

Responsible Gambling

1. 1. Responsible Gaming

Gambling with responsibility

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Please read this information carefully for Your own benefit.

1. Responsible Gambling and Self Exclusion

1.1. Responsible Gambling

Gambling means for the majority of our Users, entertainment, fun and excitement. But we also know that for some of our Users gambling has negative side effects. In the medical science is pathologic gambling since many years as serious sickness recognised.

Since our first day we have thought about this problem and try 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 negative side effects appearing. -In case they already appear we also try to take active steps against them.

The most important instrument against negative side effects from gambling is knowledge and education about the risks of gambling to support our Users self-control in order to make sure they do not suffer from negative side effects.

1.1.1. Information and contact

Our support team will help You via email at all time without any additional costs for You:

email: support-en@cold.bet

Our Support will not disclose any information without Your consent to anyone else.

You may also visit [GamCare](#), [Gamblers Anonymous](#), [GambleAware](#) or other organizations providing gambling support if You believe You may have a gambling addiction.

In addition You also can take a self-test, if You are already gambling addicted at:

<https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/> or <https://gamblersanonymous.org/20-questions/>.

We encourage You to regularly evaluate Your gaming habits to ensure Your gambling remains within healthy limits. If, after self-assessment, You recognize signs of problematic gambling behavior, we strongly recommend seeking support from relevant organizations or reaching out to our support team for assistance.

You can also find additional information about gambling addictions at:

<https://www.begambleaware.org/safer-gambling/>

1.1.2. Helpful hints for Responsible Gambling

We recommend You think about the following hints, before gambling in order to insure gambling stays fun for You and does not cause any negative side effects:

- Set Yourself a [Deposit Limit](#).
- Play within your means – Set a budget and only gamble with amounts you can afford to lose.
- Avoid chasing losses – Trying to recover lost money by taking bigger risks can lead to further losses. Play responsibly, not out of desperation.
- Set time limits – Determine how long you will play and stick to it - <https://cold.bet/> offers a real-time session timer that remains visible at all times while You are logged in. Gambling should never take priority over other hobbies or responsibilities.
- Play with a clear mind – Avoid gambling when you are stressed, depressed, or under the influence of medication, drugs, or alcohol.
- Take breaks – If you feel tired or find it hard to concentrate, step away and take a break.
- Use a single account – To keep track of your gambling activity and spending, it is strongly recommended that you only create and use one account.

2. Minor Protection

To use <https://cold.bet/>, You have to be 18 years or older. To avoid abuse, keep Your login data save from any minors near You.

Principally we recommend a filter program to avoid minors, especially children, to access 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>

3. Player Protection Measures

If we detect signs of problematic gambling behavior, we may take the following actions:

- Deposit Limits – we may apply restrictions on the amount You can deposit within a specified period to encourage responsible spending.
- Temporary Account Suspension – in cases where further review is needed, we may temporarily restrict access to Your account.
- Self-Exclusion – if a player is identified as being at extreme risk, we may impose self-exclusion measures, which could involve restricting access to our services for a defined period or permanently.

4. Cooling-Off Period

As a protective measure, we offer You the option to activate a Cooling-Off Period, allowing You to take a temporary break from gambling without the need for permanent restrictions.

4.1. Activation of Cooling-Off Period

The Cooling-Off Period can be activated immediately through the "Activate Cooling-Off Period" button below. Once You select the cooling-off period option, You can choose from the following durations:

- 24 hours
- 7 days
- 1 month
- 3 months

You may choose to apply the cooling-off period to specific product categories, such as Slots, Table Games, Fixed Odds Betting, Poker, or all available gambling activities.

4.2. Immediate Activation and Restrictions

Once You activate the Cooling-Off Period:

- The restriction will take effect immediately, preventing Your participation in gambling activities for the selected duration.
- Your account will be locked for gambling activities selected by You.
- You will have the option to opt-out of marketing communications for the duration of Your Cooling-Off Period.

