
RESPONSIBLE GAMING AND CUSTOMER PROTECTION POLICY

Revision	Date	Security Class	Responsible Person	Purpose
V.1.0	22/02/2021	Confidential	Francesco Ragazzi	First version created
V.2.0	15/02/2024	Confidential	Francesco Ragazzi	Self-exclusion and Time-out updated
V. 3.0	20/02/2024	Confidential	Francesco Ragazzi	General update
V 4.0	13/05/2025	Confidential	Francesco Ragazzi	General update
V 5.0	02/11/2025	Confidential	Francesco Ragazzi	General update

Contents

1.0	Purpose	3
2.0	Objectives.....	3
3.0	Employee Training.....	3
4.0	Underage Gaming	3
5.0	Customer protection mechanisms	5
5.1	Responsible Gaming information and underage warning.....	5
5.2	Terms and Conditions	5
5.3	Gaming limits	5
5.4	Deposit limit.....	7
5.5.1	Requests to reduce deposit limit.....	7
5.5.2	Requests to raise/remove deposit limit	7
5.6	Session limit	7
5.7	Loss limit	8
5.8	Reality Check.....	8

5.9	Self-Exclusion	9
5.10	Time-out.....	10
5.11	Marketing restrictions	10
6.0	How to close account.....	10
7.0	Reopening an account.....	11
8.0	Refund Requests	11
9.0	Escalations	11
10.0	Handling of difficult cases	12
11.0	Reporting Non-Compliance	12

1.0 Purpose

This document sets out the procedure on how Breckenridge, hereinafter referred to as 'the company,' provides a safe gaming environment to its customers. It is important for our customers to maintain their wager and stake amounts within their budget. The company believes in providing a protected environment. Our staff are trained to help customers to play within their limits and in a responsible manner.

2.0 Objectives

The standards set out in this policy are intended to promote socially responsible gaming and to minimise the impact of problem gaming on communities. This policy sets out the company's commitment to minimising the negative effects of problem gaming and to promote responsible gaming practices.

3.0 Employee Training

Responsible Gaming training is to be undertaken by all new employees engaged by the company. Existing employees with an active contract with the company shall also undergo Responsible Gaming training on a biannual basis.

4.0 Underage Gaming

It is not allowed for the customers to register on any of the brands maintained by the company if they are under the age of 20 years. There is NO exception to this rule. The system will not allow customers to input a date of birth that indicates they may be less than 20 years old. Therefore, the only way the underage customers would bypass our system, is by entering fake information.

To further protect our customers' families, the company also advises the customers to restrict access to its websites via suggested specialized software if they have underage person(s) in their households.



Contact information

Email
Helps with verification and lost password.

Mobile Phone no.
Helps keep your account secure.

+81 90-1234-5678

Password
8 characters, at least one number.

👁

Personal information

Last name (romaji)

First name (romaji)

Last name (kanji)
As written on your Driving licences/ID.

First name (kanji)
As written on your Driving licences/ID.

Gender

☐ Male

☐ Female

Birth date

📅

Birth date has to be a valid date.

Current address

Post code
As written on your Utility bill.

Enter address manually

☒ I would like to receive any marketing mailer from Vera&John and Intercasino's operating company.

Create Account

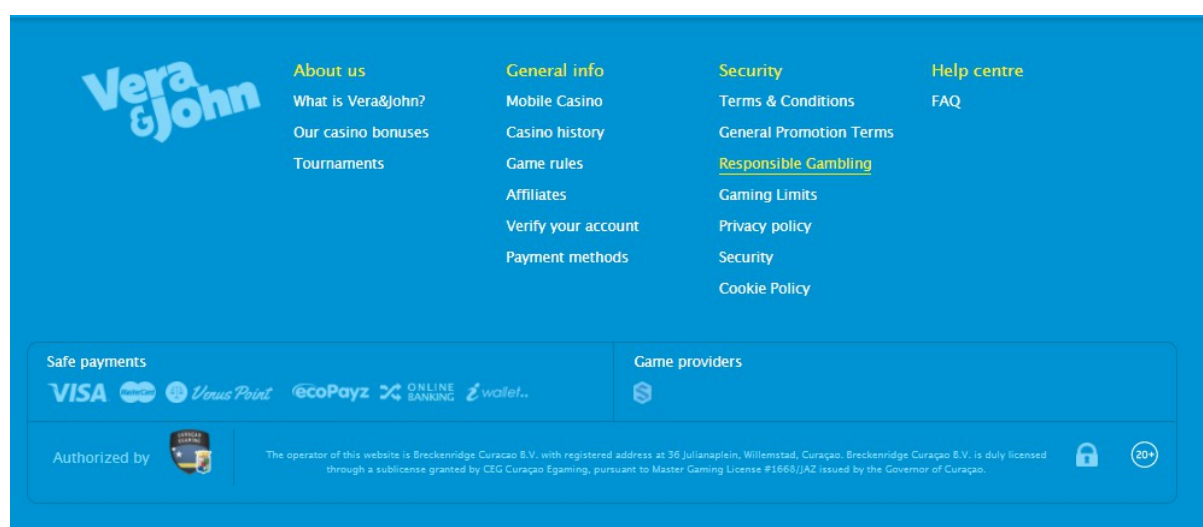
By clicking "Create account" I accept the Terms & Conditions and acknowledge that I do NOT have any other account with Vera&John and I have understood the Privacy Policy.

