

Responsible Gaming

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Please read this information carefully for your own benefit.

<https://letsbamble.com/> is operated by Half Space Entertainment N.V., a limited liability company registered in Curacao with company registration number 166129 (0), with a registered address at Kaya W.F.G. (Jombi) Mensing 24 Unit A Curacao (the “Company”, “we”, “us”, “our”), licensed in Curacao under Curacao laws and regulations.

Our fundamental commitment is to our players. We are dedicated to creating a safe, transparent, and fair gaming environment by promoting responsible gambling practices and providing tools to protect against gambling-related harm. This policy is designed in strict accordance with the regulatory framework set by the Curaçao Gaming Authority (CGA) and the National Ordinance on Games of Chance (LOK).

As a cornerstone of our responsible gaming commitment, we do not offer credit to players for the purpose of wagering under any circumstances.

Key Definitions

To ensure clarity, here are some key terms used throughout this policy:

- **Player(s) (“you”, “your”):** An individual who has registered an account with the Company.
- **Minor:** Any person under the age of 18.
- **Cooling-Off:** A short-term, player-activated break from gambling, during which the Player cannot deposit or place wagers.
- **Self-Exclusion:** A formal, longer-term process initiated by the Player to be excluded from all gambling activities with us. This is an irrevocable commitment for the chosen duration.
- **Responsible Gaming (RG) Tools:** Features available in the Player’s account to help manage gambling, including Deposit Limits, Cooling-Off, Self-Exclusion, and Reality Checks.
- **Reality Check:** A player-activated tool that provides on-screen alerts at pre-set intervals to remind the Player of their session duration, wins, and losses.
- **Vulnerable Person:** As defined by law, a person who:
 1. Is a Minor (under 18).
 2. Lacks control over their gambling behaviour, which may cause harm to themselves or others.
 3. Has been legally or voluntarily banned from gambling.
 4. Has been declared bankrupt.

Approach to Responsible Gambling

Gambling means, for the majority of our Players, entertainment, fun, and excitement. But we also know that for some of our Players, gambling has negative side effects. In medical science, pathologic gambling for many years has recognized severe sickness.

Since our first day, we have thought about this problem and tried our best to help. Under “Responsible Gambling”. We understand multiple steps of measures with which a gambling provider can help to lower the possibility of adverse side effects appearing.

- In case they already appear, we also try to take active steps against them.

An essential instrument against adverse side effects from gambling is knowledge and education about the risks of gambling to support our Players' self-control to make sure they do not suffer from harmful side effects.

Information and contact

Our Support will help you via email help@letsbamble.com at all times without any additional costs for you.

The Company has designated a Compliance Officer who is responsible for the implementation, enforcement, and effectiveness of this Responsible Gaming policy. This individual will conduct a formal review of the policy and its related operational procedures at least once every 12 months. The findings, including recommendations for enhancements, will be reported to senior management. Any material changes to this policy will be reported to the CGA.

In addition, you also can take a self-test if Player is already gambling addicted at: <https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/>.

We also encourage you to honestly answer the following questions based on the CAGE questionnaire:

1. Have you ever felt you should cut down on your gambling?
2. Have people annoyed you by criticizing your gambling?
3. Have you ever felt guilty about your gambling?
4. Have you ever had a "morning eye-opener" gamble to steady your nerves or recover from losses?

Answering "yes" to two or more questions suggests that a high risk of problem gambling may exist, and we strongly recommend using our Responsible Gaming tools and contacting a professional support organisation.

You can also find additional information about gambling addictions at: <https://www.begambleaware.org/safer-gambling/>.

As part of our Responsible Gaming measures, Players are entitled to review their gaming history at any time. Your account profile provides access to a detailed record of all deposits, withdrawals, and wagers for a minimum of the past six (6) months. This feature is designed to help you monitor and manage your gambling behavior responsibly.

Helpful hints for responsible gambling at <https://letsbamble.com/>

To ensure that gambling remains a form of entertainment and to minimise the risk of gambling-related harm, the following measures are available to all Players.

1. Deposit Limits

The Player may establish deposit limits on a daily, weekly, or monthly basis through the “Responsible Gaming” section of their Account.

- A request to decrease an existing deposit limit (impose stricter limits) shall take effect immediately upon confirmation by the Player.
- A request to increase an existing deposit limit (relax the limits) shall be subject to a mandatory twenty-four (24) hour cooling-off period before such change is applied.
This cooling-off period is implemented to ensure that any decision to increase limits is deliberate and considered in light of the Player’s financial circumstances.

2. Time Limits and Reality Checks

The Player may set a time limit on gambling activities to maintain a healthy balance with other daily activities. The Company offers a **Reality Check** tool, which, when activated in the Player’s account settings, will provide periodic notifications during gameplay. These notifications shall display the total duration of the current gaming session and the Player’s wins and losses for that session.

3. Avoiding Risky Behaviour

The Player is advised not to gamble under the influence of alcohol, drugs, certain medications, or in a state of stress, depression, or emotional distress. Gambling should not be pursued as a means of generating income, nor should the Player attempt to recover previous losses (“chasing losses”) by placing higher-risk wagers.

