

Responsible Gaming Policy

Our Commitment to Responsible Gaming

At NewEra B.V., we understand that gaming can be a fun, exciting, and engaging form of entertainment enjoyed by millions of people around the world. However, we are equally aware that, for a small proportion of individuals, gambling can begin to shift from being a recreational activity to something that may negatively impact their personal or financial well-being.

Because of this, we take our responsibility very seriously in ensuring that all players have access to the tools, information, and support they need to make informed decisions about their gaming activity. Responsible gaming is a foundational part of our business, and we are committed to creating an environment where our players can enjoy our products in a safe, secure, and responsible way.

We strive to promote awareness around healthy gambling habits, prevent underage access to our services, and support those who may be at risk of developing or currently experiencing gambling-related issues.

Whether you play occasionally or frequently, we believe that a responsible approach is key to ensuring that gaming remains an enjoyable and positive part of your life.

Our Approach to Responsible Gaming

We believe that responsible gaming is a cornerstone for our relationship with our players, and the broader community. To support this approach, our responsible gaming strategy is built upon the following core principles:

- **Empowerment:** Providing players with tools and resources that help them make informed choices and stay in control of their gaming behavior.
- **Transparency:** Being clear and upfront about how our games work, the risks associated with gambling, and how players can manage their interaction with our platform.
- **Support and Protection:** Offering support for vulnerable players and working with organizations that specialize in preventing and treating problem gambling.
- **Compliance:** Adhering to regulatory requirements and following best practices as established by responsible gaming authorities and industry watchdogs.

Responsible Gaming Tools

To help all our users stay in control and make empowered decisions, we offer a variety of responsible gaming tools. These tools are designed to give you greater control over your gaming experience and help you manage how, when, and how much you engage with our services.

You can access these tools anytime by logging via your account, or contacting our customer support team directly via email and we'll be happy to assist you in making any adjustments.

1. Deposit Limits

One of the most effective ways to control your gaming activity is by setting deposit limits. These limits allow you to define how much money you're comfortable depositing into your account over a specific time period.

- You can set limits on a daily, weekly, or monthly basis depending on what best suits your needs.
- If you choose to lower a limit, the change will take immediate effect to give you greater control.
- If you wish to raise your limit, we enforce a mandatory 7-day waiting period before the change is implemented. This waiting period is designed to give you time to reflect on the decision and ensure it's in your best interest.

Deposit limits are an excellent preventative measure, and we strongly recommend all players consider setting one before beginning their gaming activity.

2. Cooling-Off Periods

If you ever feel like you need a temporary break from gaming—whether to take some time to reflect, focus on other priorities, or simply reduce your playtime—a cooling-off period might be the right option for you.

This feature allows you to voluntarily suspend your gaming activity for a predetermined period without fully closing your account.

- Available durations are 24 hours, 7 days, 1 month, or 3 months.
- Once activated, your account will be restricted from placing bets or making deposits, depending on the chosen cool-off option, for the selected period.
- Once a cooling-off period is initiated, it is immediate and cannot be reversed under any circumstances until the chosen time period expires.
- At the end of the cooling-off period, your account will automatically become active again.

- To initiate a Cooling-Off period, go to **Account Settings > Responsible Gaming** and follow the on-screen instructions.

This is a helpful option for players who wish to step back without making a long-term or permanent change.

3. Self-Exclusion

For those who feel that they need a more significant and structured break from gambling, self-exclusion offers a long-term or permanent solution. This tool is designed to provide maximum protection for individuals who feel they are at risk of developing, or are already experiencing, gambling problems.

- Self-exclusion durations include 1 year, 3 years, 5 years, 10 years, or permanent exclusion.
- While self-excluded, your account will be completely blocked.
- Once a self-exclusion is activated, it takes immediate effect and is irreversible until the selected time frame has fully passed.
- After your self-exclusion period ends, you will need to contact our customer support team via email to request reactivation. You may also be required to confirm your readiness and understanding before re-accessing your account.
- To activate a self-exclusion, go to **Account Settings > Responsible Gaming** and follow the on-screen instructions.

This option is particularly valuable for those who need a strong, reliable method of stepping away from gambling.

Identifying Problem Gambling

It's not always easy to recognize when gaming has moved beyond fun and entertainment into something more serious. For that reason, it's important to be aware of the warning signs of problem gambling—not just for yourself, but for friends or loved ones who may be at risk.

Common indicators may include:

- Spending more time or money on gambling than originally intended.
- Feeling irritable, anxious, or depressed when not gambling.
- Using gambling as a way to escape stress, worry, or emotional distress.
- Attempting to recover losses by gambling more (often called "chasing losses").
- Hiding gambling behavior from family or friends.
- Borrowing money or selling possessions to fund gambling.
- Neglecting work, studies, or personal relationships due to gambling.

If any of these signs sound familiar, it's important to take a step back and consider using one of our responsible gaming tools—or reach out for help.

Quick Self-Assessment

To help you reflect on your habits, ask yourself the following questions:

1. Do I frequently spend more time or money on gambling than I planned?
2. Have I tried to reduce or stop gambling but found it difficult?
3. Do I gamble to escape feelings of boredom, anxiety, or sadness?
4. Has gambling impacted my work performance or personal relationships?
5. Do I feel guilt, regret, or shame after gambling?
6. Have I ever lied about the amount of time or money I spend gambling?
7. Have I borrowed money or sold belongings to continue gambling?

If you answered “yes” to two or more of these questions, you may want to consider taking a break or speaking with a professional.

Support Services and Resources

You are not alone. If you or someone you know is struggling with problem gambling, there are confidential, free, and professional support services available that specialize in helping people regain control over their gaming behavior.

We recommend the following organizations:

- [GamCare](#) – Offers free support, live chat, and counseling services.
- [BeGambleAware](#) – A national charity dedicated to helping people make informed choices about gambling.
- [Gamblers Anonymous](#) – A peer support group offering meetings and resources globally.

Seeking help is a sign of strength, and early intervention can make a significant difference.

Preventing Underage Gambling

NewEra maintains a zero-tolerance policy for underage gambling. We take every possible measure to ensure that only individuals aged 18 or older (or the legal age in your jurisdiction) can create and access an account on our platform.

We employ strict protocols to prevent minors from gaining access. In addition, we encourage parents and guardians to make use of parental control tools, such as **Net Nanny**, **Qustodio**, or **CyberPatrol**, to restrict access to gambling websites on shared devices.

Safer Environment

Responsible gaming is more than a policy—it's a commitment that we live by every day. Whether you're an occasional player or a regular customer, your well-being is our priority.

We are continuously reviewing our practices, investing in safer gambling technologies, training our staff, and listening to feedback so we can create a positive experience for everyone.

For any questions or additional assistance, please don't hesitate to contact our dedicated support team via email.