5.0 Customer protection mechanisms

The company enforces stringent age verification methods to ensure that minors are not permitted to gamble. All players must verify their legal age to engage in gambling activities, including making deposits and playing games.

5.1 Responsible Gaming information and underage warning

Our responsible gambling dedicated “Playwise” page is available on the brand’s footer which is visible on all the brands’ pages. The information is available to all customers at any time before and after registration.



5.2 Terms and Conditions

Clauses within our generic Terms and Conditions which pertain to Responsible Gaming are made available to all customers at any time before and after registration.

5.3 Gaming limits

Customers are provided with the option to set their gaming limits on their game accounts.

All of the various limits options can be found under the “Account” page upon logging in or through the “Gaming Limits” page available sitewide through the website’s footer.



About us

- What is Vera&John?
- Our casino bonuses
- Tournaments

General info

- Mobile Casino
- Casino history
- Game rules
- Affiliates
- Verify your account
- Payment methods

Security

- Terms & Conditions
- General Promotion Terms
- Responsible Gambling
- Gaming Limits**
- Privacy policy
- Security
- Cookie Policy

Help centre

- FAQ



VJ's casino Live casino My casino Promotions

\$0.00 \$10.00 0

Overview Deposit Loyalty Program Shop Withdraw Transactions Bonus Info Account **Gaming Limits** Refer A Friend

Log out

Gaming Limits

Set my gaming limits

Limits set on this page are restricted to this account only, if you hold other accounts with Breckenridge Curacao B.V, be sure to set your limits on those also. Should you wish to self-exclude all accounts held with Breckenridge Curacao B.V please make sure to contact our [support](#) and request this specifically.

We recommend you read our [responsible gambling page](#) to help maintain healthy gambling habits.

Deposit limit

With a deposit limit, you can control your deposits during a specified time period. All deposits made during the specified period are added together and should you attempt to make a deposit that exceeds your total deposit limit, a message will appear on your screen informing you that your limit has been reached and the deposit will be stopped.

All deposit limits are all calculated on a rolling basis. This means that the limit will count back from your last deposit, regardless of the time of day.

Example: if you set a daily limit of \$100 at 14:00 CET on Wednesday and make a deposit of \$100, you'll be able to make your next deposit after 14:00 CET the following day.

This limit will be activated immediately. Reducing the limit will take effect immediately whilst raising or removing the limit will take 24 hours.

Session limit

A session limit restricts how long you can play for in one session. Reaching this limit will trigger a pop-up message and your play will be stopped until your next log in.

This limit will be activated immediately. Reducing the limit will take effect immediately whilst raising or removing the limit will take 24 hours.

Reality check

A reality check will notify you when you've been playing for a set amount of time. Once that time has elapsed, you will see a pop-up message and you can choose to either keep playing or take a little breather.

Time in minutes between reality checks

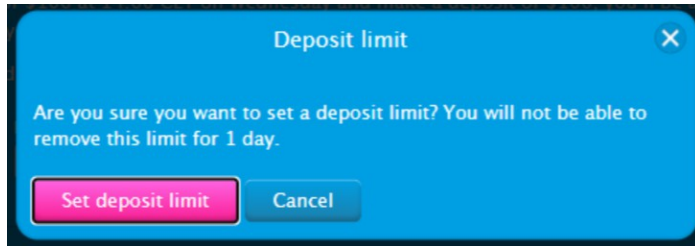
Loss limit

5.4 *Deposit limit*

Deposit limit may be set-up by customers at any time after the registration through the “Gaming Limits” page.

