



Project:	Responsible Gaming Policy
Date:	5 th September 2025

Responsible Gaming Policy

Gambling should be fun. We're licensed and regulated in Curaçao and committed to helping you play safely. This page explains the tools we provide, where to get help, and how we protect minors and vulnerable players.

18+ Only persons aged 18 or over may use our services. Please gamble responsibly.

Last updated: 3rd September 2025

1. Quick actions

- **Set a deposit limit** → Account ▶ Responsible Gaming ▶ **Limits**
- **Take a short break** → Account ▶ Responsible Gaming ▶ **Cooling-Off**
- **Self-exclude (1 or 3 years)** → Account ▶ Responsible Gaming ▶ **Self-Exclusion**
- **Reality check alerts** → Account ▶ Responsible Gaming ▶ **Session reminders**

Contact us → Live Chat (24/7) or [rg@\[paradisegaming\].com](mailto:rg@[paradisegaming].com)

2. What responsible gaming means here

Tools to help you stay in control (limits, reminders, breaks, self exclusion).

Clear information about risks and where to get support.

Proactive monitoring so we can reach out if we're worried about your play.

No credit for wagering.



Project:	Responsible Gaming Policy
Date:	5 th September 2025

Safer play tools you can turn on now

3. Deposit limits (recommended)

Set daily, weekly, or monthly deposit caps.

- Making your limit stricter takes effect immediately.
- Making it looser applies after a 24-hour wait and a fresh confirmation by you.

4. Loss limit (where available)

Choose the maximum amount you're willing to lose over a period. When reached, betting pauses until the period resets.

5. Reality checks (session reminders)

Get on screen reminders of time spent and amount staked/lost at intervals you choose.

6. Cooling off (short term break)

Take a break for 24 hours, 7 days, 1 month, or 3 months. You won't be able to play until the break ends, and we'll pause our marketing during this period.

7. Self exclusion (long term block)

If you feel a longer break is right for you:

- Choose Up to 5 years. Activation is immediate and blocks access and marketing.
- We don't offer reversals during the chosen period.
- After it expires, you can ask to return; we'll take a fresh look at your account before re opening.

Need to exclude right now? Go to Account ► Responsible Gaming ► Self Exclusion, or contact Live Chat.



Project:	Responsible Gaming Policy
Date:	5 th September 2025

8. Are you at risk?

Consider these warning signs:

- Spending more time/money than planned or chasing losses.
- Hiding gambling from family/friends.
- Gambling to escape stress, low mood, or problems.
- Skipping work or key commitments.

Try our anonymous self-assessment in the Responsible Gaming area. If you're worried, take a Cooling-Off break or Self-Exclude and talk to a support service below.

9. Independent help & support

- **Fundashon pa Maneho di Adikshon (FMA), Curaçao** — counselling and support: <https://fma-curaçao.com>
- **GamCare (UK)**: <https://www.gamcare.org.uk>
- **GambleAware (UK)**: <https://www.begambleaware.org>
- **Gamblers Anonymous (global)**: <https://www.gamblersanonymous.org>

We'll keep an up-to-date list of services relevant to your country in our Help Centre.

10. Protecting minors (18+ only)

- We verify age using government issued photo ID (and may request a selfie and/or proof of address).
- Accounts found to belong to a minor are closed. Deposits may be returned; winnings are forfeited.
- On shared devices: set strong passwords, disable “remember me,” and consider parental controls (e.g., Net Nanny, CyberSitter).



Project:	Responsible Gaming Policy
Date:	5 th September 2025

11. How we help you stay in control

- We monitor activity for indicators of harm (rapid losses, chasing, unusual deposit patterns).
- When needed, we'll contact you with tailored advice and may apply or suggest limits or a temporary pause.
- We never use responsible gaming tools to delay or block legitimate withdrawals.

12. Complaints & dispute resolution (ADR)

If something isn't right:

1. Contact us first via Live Chat or support@[paradisegaming].com — we aim to resolve quickly.
2. If you're not satisfied, you can escalate to our independent ADR provider (approved by the Curaçao Gaming Authority). We'll share the link and case reference in our reply.

We cooperate fully with ADR decisions.

13. Your account history

You can view your transactions and betting history (stakes, wins/losses, and session time) in Account ▶ History.

Need a longer statement? Ask Support and we'll provide it within 10 working days.

14. Licence & Regulator Information

Operator: Paradise Gaming N.V., Kaya Richard Beaujon Z/N Landhuis Joonchi II, Curacao

Licence: Curaçao Gaming Authority (CGA) — Licence No. OGL/2024/196/0574