

Responsible Gaming Policy

BetMax Entertain N.V.
(“The Company”)

Table of Contents

1.	7	
2.	7	
3.	7	
4.	75.	75.1.
		85.2.
		85.3.
		85.3.1 Reactivation of Player's account after self-exclusion..... 9
5.3.2	Company initiated self-exclusion.....	9
6.	Error! Bookmark not defined.6.1.	96.2.
	Error! Bookmark not defined.6.2.1 Reality Check Tools	9
7.	98.....	99.
	910.....	911.
	Error! Bookmark not defined.12.	1013.
	1014.....	10

Revision History

Versio n #	Effective Date	Approvin g Official	Responsibl e Office	Next Review Date	Comments
1.0	May, 2025	eMoore N.V.	Complianc e function	May, 2026	-
1.1	September , 2025	eMoore N.V.	Complianc e function	September , 2026	

Definitions and Abbreviations

Advertisement activities	Marketing, promotion and advertising of all resources, messages and media of the operator's domain(s), brand(s), products, or services. This includes but is not limited to print and other media advertising content marketing, digital marketing, and social media campaigns. Bonuses also fall within advertisement activities.
CGA	Curacao Gaming Authority
Player	Individual who has registered with the Company for the purpose of making use of the services offered on the Website and for which a Player Account has been opened providing him/her with a username which can be activated using the Player's email.
Player Account	An account granted to an individual after registration on the Website. The Player Account is created and issued by the Company and is required for wagering with real money. Only one Player account is permitted per person, per IP address, per family and per Shared Environment.
Game of chance	Any game in which one or more Players, in exchange for the payment of money or monetary value, compete for prizes in the form of money or monetary value, and the outcome of which is determined either by chance only or by a combination of chance and Players' insight or skill, with no possibility for Players to significantly influence the outcome, including sports betting and poker
LOK	National ordinance on the Game of Chance ('Landsverordening op Kansspelen')
Vulnerable Persons	a. Persons under eighteen years of age(minors); b. Person that has no, or insufficient, control over his or her gambling behavior, because of which he or she is, or threatens to become, addicted to one or more Games

	of Chance and, as a result, may cause harm to himself or herself or to other people. c. Person that has been banned from playing any Game of Chance either by force or at his or her own request. Person that has been declared bankrupt, or has otherwise lost the control or disposal of all or part of his or her property;
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1. Our Commitment

At **Bombastic.com**, we are committed to providing an entertaining and secure gaming experience that promotes safe play and minimizes the risk of gambling-related harm. We support a responsible approach to gaming and fully comply with the requirements of the Curacao Gaming Authority (CGA).

2. Objective

This Responsible Gaming Policy aims to:

- Prevent gambling by minors and vulnerable persons.
- Promote responsible gaming behaviour
- Provide tools for self-control and harm minimization
- Identify and assist players exhibiting problematic gambling behaviours.
- Train staff to uphold responsible gaming standards

3. Age Verification

Bombastic strictly prohibits underage gambling.

No person under **18 years of age** is permitted to register, deposit, or play.

If a minor is found to have accessed the platform:

- The account will be closed immediately
- Deposits will be returned (except funds frozen under AML obligations)
- Any winnings will be forfeited

4. Information Visibility

The Company ensures that players can easily access responsible gaming information by:

- Visible Links: Our homepage displays a link to the responsible gaming policy, tools, and contacts. These links are also included in the footer of the homepage on our website.
- Terms and Conditions: Clear references to our terms and conditions, including the prohibition of underage gambling, are provided. The terms and conditions are easily accessible and written in plain language.
- Responsible Gaming Organizations: Links to organizations that offer support for gambling addiction are available. These include local and international organizations, as per this policy.

5. Responsible Gaming Tools

Bombastic offers a variety of tools to help players stay in control of their gaming.

5.1. Deposit Limits

In line with the RG policy CGA, the Company will offer the opportunity to set limits. Players can set deposit limits which will take immediate effect and also require a cooling off period to remove. This allows the Customer to limit the amount of money that can be deposited within a set timeframe; usually daily, weekly or monthly.

