

Responsible Gaming Policy

1. Your Safety and Our Commitment

We recognize that gambling is a form of entertainment that should be enjoyed responsibly and safely. We are committed to protecting our players and fostering a secure gaming environment by implementing comprehensive Responsible Gaming measures, which include:

- Enforcing strict age verification procedures to protect individuals under 18 years of age.
- Providing players with effective tools to monitor and control their gaming behavior.
- Offering clear, accessible information and resources to promote responsible gambling.
- Continuously monitoring player behavior to identify signs of potential gambling problems and intervening appropriately when necessary.

2. Age Verification and Eligibility

Participation in gambling activities is strictly prohibited for persons under 18 years of age. Upon registration, players must confirm their age and submit valid government-issued identification for verification purposes. Should it be determined that a player is underage, we will immediately terminate the account, refund any deposits made, and cancel any winnings accrued.

3. Responsible Gaming Tools

To empower our players to manage their gaming activities responsibly, we provide the following tools accessible at all times via the Responsible Gaming section of our platform:

- **Deposit Limits:** Players may set daily, weekly, or monthly deposit caps to control expenditure.
- **Reality Checks:** Optional alerts that notify players of the duration of their gaming sessions.
- **Cooling-Off Periods:** Temporary breaks from gambling, ranging from 24 hours up to 3 months.
- **Self-Exclusion:** Options for temporary or permanent account suspension, from one year up to a lifetime, with no marketing communications during the exclusion period.

4. Self-Assessment Tools

Players uncertain about their gambling habits can access self-assessment tests available on our website. These tools assist in evaluating whether an individual may be at risk of developing problematic gambling behavior.

5. Identification of Problem Gambling

We proactively monitor player activity for indicators of potential gambling-related harm, including but not limited to:

- Frequent or excessive deposits and withdrawals.
- Cancellation of withdrawal requests.
- Prolonged or irregular gaming sessions.
- Repeated changes to gaming limits or frequent use of Responsible Gaming tools.

If such patterns are detected, we may initiate contact with the player to recommend protective measures or activate appropriate safeguards.

6. Account Suspension and Breaks

Players may opt to take a break from gambling as follows:

- **Cooling-Off Period:** Selected by the player for a duration between 24 hours and 3 months; the account remains active but with restricted access.
- **Self-Exclusion:** Full suspension of account access for a period of one year or more; reactivation requires a formal written request after the exclusion period concludes.

During any suspension period, players will not receive marketing materials or promotional offers.

7. Advertising and Marketing Practices

We are committed to ethical marketing standards. Our advertising:

- Does not target minors or vulnerable individuals.
- Does not portray gambling as a solution to financial difficulties.
- Includes clear terms and conditions alongside messages promoting responsible gaming.

8. Support Services and Resources

In addition to internal measures, we provide players with direct access to external professional support organizations, including:

- **Gamblers Anonymous:** www.gamblersanonymous.org
- **GamCare:** www.gamcare.org.uk
- **GambleAware:** www.begambleaware.org

9. Policy Review and Oversight

This Responsible Gaming Policy is reviewed annually to ensure ongoing effectiveness and regulatory compliance. Any significant updates will be communicated transparently to our players.

A dedicated Responsible Gaming Officer is appointed to oversee policy implementation and maintain open communication regarding responsible gaming initiatives.