4.3. Reactivation and Additional Time-Out Options

At the end of the Cooling-Off Period, Your account will be automatically reactivated, allowing them to resume gameplay without any further action. If further restrictions are needed, you can extend Your cooling-off period or opt for Self-Exclusion for a longer-term break.

Click [here](#) to Activate Cooling-Off Period

5. Self-Exclusion:

In case You are diagnosed with a gambling addiction or try to stay away from gambling for a different reason, we want to assist you to stay away from anything that does nothing good for you. "Self-Exclusion" means that You exclude yourself, out of Your own choice, from selected gambling services (or all of them).

5.1. How to Self-Exclude

You can initiate and complete the Self-Exclusion process entirely online, without requiring email communication or our approval. The process takes no more than 15 minutes to complete.

5.1.1. Steps to Self-Exclude:

6. Click the "Activate Self-Exclusion" button below.
7. Select the desired self-exclusion period and gambling product categories You would like to be excluded from (if not all).
8. Confirm your decision by acknowledging the terms of self-exclusion.
9. Submit the request for immediate activation.

5.2. Self-Exclusion Periods

You may choose from the following self-exclusion durations:

- 1 year
- 3 years
- 5 years
- 10 years
- Lifetime Exclusion

Once a self-exclusion request is submitted, it takes effect immediately and cannot be revoked before the selected period expires.

5.3. What Happens During Self-Exclusion?

- Your account will be locked, restricting access to your selected gambling activities or all gambling services.
- You will be automatically excluded from all our platforms and domains.
- We will take measures to identify and prevent duplicate accounts to uphold the self-exclusion.
- You will be removed from all marketing communications and will no longer receive promotional offers.
- We encourage you to self-exclude from other gambling platforms and seek support from the sources listed above if needed.

Important Notes: The self-exclusion period cannot be shortened or reversed once it is activated.

5.4. Our Right to Enforce Exclusion

In certain cases, we may initiate an exclusion as a high-risk intervention measure. This may occur, but is not limited to, situations where you exhibit clear signs of problematic gambling behavior.

5.5. Reactivation and Post-Exclusion Protocol

After the self-exclusion period ends, Your account will not be automatically reactivated. Instead, you must submit a written request to support-en@cold.bet to confirm your desire to resume gambling.

As you return to gambling after your self-exclusion period, we strongly recommend:

- Reviewing responsible gaming practices – You will receive a message from us outlining available safeguards to help you maintain control over your gambling habits.
- Completing a Gamblers Anonymous self-assessment questionnaire – This can help you evaluate your gambling behavior and determine if additional protective measures are needed.

Your gaming history will be preserved, and your account will only be restored under your original credentials. No new accounts may be created to bypass the exclusion.

Click [here](#) to Activate Self Exclusion

6. Limits

To help you maintain control over your gambling habits, we also offer Deposit Limits, allowing you to set restrictions on the amount you deposit within a specific timeframe.

6.1. Deposit Limits

- You can set deposit limits on a daily, weekly, or monthly basis.
- Once your deposit limit is reached, you will not be able to deposit additional funds until the selected period resets.
- Reducing your deposit limit takes effect immediately, while any request to increase your limit is subject to a seven-day waiting period before being applied.

Click [here](#) to set Deposit Limits

To increase or decrease your deposit limits, you may find the relevant request option in your personal account, which will become available after you have set a deposit limit.

Exceptions to Limits and Exclusions

While deposit limits and self-exclusion measures take effect immediately, there are certain situations where an active wager or gameplay may be impacted. These include, but are not limited to:

- A time limit being reached while you are actively participating in a poker tournament.
- A limit or exclusion being applied while you have an unresolved ante-post bet on a future event.

In these cases, the restrictions outlined above will still be honored immediately, with the exception of the active gameplay or wager(s). Once the relevant tournament, wager, or event has concluded, the full restrictions will apply without further delay.