4. Breaks and Cooling-Off Periods

If the Player feels fatigued, unable to concentrate, or wishes to take a mandatory short break from gambling, the Player may utilise the **Cooling-Off Period** tool as described in Section “Cooling-Off Period”.

5. One Account Policy

The Player may maintain only one gambling account with the Company. This ensures an accurate overview of gambling activity, facilitates responsible gambling controls, and assists in monitoring gambling-related behaviour.

6. Player Monitoring and Company Intervention

The Company actively monitors Player activity for indicators of potential problematic gambling behaviour. Such indicators may include, without limitation:

- Deposit and wagering frequency – sudden unexplained increases in wagering or gaming session patterns.
- Repeated failed transactions due to insufficient funds.
- Reversing withdrawals – players cancelling withdrawal requests multiple times.
- A pattern of Inexplicable extended play sessions.
- Unreasonably increased communication with customer support – including requests for bonuses reflecting signs of agitation.
- Frequent changes to Responsible Gaming tools – such as continuously setting or changing deposit or loss limits or repeatedly making use of cooling-off period.
- Players maxing out a credit card.
- Attempts to open multiple accounts to bypass deposit or loss limits.

Upon identification of such indicators, the Company may contact the Player to provide information on available Responsible Gambling tools and professional support services. Where the Company reasonably believes the Player is at risk of gambling-related harm, it may impose mandatory protective measures, including but not limited to:

- a) setting a deposit limit;
- b) applying a temporary suspension or exclusion from gambling services.

All identified concerns and subsequent interactions with the Player, whether initiated by us or the Player, will be documented in our Player Account Management system.

All protective measures shall be proportionate to the level of risk identified and implemented in accordance with this Responsible Gambling Policy.

Minor Protection

To use our Service, Players have to be 18 years or older. To avoid abuse, keep your login data saved from any minors near You.

The Company shall implement rigorous age verification procedures to ensure that all Players meet the legal minimum age requirement for gambling, which is eighteen (18) years or such higher age as may be prescribed by applicable law in the Player's jurisdiction.

At the time of registration, the Player must declare and confirm that they are at least eighteen (18) years of age.

The Company shall verify the Player's age through electronic verification checks. In certain cases, the Company may require the Player to provide a valid government-issued

identification document (such as a passport or driver's license) before authorising the Player's first withdrawal.

If it is determined that an account has been created by an individual who is under the legal minimum age, the Company shall immediately:

- a) close the account;
- b) refund any deposits made; and
- c) forfeit any winnings.

The Company reserves the right to take further action, including notifying relevant regulatory or law enforcement authorities, where appropriate.

Principally we recommend a filter program to prevent minors, especially children, from accessing any context on the internet, which is not healthy for them.

For parents, we can recommend a list of internet filters to support them, from keeping their children from any context which was not made for them:

<https://famisafe.wondershare.com/internet-filter/best-internet-filters.html>

Cooling-Off Period

If a Player has been diagnosed with a gambling addiction or wishes to take a short break from gambling activities for any reason, the Player may request the activation of a temporary self-exclusion ("Cooling-Off Period").

The available durations are:

- a) twenty-four (24) hours;
- b) seven (7) days;
- c) one (1) month; or
- d) three (3) months.

During the Cooling-Off Period:

The Player will be prohibited from making deposits.

The Player will be prohibited from placing any bets or wagers.

The Player will retain the ability to withdraw any remaining balance.

The Cooling-Off Period cannot be terminated early. Once the selected period has expired, the Player's account will be automatically reactivated, restoring full access to gambling services.

Self-Exclusion

Self-Exclusion is a voluntary measure taken by the Player to exclude themselves from all gambling services for a predetermined long-term period. This exclusion is irreversible for the chosen duration and cannot be undone for the Player's protection.

The available periods are:

- 1 year
- 3 years
- 5 years
- 10 years

Lifetime

Self-Exclusion applies to all brands operated by the Company under its license. Once initiated, the Player's account will be closed immediately, and all marketing communications will cease.

Reactivation is not automatic — after the exclusion period ends, the Player must submit a written request to reopen their account.

During Self-Exclusion, the Player is prohibited from creating new accounts. Any attempt to do so will be deemed a breach of the Terms of Service and may result in a permanent ban of the original account.

Responsible Marketing and Advertising

All of our marketing, advertising, and promotional activities are conducted responsibly and in strict adherence to CGA regulations. We commit to the following:

- We will not target vulnerable persons.
- We will not portray gambling as a solution to financial problems or as an investment.
- We will not feature minors or content that appeals to minors.
- All bonuses and promotions will have clear and transparent terms.
- All advertising will include a visible responsible gaming message.

We require all third-party affiliates and partners to adhere to these same standards.

Staff Training and Awareness

All customer-facing employees, including customer support and VIP managers, undergo mandatory and comprehensive Responsible Gaming training. This training is provided at induction and refreshed annually. Training covers, at a minimum:

- recognizing the signs of gambling-related harm and distress;
- conducting sensitive and non-judgmental conversations with at-risk players;
- and detailed knowledge of our RG tools and external support resources.

Records of all staff training are maintained for regulatory review.

Contact Us

Our customer support team is trained in responsible gaming and is here to help. If you have any questions about this policy or need assistance setting up any of the RG tools, please contact us.

Email: help@letsbamble.com