

## 1. General Policy

Gambling should always be entertaining. However, there is a certain percentage of people who lose control over themselves while gambling. Before starting to play, it is important to realise that gambling shall never be viewed as a source of income or means of recovery from debts. It is useful to keep track of the time and the amount of money spent daily and Gamble responsibly.

If you think that you start spending more money than you can afford, or in case gaming starts interfering with your normal daily routines, we strongly advise to consider several measures that can help, such as setting Personal Limits on your gaming activities, opting for Self-Exclusion, and seeking help and support from trusted independent bodies.

## 2. Personal Limits

To assist you in gambling responsibly we offer the Personal Limits feature. You can set limits on the amount you deposit, lose, wager, spend in one game, or on your account activity on the whole. This functionality may be accessed within your account or you can contact our support team at [support@bahisbey.com](mailto:support@bahisbey.com) for assistance.

Limits can be amended at any time. A decrease in the limit will take effect immediately, however an increase may only occur after email confirmation and only after the previous limit of the same type expires, in order to avoid rash decisions. If you require further information or assistance regarding Personal Limits, please contact our support team for assistance.

**Deposit Limit:** A limit on your deposits for a day, a week, or a month.

**Loss Limit:** A limit on your losses for a day, a week, or a month.

Please note the loss is based on the initial deposit and not winnings attributed to the deposited amount.

If for example you deposit €50, put a Loss Limit of €10 and then go on to win €1,000, you can still lose more than €10 of the €1,000 balance as it is based on the initial deposit instead of the winnings.

**Wager Limit:** A limit on the wagered amount for a day, a week, or a month.

**Cooling-Off Limit:** You can set a Cooling-Off Period for a definite period of time. While the limit is active you cannot deposit funds and you will be excluded from all promotional offers, although

you may withdraw the remaining funds during this period. Cooling-Off period is applied to your account immediately. Upon its expiring your account will automatically be re-activated.

**Self-Exclusion Limit:** You can set a Self-Exclusion Limit for a definite period of time. Upon doing so your Player Account will immediately be disabled and you will be excluded from all promotional offers for the set period. You will not be able to deposit or withdraw funds when the limit is active. Upon its expiring your account will automatically be re-activated.

**Session limit:** You can limit the amount of time spent gambling. The restriction takes effect instantly. If you hit the limit, you will be automatically logged out of your account.

### **3. Self-Exclusion by request**

You may also contact our support team and inform us about your decision to stop gambling at the Website for a definite or indefinite period of time.

We will take all measures to block your access to your account and make sure that you receive no promotional materials.

If you are self-excluded you won't be able to log into your account and order withdrawal of any balance you have left. Once self-excluded, please reach out to our support team in order to initiate withdrawal of remaining balance.

Our support team will contact you within a reasonable timeframe with information on the withdrawal and will assist you with it.

Please note that active self-exclusion does not make you exempt from verification procedure if it's required by the website to process funds. The funds remaining on balance will be paid according to your account limits.

### **4. External Help**

You may contact any of the following organizations for consultation and support,

- Safer gambling
- Gambling therapy
- Gamblers Anonymous
- GamCare

## **5. Protection of Minors under legal Age**

The website only accepts users who are at least 18 years old and we implement all available methods to stop any attempts of minors to register and play at our Website. Bahisbey.com reserves the right to ask for a proof of identity and in case the player has not reached the legal age to play, access to the Website will be denied immediately and any funds deposited will be refunded.

Gaming is a fun and exciting entertainment. Gambling is an attractive option if you want to try your luck. Most of our visitors enjoy this kind of entertainment without any problems, but there are a small number of people who lose a control over their gambling activity. Play responsibly and if you have any issues please contact our support immediately [support@bahisbey.com](mailto:support@bahisbey.com)