5.2. Cooling-Off Periods

Players can take a short break by activating a cooling-off period of 24 hours, 7 days, 1 month or 3 months which will take immediate effect.

5.3. Self-Exclusion

We support long-term self-exclusion options. During exclusion, marketing communications are fully disabled.

Any wagering that takes place following the self-exclusion request and prior to it being into effect will be voided and the funds returned to the Player.

If a self-exclusion is applied, the following actions should be in place:

- The Player's account is closed. The Player can no longer log in.
- The Player must complete any tournaments that is in-running at the time of the self-exclusion.
- Ante-post bets will be voided and refunded subject to AML/CFT regulations.
- Contributions to progressive jackpots that were made by the Player through gameplay prior to the self-exclusion request remain, but the Player is no longer entitled to participate with the jackpot after the self-exclusion is in effect.

The Company will implement measures to prevent self-excluded Players from creating new Player's account under different credentials.

The Company will retain records of self-excluded requests by Players according to the applicable record keeping requirements.

5.3.1 Reactivation of Player's account after self-exclusion

After the self-exclusion period ends, the Player must request in writing (by email or chat) the unblocking of the account. The reactivation of the account cannot be instigated by the Company by re-commencing communications with the Player.

5.3.2 Company initiated self-exclusion

The Company may exclude a Player from gaming activities as a high-risk intervention measure if:

- The Player displays problematic (gaming) behaviour

- The Player attempts or engages in criminal activities through the Company's platform.

6. Player Awareness & Support

6.1. Self-Assessment

We encourage players to monitor their gambling behavior.

Self-assessment tools are available to help evaluate whether play remains within healthy limits.

One such tool is the [Gamblers Anonymous 20-Question Test](#). Players answering "yes" to 2 or more questions are encouraged to seek support and consider self-exclusion.

7. Behaviour Monitoring

Our team monitors accounts for signs of problematic behavior, such as:

- High frequency or erratic deposits
- Repeated withdrawal reversals
- Long play sessions without breaks
- Agitation or distress in communications
- Attempts to circumvent deposit or loss limits

Where necessary, our support team will reach out with guidance or enforce protective restrictions.

8. Support Resources

If you or someone you know is struggling with gambling, we recommend reaching out to trusted organizations for help:

- [GamCare](#)
- [GambleAware](#)
- [Gamblers Anonymous](#)

9. Marketing & Communication

Bombastic does **not** send marketing communications to:

- Self-excluded players
- Players in a cooling-off period
- Underage individuals
- Other vulnerable persons

All advertisement done by the Company or third parties hired by the Company will include a clearly visible Responsible Gaming message or slogan.

10. Bonus conditions

As bonuses are regarded by the CGA as advertisement activities, they fall under responsible advertisement conditions under the LOK and the CGA RG policy. Therefore, the Company will communicate to the Player the terms and conditions of any bonus and/or promotion clearly. Furthermore, the Company is committed to not use any bonus to encourage excessive gaming.

11. Staff Training

Bombastic Player support, Payment and Marketing department employees undergo mandatory training to:

- Understand responsible gaming principles
- Identify signs of problematic gambling behaviour and direct players to appropriate support resources and Responsible Gaming tools.
- Communicate sensitively and effectively with at-risk players.

12. Data Protection and Confidentiality

Any information collected as part of responsible gaming interventions is handled in accordance with relevant data protection laws. Player privacy is respected, and data is used solely to promote player welfare.

13. Contact Us

For questions or support related to responsible gaming, please contact:

Email: support@bombastic.com

Live Chat: Available 24/7 on our homepage

14. License & Oversight

Bombastic.com is operated by BetMax Entertain N.V. incorporated under the laws of Curacao with registration number 163731, with a registered address at Groot Kwartierweg 10 Livestrong Building, Curacao. BetMax Entertain N.V. is licensed and regulated with License No. OGL/2024/1515/0853, authorized and regulated by the Government of Curaçao. Bombastic Responsible Gaming Policy is regularly reviewed and updated to:

- Comply with evolving legal and regulatory requirements
- Incorporate best practices and player feedback
- Improve detection and prevention of gambling-related harm.