

Last Updated: 15 Jun 2025

Operator: Glory Multimedia B.V.

Company Number: 158655

License Number: OGL/2024/1600/0861

Regulator: Curaçao Gaming Authority (CGA)

Applies To: All websites operated by Glory Multimedia B.V.

1. Our Commitment to Responsible Gaming

Glory Multimedia B.V. is committed to fostering a safe, secure, and enjoyable environment for all its players. Our Responsible Gaming Policy is designed in accordance with the Curaçao Gaming Authority (CGA) standards and aims to minimize the potential negative effects of gambling while promoting healthy gaming behaviour across all platforms operated under the company.

2. Protection of Minors

Participation in games is strictly prohibited for individuals under the age of 18.

During registration, users must confirm their date of birth and affirm that they are over 18.

Government-issued ID verification is required before the first withdrawal and upon certain thresholds.

We encourage parents to:

- Store login credentials safely.
 - Use internet filtering tools (e.g., BetBlocker, GamBan, Net Nanny) to restrict underage access.
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3. Responsible Gaming Tools

To support player well-being, Glory Multimedia B.V. provides the following tools (available in both English and the local market language):

- **Self-Exclusion:** Players may exclude themselves from gambling for 1, 3, 5, 10 years or permanently.
- **Cooling-Off Period:** 24 hours, 7 days, 1 month, or 3 months.

- **Deposit Limits:** Daily, weekly, and monthly limits can be set and adjusted. Increases apply immediately; decreases apply after 24 hours.
- **Reality Checks:** Customizable reminders about session duration and results.
- **Game Time Limits and Wagering Limits** (available on request).

All these tools are accessible via the Responsible Gaming section on our homepage and footer on all company websites.

4. Behaviour Monitoring and Interventions

We actively monitor player behaviour to identify signs of potential problem gambling. Warning signs include but are not limited to:

- Repeated failed deposits
- Multiple cancelled withdrawals
- Constant support chats requesting bonuses
- Excessive session durations
- Use of multiple accounts

If problematic behaviour is detected, we may take the following actions:

- Informing the player and suggesting RG tools
- Imposing temporary limits
- Account suspension
- Permanent exclusion

All interactions are recorded in our system, and under no circumstance is this used to delay legitimate withdrawals.

5. Self-Assessment

We provide access to tools and links that allow players to assess their own gaming behaviour. For example:

- Gamblers Anonymous 20 Questions Test

- CAGE screening tool (Cut-down, Annoyed, Guilty, Eye-opener)

Players are encouraged to review these tools regularly.

6. Training & Awareness

All employees of Glory Multimedia B.V. who interact with players (support and VIP staff) receive regular training on:

- Identifying signs of problem gambling
 - Conducting sensitive conversations
 - Guiding users to RG tools and professional support services
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7. Marketing and Advertising Compliance

Glory Multimedia B.V. adheres strictly to ethical marketing practices:

- No ads targeting vulnerable persons or minors
 - No portrayal of gambling as a source of income or emotional escape
 - All ads include a clear Responsible Gaming message and a link to the RG section
 - No misleading implications regarding skill or chance
 - Affiliates and influencers must comply with this Responsible Gaming Policy
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8. Third-Party Support Links

For those seeking professional support, we provide direct links to reputable organisations, including:

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

Local support channels (where available) are also listed in the Responsible Gaming section on our websites.

9. Accountability and Policy Review

- A designated Responsible Gaming Officer is appointed to oversee RG compliance across all brands.
 - Annual reports on RG policy effectiveness are submitted to company leadership.
 - All major updates to this policy are reported to the Curaçao Gaming Authority (CGA).
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10. Contact

If you have any concerns about your gaming behaviour or require assistance, you can contact us via:

- **Email:** management@glorymultimedia.com
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 **Remember:**

Gaming should always be entertaining — not a solution to financial or emotional challenges.