

Responsible Gambling

1. Introduction

At Weeekly, we are committed to promoting a safe, fair, and enjoyable environment for all users. Our platform includes a range of experiences such as raffles, casino-style games using virtual currency (Weeekly Coins), and competitive challenges through Weeekly Rivals. While many activities are non-cash and intended purely for entertainment, we acknowledge that gambling-related harm can still arise, including from simulation-based formats.

Some aspects of Weeekly allow participation in real-money raffles or competitions with prize pool payouts. As such, we take seriously our responsibility to help users engage with our platform in a safe, informed, and responsible manner.

For the purposes of this policy, “gambling” refers to any feature or activity on Weeekly that involves staking money or virtual assets for the chance to win a prize.

This Responsible Gambling Policy outlines our approach to:

- Preventing underage access;
- Encouraging responsible gameplay;
- Providing self-exclusion and support tools;
- Educating users about gambling risks;
- Referring affected users to professional help where appropriate.

We encourage all users to view gaming as a form of entertainment, not as a way to earn income or recover losses. If you believe that gambling may be negatively affecting you or someone you know, we urge you to take advantage of the resources and tools outlined in this policy.

2. What Is Problem Gambling?

Problem gambling, also known as gambling disorder or compulsive gambling, is defined as a pattern of gambling behaviour that disrupts personal, social, or financial well-being. It can affect individuals regardless of age, background, or experience level, and may manifest in both real-money gambling and simulated environments such as those using virtual currencies or leaderboard-based systems.

While most Weeekly gameplay involves non-withdrawable virtual coins (Weeekly Coins) and ticket-based entry systems, we recognise that some users may still develop unhealthy patterns

of behaviour, such as chasing losses, spending excessive time on the platform, or neglecting other aspects of life.

Common signs of gambling harm include:

- Gambling longer or more frequently than intended
- Borrowing money or selling possessions to fund gambling
- Lying to friends or family about gambling activity
- Neglecting personal responsibilities, relationships, or work
- Feeling anxious, irritable, or depressed when not gambling
- Using gambling as a way to escape emotional distress
- Attempting repeatedly to cut back or stop gambling without success

Even in platforms like Weeekly where most gameplay is virtual, consistent engagement driven by emotional or compulsive triggers can still indicate an underlying issue. That's why we take responsible gaming seriously to promote the overall well-being of our community.

If you recognise these behaviours in yourself or someone else, we encourage you to use our self-exclusion tools or reach out to the professional support services listed later in this policy.

3. Self-Exclusion

3.1 Voluntary Self-Exclusion

Weeekly offers all users the option to self-exclude from the platform if they believe their gambling behavior is becoming harmful or difficult to control.

Self-exclusion is a formal request to suspend access to your account either temporarily or permanently. During the exclusion period:

- You will not be able to deposit into your Weeekly account;
- You will not be permitted to create new accounts;
- You will be removed from all promotional communications;

- Any available balance or pending winnings must be withdrawn before exclusion begins. If not withdrawn, these funds will be securely held and made available only after the exclusion period ends and identity re-verification is completed.

3.2 How to Request Self-Exclusion

To activate self-exclusion, please contact us at support@weeekly.com. You may request:

- A temporary self-exclusion (e.g., 7 days, 30 days, 90 days); or
- A permanent self-exclusion, which is irreversible.

All self-exclusions require a minimum duration of 7 days and are enforced immediately once confirmed. Temporary exclusions cannot be ended early. Permanent exclusions are final.

3.3 After Self-Exclusion

At the end of a temporary exclusion period, your account may be automatically reactivated. You will be notified by email in advance. Depending on the duration and your account history, we may require:

- A cooling-off period before access is restored; and/or
- Identity re-verification for security and compliance purposes.

You may also choose to request an extension of your exclusion if needed.

3.4 Third-Party Self-Exclusion Requests

If you are concerned that a friend or family member is engaging in problematic gambling on Weeekly, you may contact us confidentially at support@weeekly.com.

While we cannot share account information, we will review the report and assess whether platform misuse or harm is suspected. Please note that our ability to take action is subject to evidence, user privacy, and applicable law.

3.5 Self-Exclusion Data Retention and Privacy

Self-exclusion will not affect account data, unless explicitly stated. Your data will be securely retained per our Privacy Policy and regulatory obligations, even during a self-exclusion period.

3.6 Self-Exclusion Enforcement & User Responsibility

By requesting self-exclusion on Weeekly, you acknowledge and agree to the following terms:

User Responsibilities

- You are personally responsible for not accessing the Weeekly platform for the duration of your exclusion period.
- You must not attempt to create new accounts or access existing ones under alternate credentials. If such activity is discovered, related accounts will be suspended or closed, and associated gameplay, rewards, or winnings may be voided.

Platform Enforcement

- Weeekly will take all reasonable steps to enforce your self-exclusion. This may include technical measures such as IP blocking, device fingerprinting, and login restrictions.
- We may remove you from promotional communications and prevent account access during your exclusion period.

Breaches and Consequences

- If you breach your self-exclusion, you forfeit any claims to funds, rewards, tickets, or winnings generated during that period.
- For indefinite exclusions, your account will remain closed unless you formally request reactivation, which will only be considered after a mandatory cooling-off period and re-verification. Reactivation is at our sole discretion and subject to applicable licensing conditions.

Limitation of Liability

- While we make good faith efforts to enforce self-exclusion, no system is foolproof. Weeekly cannot be held liable for continued access or any resulting losses where circumvention, identity masking, or deceptive behavior has occurred.

