

Responsible Gaming

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Our company supports the generation of online gamblers by offering them a wide range of games and entertainment. We also take responsibility for our product line-up.

The aim of our platform is to provide the world's safest and most innovative gaming environment for adults. The offered clear and safe products allow each user to play within their financial means and to receive the highest quality service. Integrity, fairness, and reliability are the guiding principles of our work. It is therefore clear that we should do our best to avoid and reduce the problems which can arise from participation in gambling, particularly in cases of immoderate playing. At the same time, it is important to respect the rights of those who take part in games of chance to a reasonable extent as a means of entertainment.

Responsible Gaming is based on three fundamental principles: security of the player, security of the game, and protection against gaming addiction. Together with research institutes, associations, and therapy institutions, we work on creating a responsible, secure, and reliable framework for online gaming.

Player security

We take responsibility for the security of our players. Protection of the players is based on forbidding the attendance of the minors from participation in games and the protection of privacy, which involves responsible processing of personal data and payments. Fairness and the random nature of the products offered are monitored closely by independent organizations. Marketing communication is also geared towards player protection: we promise only what players can receive in our transparent line.

Protection against gaming addiction: research – prevention – intervention.

The majority of users who make sports bets, casino bets and other gaming offers play in moderation for entertainment. Certain habits and behaviour patterns (such as shopping, playing sports, eating or consumption of alcohol) which are considered to be normal and not causing any concern can develop into addiction for some people and cause problems. In the same way, bets on sports and gambling can lead to problems for a small group of customers.

Clients with gaming addiction are prohibited from further participation in the gaming line-up. Subsequently the customers are provided with contacts of organizations where they can receive professional advice and support.

Self-responsibility is the most sustainable form of prevention

The basic principle promoted by the company is that the final decision and responsibility on whether to play or not, and how much money can be spent on the game, should be assumed by the customer himself. Self-responsibility of the customer is therefore the most effective form of protection from addiction. The company sees its responsibility in assisting customers by providing transparent products, full information, and maintaining a clear and ethical line of conduct.

Protection of minors

The company does not allow minors (persons under the age of 18) to participate in games or place bets. Therefore, the confirmation of having reached the legal age of majority and the verification of the date of birth are mandatory requirements during registration. The company takes the issue of underage participation in gaming and betting very seriously. To provide the best possible protection for minors, we also rely on the support of parents and guardians. Please keep your account access information (user ID and password) in a safe and secure place.

Furthermore, we would recommend that you install filter software. This software will allow you to restrict the access to Internet resources inappropriate for children and teenagers.

Responsibility towards problems

The company offers a variety of games and betting options designed to provide entertainment for the majority of customers. At the same time, it takes responsibility for its users by offering support and tools to maintain a secure and enjoyable environment, while being mindful of the potential risks associated with gambling.

Clients who experience difficulties in assessing risks, recognizing their own limits, or who suffer from gambling-related issues may not be able to enjoy the products responsibly or perceive them as a form of entertainment. For their protection, the company reserves the right to restrict or block access to its products when necessary.

Get informed with the main issues!

Most people play for pleasure. Moderate participation in games within their financial capacity is fully acceptable. However, for a small percentage of people gambling is not a form of entertainment, it is a challenge that must be considered seriously.

What is the problematic game behaviour?

A problematic game behaviour is considered to be such behaviour which interferes mode of life, work, financial position or health of a person or his family. Long participation in games is counter-indicative to such person as it can lead to negative consequences.

In 1980 the pathological game dependence has been officially recognized and enlisted in the list of psychological diseases of international classification system DSM-IV and ICD-10. It is defined as long, repeating and frequently amplifying inclination for game, despite of existing negative personal and social circumstances, such as a debt, rupture of family relations and delay of professional growth.

In what cases behavior of a person should be considered as dependence?

It is necessary to underline that the diagnoses of game dependence can be qualified only by experts. The material presented on this web-page will help you to estimate and define your own game behaviour.

The special hazard of addictions that are not associated with any substance is that it is very difficult to define the line between pleasure and addiction. Nevertheless, there are some diagnostic signals that may point out the existing problems. In the presence of at least five of the following symptoms, the likelihood of the severe dependence is high:

- 1.The player is deeply involved in gambling; all his thoughts are only about the game.
- 2.Bet sum increases in course of time.
- 3.Attempts to quit or control his participation in the games appear to be unsuccessful.
- 4.When limiting his participation in gambling, a person experiences irritation and disappointment.
- 5.The game is a way to escape from problems or discomfort.
- 6.The player tries to win back the lost amount,
- 7.Lies about his playing behaviour,
- 8.Commits illegal acts,
- 9.Spoils or breaks the relationship with family and colleagues,
- 10.Borrows to participate in the games.

Rules for responsible games

Following the rules placed below, you can enjoy the game without anxiety:

- 1.Start playing only when you are calm and concentrated.
- 2.Take regular breaks.
- 3.Define for yourself beforehand the monthly amount you can spend on the game.
- 4.Once setting a maximum limit, do not further increase it.
- 5.Before you start playing, define the maximum amount of winning, after reaching of which you should stop playing.
- 6.Define the amount you can afford to lose beforehand.
- 7.Do not start playing under alcohol or drug influence.
- 8.Do not start playing in a depressed state.