

Responsible Gaming Policy

Responsible Gaming Statement

At "[brand name]", we are committed to promoting Responsible Gaming. Our commitment ensures that employees are trained to support our players in gambling responsibly and to provide them with the necessary tools available on our platform to reduce excessive gambling.

We strive to ensure that gambling remains an enjoyable form of entertainment rather than a source of harm for our customers, whilst acknowledging that for some individuals, gambling can pose challenges.

In accordance with our regulatory obligations, this policy has been created in order to inform our customers of our approach to Responsible Gaming, the information resources available and the methods and tools customers can employ in order to manage their gambling behaviour.

Understanding Your Gaming Habits

While gambling can be entertaining and potentially profitable, it's important to remember that winning isn't guaranteed. Losing is part of the experience, and you should never risk money you cannot afford to lose. Gambling can sometimes lead to addictive behaviors, causing you to lose track of time and money. As a responsible operator, we want all your gaming experiences to remain enjoyable. That's why we are committed to helping you maintain control over your gaming.

To assist in understanding the impact of your gaming habits, Gamblers Anonymous have devised a list of 20 questions that enables customers to self assess their gambling behaviour and make informed decisions about their gambling activity.

Gamblers Anonymous "Self Assessment Quiz" - [\[Self Assessment\]](#)

When completing the quiz, it is important to answer the questions honestly. Answering "Yes" to a number of the questions listed suggests that you should re-evaluate your gambling behaviour.

Upon completing the quiz if you recognise problematic gambling behaviours, we recommend that you:

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- Explore the responsible gambling tools available on the website
- Avoid chasing losses.
- Gamble only within your means.
- Keep track of the time and money spent gambling

And most importantly, treat gambling as a form of entertainment!

Cooling Off

If you feel the need for a cooling-off period, we offer the option to restrict your account for a specified time from the options below.

- 24 hours
- 7 days
- 1 month
- 3 month

During the specified timeframe you will be able to access your account and withdraw any balance; however, you will not be able to deposit any funds or participate in gambling. When requesting a cooling off period, you will also be asked to confirm whether you wish to opt out of all marketing for the specified period.

This restriction is immediate and irreversible for the chosen duration. The “Cooling off” restriction will be automatically lifted at the end of the chosen timeframe.

Self Exclusion

Customers wishing to restrict themselves from gambling for an extended period of time, may choose the option to self-exclude if they feel their gambling is becoming problematic.

Players may request to self-exclude for any of the following durations:

- 1 year
- 3 years
- 5 years
- 10 years
- Permanently

During the self exclusion period, the restriction is irreversible and you will not be able to access your account.

Self exclusion will apply to all brands licensed by the company.

Upon the self exclusion period ending, in order to lift a self exclusion, customers must submit a request in writing. If no request is received, the exclusion will remain in effect.

Deposit Limits

In order to assist customers with controlling their gambling activity, we offer the option for customers to apply limits to their account in the form of “deposit limits”.

Deposit limits restrict the amount of funds a customer can deposit into their gambling account over a defined period. Customers can set these limits for daily, weekly or monthly periods.

- Once a customer has reached a deposit limit they will not be able to deposit additional funds, until the specified timeframe has reset
- Any request for an initial deposit limit or the lowering of an existing deposit limit will be initiated immediately
- Any request to increase a deposit limit will be subject to a 24 hour waiting period before implementation

Protecting Minors

If you share your computer with underage individuals, please take steps to prevent them from accessing your usernames, passwords, and banking details. We recommend using parental control software, such as NetNanny or Cyber Patrol, to safeguard against unauthorized access.

Underage Gambling

It is illegal for anyone under the age of 18 to open an account or gamble with us. We reserve the right to request proof of age from any customer at any time and may suspend accounts until adequate verification is received.

Where a player under the legal age is found gambling on our platform, their account will be immediately closed. Any remaining balance on the account may be refunded, however, any winnings will be forfeited.

Responsible Gaming Interventions

There may be occasions when we as a company identify “at risk” behaviour displayed by players. In these instances we may advise players of the tools or options available to assist them in controlling their gambling.

We also follow a clear escalation protocol under this Responsible Gambling Policy and reserve to address any “at risk” behaviour as appropriate. This includes the right to exclude a player from the platform when deemed necessary based on observed behaviour and following a risk assessment.

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The above ensures that we support responsible play, and uphold Responsible Gaming standards on our platform.

Support Resources

If you or someone you know is struggling with gambling, we encourage you to reach out to the following independent organizations for support:

Gamblers Anonymous

Phone: (+44) 0207 384 3040

Web: www.gamblersanonymous.org/ga/

Gam-Anon

Phone: (+44) 08700 50 88 80

Web: www.gamanon.org