review of the user's gaming behavior;
- excluding the user in cases of extreme risk where gambling-related harm is evident.