4. Taking Control of Your Gambling

Weeekly supports healthy, balanced gaming. The following tips are designed to help you keep your experience enjoyable and within your control:

a) Play for enjoyment

Use Weeekly for entertainment, not as a way to make money. If it stops being fun, it's time to take a break.

b) Set financial limits

Decide how much you can afford to spend before playing. Never wager money needed for essentials like rent, bills, or food.

c) Think of it like entertainment

Treat the money you spend like a ticket to a show. Wins are a bonus, not a guarantee.

d) Keep track of your time

Gambling should never take up all your free time. Maintain a healthy balance with work, relationships, and hobbies.

e) Don't chase losses

Accept losses as part of the experience. Trying to win back money often leads to bigger losses and regret.

f) Stay clear-headed

Avoid gambling if you're under the influence of drugs, alcohol, or experiencing strong emotions. Make decisions when you're thinking clearly.

g) Take frequent breaks

Playing for extended periods makes it harder to stay aware of your time and spending. Step away regularly to clear your mind.

h) Stay socially active

Maintain contact with friends, family, and social activities outside of the platform. Isolation can increase the risk of unhealthy habits.

i) Use our tools

Take advantage of Weekly's responsible gambling tools, including deposit limits, session reminders, and self-exclusion options available anytime through your account or by contacting support.

5. Protection of Minors

Weeekly is strictly a platform for adults. We are committed to preventing underage individuals from accessing or engaging with our services in any way.

5.1 Minimum Age Requirement

To use Weeekly.com, users must be at least 18 years old, or the legal age of gambling in their jurisdiction, whichever is higher.

Any attempt by an underage individual to register or participate is a direct violation of our Terms and Conditions and will result in immediate account closure.

5.2 Identity Verification

Weeekly employs robust Know Your Customer (KYC) procedures to verify the age and identity of users. These checks may be initiated:

- During account registration or profile updates
- Before processing USDT withdrawals
- If suspicious activity or multiple accounts are detected

These measures are in place to:

- Prevent underage access to real-money features
- Ensure compliance with Curaçao Gaming License requirements
- Uphold a secure, legal, and responsible gaming environment

5.3 Parental Controls and Prevention Tools

We encourage parents and guardians to take an active role in supervising their children's online activity and to implement parental controls when devices may be accessible to minors.

Recommended third-party parental control tools include:

- **Net Nanny** – www.netnanny.com
- **Qustodio** – www.qustodio.com
- **CyberPatrol** – www.cyberpatrol.com
- **SafeSurf** – www.safesurf.com

These services can help block access to gambling-related websites and monitor online activity to prevent underage access.

5.4 Educational Responsibility

Weeekly promotes awareness about the risks of underage gambling and does not advertise or market to users under the age of 18. We strictly prohibit:

- Referral programs aimed at minors
- Affiliates or partners targeting underage audiences

Violations of these terms will result in removal from our affiliate program and possible account suspension.

6. Support Resources & Help for Problem Gambling

At Weeekly, we are committed to promoting responsible gambling and supporting users who may be experiencing harm. If gambling is no longer enjoyable, or if it's affecting your life or the lives of others, please don't hesitate to seek help.

6.1 Independent Gambling Support Organisations

We encourage all users who believe they may be at risk to contact trusted, professional organisations that provide confidential help and guidance:

- **Gambling Therapy** (Worldwide)
Website: www.gamblingtherapy.org
Offers multilingual support and advice through live chat and self-help tools.
- **Gamblers Anonymous** (Global network)
Website: www.gamblersanonymous.org
Peer-led support groups that follow a 12-step recovery program.
- **BeGambleAware** (UK-based, international resources)
Website: www.begambleaware.org
Offers information, advice, and support for players and their families.
- **National Council on Problem Gambling** (U.S.-based, global help directory)
Website: www.ncpgambling.org
Includes a helpline and a locator for local counselling and treatment options.

6.2 Confidentiality and Support

Seeking help is a sign of strength, not weakness. Weeekly is committed to treating all users who self-exclude or raise concerns with compassion, discretion, and respect.

All related communications are handled per our Privacy Policy and applicable data protection laws.

If you're unsure whether your gambling habits are becoming problematic, we recommend taking a self-assessment quiz such as the one offered at Gambling Therapy or GamCare.

7. Responsible Marketing & Advertising

Weeekly is committed to responsible advertising practices that reflect our core values around safe play and user wellbeing. All promotional activity is designed to align with our broader Responsible Gambling obligations and legal requirements.

- We do not target individuals under the legal age of 18 or the age of majority in their jurisdiction (whichever is higher).
- We do not knowingly advertise to individuals who have self-excluded or shown signs of problematic gambling behaviour.
- All marketing communications, affiliate campaigns, and promotional materials are reviewed to ensure they:
 - Encourage responsible play.
 - Do not create unrealistic expectations of winnings.
 - Avoid portraying gambling as a solution to personal, financial, or emotional problems.

We hold our affiliates, media partners, and collaborators to the same high standards. Any party found to violate these principles may be suspended or permanently removed from our affiliate or promotional programs.

8. Voluntary Gambling Controls

Weeekly currently offers a Self-Exclusion Program for players who wish to take a break from the platform. While user-defined spending, deposit, or session time limits are not yet available, we encourage all users to:

- Set personal limits on how much time and money they spend on the platform;
- Monitor their gameplay behavior and take breaks if needed;
- Use the self-exclusion tools available if gambling no longer feels enjoyable or manageable.

We are actively working to expand our player protection features. As part of our ongoing commitment to responsible gambling and user welfare, we plan to introduce voluntary limit-setting tools in the near future.

9. Contact Us

If you have any questions, concerns, or require further assistance related to responsible gambling, self-exclusion, or account wellbeing, please contact us at support@weeekly.com.

Our support team is available to provide confidential guidance and help you access the right tools and resources. We aim to respond to all enquiries within 24–48 hours, and all communications are handled per our Privacy Policy.