

Responsible gaming Policy

This Policy contains provisions applicable to the website of the company SHARKSCODE B.V., acting under the laws of Curaçao and having an application (OGL/2024/244/0341) for a gaming license in progress with the Curaçao Gaming Control Board. Until that process is concluded, based on a transitional arrangement, the company is permitted to continue its operations under this Certificate of Operation. This Certificate of Operation is subject to the National Ordinance on Offshore Games of Hazard (Landsverordening buitengaats hazardspelen, P.B. 1993, no. 63) (NOOGH), (hereinafter referred to as the "Company" or "We").

1. Purpose

1.1. The Company is committed to promoting responsible gaming and protecting players from the risks associated with gambling addiction. This policy outlines the self-exclusion process, deposit limits, reality checks, and intervention measures in compliance with the Curaçao Gaming Authority (CGA) Responsible Gaming Policy.

2. Self-Exclusion Options

2.1. Players may self-exclude from gambling activities for the following periods:

- **1 year (minimum requirement)**
- **3 years**
- **5 years**
- **10 years**
- **Lifetime** (permanent self-exclusion)

2.2. Once self-exclusion is activated, it cannot be revoked before the period expires.

2.3. Activation Process

- Players can self-exclude immediately through the Responsible Gaming section on the website. No approval or email confirmation is required.
- Players must confirm their self-exclusion decision by accepting the terms of exclusion.
- Any remaining account balance, excluding active bonuses, will be refunded within two business days to the player's original payment method.

2.3 Marketing and Account Restrictions

- Self-excluded players will be removed from all marketing and promotional lists immediately.
- The Company will not send promotional materials to self-excluded players.
- Players who attempt to reopen accounts during self-exclusion will be denied access.
- The Company will implement identity verification checks to prevent self-excluded players from creating new accounts.

3. Cooling-Off Period

- Players may activate a cooling-off period for **24 hours, 7 days, 1 month, or 3 months**.
- Cooling-off options are immediately available via the Responsible Gaming section of the website.
- During this period, players cannot deposit, place bets, or access gaming features.
- Players may not revoke a cooling-off period early but may request a longer exclusion period at any time.

4. Deposit Limits and Reality Checks

4.1 Deposit Limits

- Players can set deposit limits for **daily, weekly, or monthly** periods.
- Deposit limits apply immediately when lowered. If a player requests to increase the limit, a **7-day waiting period** applies before activation.

4.2 Reality Checks

- A session timer will be displayed while a player is logged in.
- Players will receive automated reality check notifications at set intervals (e.g., every 60 minutes) detailing:
 - Time spent playing
 - Total deposits and withdrawals
 - Net win/loss for the session
- Players must confirm the message before continuing gameplay.

5. Behavior Monitoring and Self-Assessment

5.1. The Company actively monitors player behavior for signs of problem gambling, including:

- Sudden increases in deposits or betting frequency
- Extended play sessions without breaks
- Repeated requests to reverse withdrawals
- Multiple failed payment attempts
- Increased communication with support regarding bonuses or financial concerns

5.2. Self-Assessment

Players are encouraged to assess their gambling habits using self-assessment tools provided on the Responsible Gaming page. These tools include a detailed betting and wagering history and recognized screening questionnaires, such as:

- Gamblers Anonymous 20-Question Quiz ([Visit Here](#))
- CAGE Questionnaire (Adapted for Gambling):
 1. **C – Cut Down:** Have you ever felt you should cut down on your gambling?
 2. **A – Annoyed:** Have people annoyed you by criticizing your gambling habits?
 3. **G – Guilty:** Have you ever felt guilty about your gambling?
 4. **E – Eye-Opener:** Have you ever had a morning "eye-opener" to steady your nerves or recover from gambling losses?

Interpreting Results:

- **0 Yes Answers:** Low risk for gambling problems.
- **1 Yes Answer:** Moderate risk; further assessment may be needed.
- **2 or More Yes Answers:** High risk; further evaluation and intervention are strongly recommended.

5.3. If a player recognizes signs of problematic gambling, they should consider using responsible gaming tools such as deposit limits, cooling-off periods, or self-exclusion.

6. Age Verification

- Players must confirm they are 18 years or older before depositing funds or placing bets.
- The Company requires government-issued ID verification to confirm legal age.
- Any accounts found to belong to underage players will be immediately closed, and funds (except bonuses) will be refunded.

7. Contact for Responsible Gambling Assistance

For additional support, players can access international and local responsible gambling organizations:

- GamCare (www.gamcare.org.uk)
- Gamblers Anonymous (www.gamblersanonymous.org)
- GambleAware (www.begambleaware.org)

For any responsible gaming concerns, contact our support team at support@slotscity.com.
