

1. INTRODUCTION

Play UK Internet N.V. (the 'OPERATOR') sees online casino games as a positive form of entertainment for adults. Most players share this opinion, but there is a small percentage that let gambling become too big a part of their lives. In this section OPERATOR explains how you can protect yourself from adverse effects that might appear when gambling, including but not limited to addiction and financial losses. If you feel that your gambling is a problem, please consider adhering to OPERATOR's self-exclusion program and taking a break from gambling.

2. WHAT IS PROBLEM GAMBLING?

Problem gambling describes a gambling behaviour that has become destructive or damaging to the gambler or to those around them. Problem gambling occurs when a person loses control of their gambling.

3. SIGNS OF PROBLEM GAMBLING

Gambling becomes a problem when it affects a person's daily activities, mental and/or physical health, reputation and relationships, and hurts their finances. Some of the signs of problem gambling are:

- a.) Spending more time or money than intended;
- b.) Arguing with family and friends after gambling;
- c.) After losing at gambling, having an urge to return as soon as possible to win back losses;
- d.) Feeling guilty or remorseful about gambling;
- e.) Borrowing money or selling assets to gamble;
- f.) Missing work or other commitments to gamble;
- g.) Hiding the extent of their gambling.

If you are experiencing one or more of the above signs of problem gambling, please consider taking a self-assessment test to help you understand whether or not you have a gambling problem:

- i. <https://www.begambleaware.org/self-assessment-tool-entry>

4. MAINTAIN CONTROL

OPERATOR recognises that whilst the majority of players gamble for entertainment, there are a small number who may lose control of their gambling. As part of its social awareness, OPERATOR fully supports responsible gambling and wishes to share with you our most valuable tips, information, and guidelines to keep your gambling under control:

- a.) Keep it fun - Most important of all, play for fun. If gambling brings you no more joy, please stop.
- b.) Set your money limits – Before you start playing, decide what you can afford to lose and commit to it. Consider your financial situation, your general lifestyle, and your average income, and play with amounts meant to bring you fun and entertainment.
- c.) Treat gambling as an expense – When you gamble, think of it like buying a cinema ticket — you’re paying a fixed price for the entertainment, not trying to make a profit. That way, anything you might win is a bonus. Do not aim to gamble to earn money or generate a secondary income.
- d.) Limit the time you spend gambling - Gambling may be fun, but it should under no circumstances be your only hobby. Please ensure you keep balance in your life and have enough time for your work, family, and other hobbies.
- e.) Walk away from your losses - If you’ve lost the money that you set as your limit, it’s time to walk away. Trying to win back your losses often leads to even bigger losses, and the chase can start to negatively impact your life.
- f.) Play smart and responsibly - Please do not gamble when you are under the influence of drugs, alcohol, or strong medication that affect your ability to make responsible decisions. Furthermore, OPERATOR 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 responsibly or for fun and excitement.
- g.) Take regular breaks – Gambling for long periods of time makes it difficult to keep track of the time and money you spend while playing. It is essential to take regular breaks to dedicate yourself to other hobbies, your family and to get fresh air to clear your mind from gambling.

h.) Socialise - Ensure you spend enough time with your friends and family. Be sure to find other hobbies that keep you socially active and help clear your mind from gambling.

5. MINORS

To register and play at OPERATOR, you have to be 18 (eighteen) years of age or any higher minimum age as required by the law of the jurisdiction applicable to you. OPERATOR does not entertain players that are not of legal age and has set in place the adequate procedures to identify its players and prevent underage gambling.

6.TIPS TO PROTECT MINORS

In a modern era where the Internet is so readily accessible to everyone, responsible online gambling relies heavily on responsible parenting. In order to ensure child safety on the Internet, OPERATOR encourages its players to:

- a.) Not leave their electronic devices unattended when casino software is running;
- b.) Keep their password and casino app protect;
- c.) Do not save their gambling account password onto their electronic devices;
- d.) Keep their casino account number and payment card(s) out of reach of children;
- e.) Make use of software to prevent their children from accessing inappropriate material. For minor's protection, OPERATOR recommends the following softwares:

- i. <https://famisafeapp.wondershare.com/main/login>
- ii. <https://www.qustodio.com/en/free-sign-up/>

7. SELF-EXCLUSION

If you are concerned about your gambling behaviour and believe or feel that you are at risk of developing a gambling problem or if you have a gambling problem, OPERATOR advises you to consider entering a Self-Exclusion.

7.1. How to Request Self-Exclusion

You can initiate self-exclusion in two ways:

Via your account:

Simply log into your account and select the SELF-EXCLUSION option from the menu. You can choose to self-exclude for a specific period or permanently close your account.

Via customer support:

You may also request self-exclusion by contacting our support team at support@OPERATOR.com. Requests submitted via email will be actioned as soon as practically possible.

7.2. Self-Exclusion Duration Options

You may choose to self-exclude for a set period or opt for permanent account closure. The duration must be specified at the time of your request.

Please note:

Self-exclusion is binding for the selected duration.

Reversing a self-exclusion requires a formal review process to ensure you are in a mental state that supports responsible gambling. This process may take several days and includes multiple verification steps.

7.3. What Happens During Self-Exclusion

Once your account is placed under self-exclusion:

You will not be able to log in or access your account during the self-exclusion period.

If you have chosen permanent self-exclusion, your account will be permanently closed, and you will not be able to access it or open a new account with OPERATOR.

8. CONTACTS

External Contacts

OPERATOR cares about its Players and advises all Players that are experiencing gambling problems to seek professional help. The following organizations are available to provide free and confidential advice on matters of problem gambling:

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

OPERATOR Contacts

If you have any questions regarding OPERATOR's Responsible Gambling Program, please contact our support team:

Lotto247.com

hello@lotto247.com

Lotto247.io

hello@lotto247.io

PlayHugeLottos.com

support@playhugelottos.com