5.5.1 *Requests to reduce deposit limit*

Customers may opt to lower their deposit limit through the “Gaming Limits” page. Any requests for limit reduction are enforced automatically at once.



5.5.2 *Requests to raise/remove deposit limit*

Any requests of raising and/or removing the limit will be subject to a 24-hour cooling off period.

5.6 *Session limit*

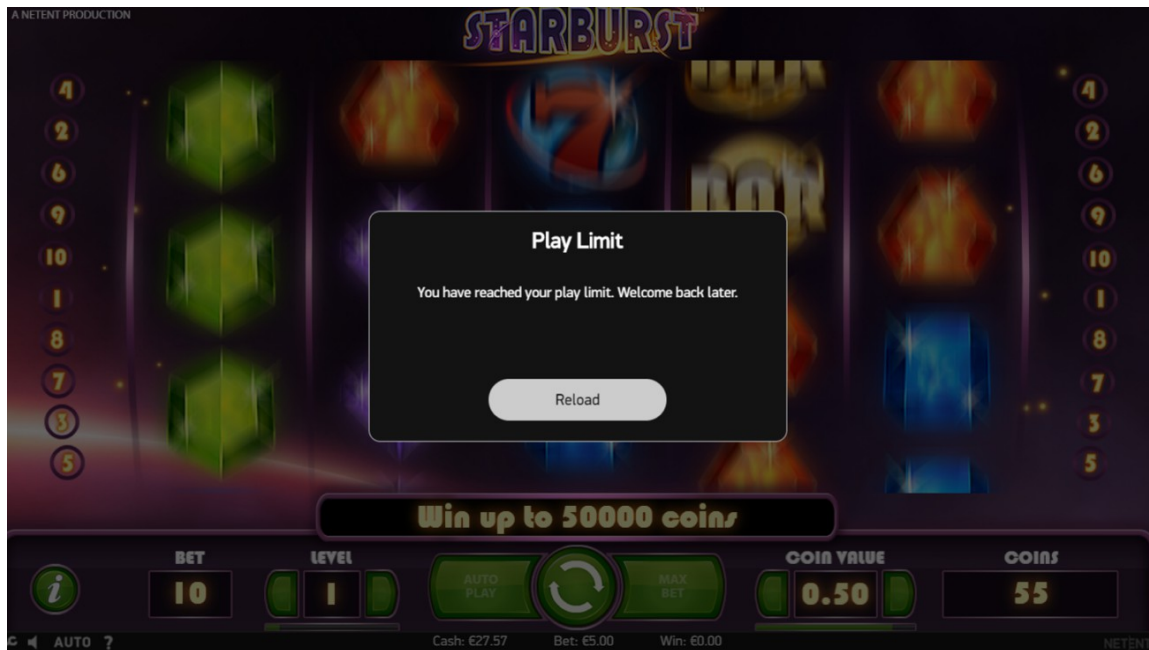
When customers choose to implement session limit, the system will log them out after the selected period of time expires. After being logged out, they will have to login once again should they wish to continue playing.

Such a feature aids and allows customers to take a break from playing.

5.7 Loss limit

Customers may also opt to implement loss limit. Upon implementing such a protection mechanism, they will not be able to wager additional funds once reaching the loss limit set by themselves.

If they proceed to increase or remove their loss limit, a 24-hour cooling off period will automatically set-off before a new setting can be activated.



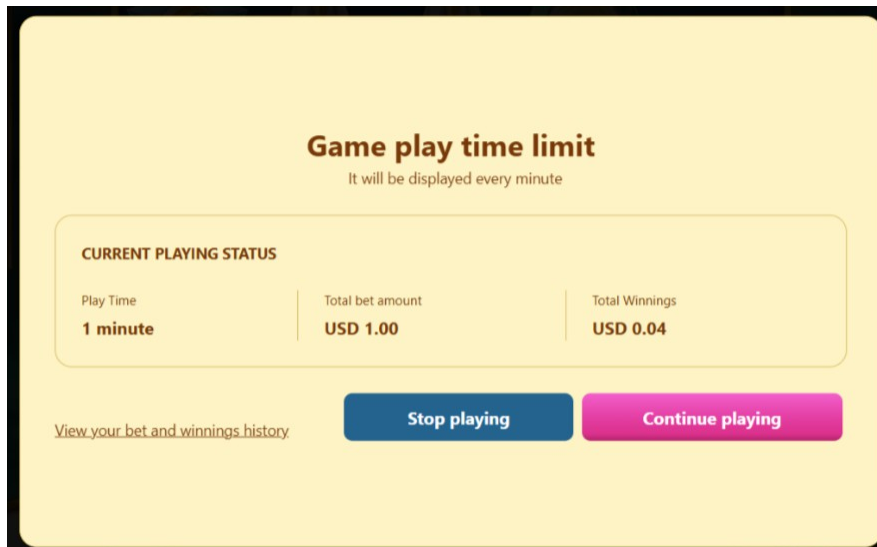
5.8 Reality Check

All customers will be provided with the option to select the frequency of the reality check function appearing during gameplay.

Reality check

A reality check will notify you when you've been playing for a set amount of time. Once that time has elapsed, you will see a pop-up message and you can choose to either keep playing or take a little breather.

Time in minutes between reality checks



5.9 Self-Exclusion

All customers are provided with the function to implement the self-exclusion feature from all gambling activity . This can be done via:

- Activating the function through the “Gaming Limits” page
- Or contacting the Customer Support Team via
 1. Email
 2. Chat

Customers may choose to implement self-exclusion for the following periods:

- 1 year
- 3 years
- 5 years
- 10 years
- Lifetime.

When customers opt to implement the self-exclusion feature to take a break from gaming, their accounts will not be automatically re-opened after the chosen time period has lapsed. They must contact the company for their accounts to be re-opened.

5.10 Time-out

An alternative to the self-exclusion feature is the time-out. Customers can implement a time-out feature by activating the function through the “Gaming Limits” page.

Customers may choose to implement a time-out period ranging from 24-hours to 3-months.

The time-out feature differs from the self-exclusion feature because the customers’ accounts will be automatically re-opened after the time period chosen has lapsed. There is no need for the customers to contact the company to log into their accounts.

Time-out

☐ for 24 hours (Time-out)

☐ for 7 days (Time-out)

☐ for 1 month (Time-out)

☐ for 3 months (Time-out)

5.11 Marketing Restrictions

Committed to the welfare of our players, the company will not permit targeting vulnerable groups or portray gambling as a substitute for financial, emotional, or mental well-being, in the same line will never promote gambling as a way to achieve financial success or solve financial difficulties, nor suggest that skills can influence the outcome of games that are exclusively based on chance.

Marketing material will not show minors and will avoid containing any kind of explicit content as well as the use of any kind of drug, whether it is legal or illegal.

Bonuses and promotions will have clear terms and conditions and will not encourage excessive gambling. Responsible gaming messages will be visible on the websites.

6.0 How to close account

Customers can close their accounts. This can be done via:

- Activating the function through the “Gaming Limits” page
- Or contacting the Customer Support Team via

1. Email
2. Chat

Close my account

If you would like to close your account you can do so here. Please specify a reason in the drop-down menu in order to assist us in improving the services we offer.

Should you change your mind and would like to return to Vera&John, you can easily reactivate your account by logging in and following the provided instructions.

Reason ▼

Close my account

7.0 Reopening an account

All brands managed by the company do not allow customers to reduce their fixed Self-Exclusion period. Such requests are immediately escalated to the Responsible Gaming Team.

Reopening depending on the type of closure:

1. Account reopening request received before the period elapsed:
 - Accounts will not be approved to be reopened before the self-exclusion is over.
2. Account reopening request for an indefinite self-exclusion
 - The reopening request will be accepted only if a minimum period of 1 month has passed from the self-exclusion request date.

8.0 Refund Requests

Refund requests from players are reviewed from the RG team that takes care about the processing of the funds on account when is necessary.

Any refund request from customers suspected of suffering from gaming problem(s) shall be escalated to Responsible Gaming Team.

9.0 Escalations

When a case is escalated to the Responsible Gambling team, the account is temporarily blocked to prevent activity during the investigation. The team then reviews the case and decides whether to reopen or permanently close the account.

10.0 Handling of difficult cases

Different processes shall be followed depending on the case.

The cases involving concerning comments such as customers mentioning of debts shall be escalated to the Responsible Gaming Team. However, in other occasions such as customers showing signs of desperation and/or mentioning potential suicide, such a case is immediately escalated to Responsible Gaming Team.

11.0 Reporting Non-Compliance

All staff are required and encouraged to report any event of non-compliance to the Compliance Team on compliance@brrdge.com