

## RESPONSIBLE GAMBLING POLICY

### INTRODUCTION

Moonspin.com is committed to endorsing responsible gaming as a policy of customer care and social responsibility. We believe it is our responsibility to you, our customers, to ensure that you enjoy your wagering experience on our site, while remaining fully aware of the social and financial harms associated with problem gambling.

### MAINTAINING CONTROL

Gambling should be treated as a fun pastime, and not to generate income. Whilst most people can treat gambling as recreation and spend only what they can afford to risk, for some it can be more difficult. In order to maintain control of your gambling habits we remind you to always consider the following points:

Gambling should be done in moderation and undertaken as a form of leisure not as a genuine way of making money.

Avoid chasing your losses – there will always be another day.

Only gamble when you can cover potential losses.

Keep track of the time and monitor the amount of money you spend.

Should you need a break from gambling, this is possible by contacting our customer support team.

Self-exclusion should be used if you feel you are losing control of your gambling, and you can activate self-exclusion by contacting customer support.

If you need to talk to someone about any concerns you may have with your gambling habits, please contact one of the organizations detailed below under 'Gambling Counseling Organizations'.

### DO YOU HAVE A PROBLEM?

If you are concerned that gambling is having a negative impact on your life or someone else's then the following questions may help you find out.

Does gambling prevent you from attending work or college?

Do you gamble to pass time or to escape boredom?

Do you gamble alone for long periods of time?

Have others ever criticized you for your gambling?

Have you lost interest in family, friends or hobbies due to gambling?

Have you ever lied to cover up the amount of money or time you spend gambling?

Have you lied, stolen or borrowed in order to maintain your betting habits?

Are you reluctant to spend “gambling money” on anything else?

Do you gamble until you lose all your money?

After losing, do you feel that you must try and win back the losses as soon as possible?

If you run out of money when gambling, do you feel lost and in despair and feel the need to gamble again as soon as possible?

Do arguments, frustrations or disappointments make you want to gamble?

Does gambling make you depressed or even suicidal?

The more questions that you can answer “yes” to, the more likely it is that you are having difficulties with your gambling. To speak with someone who can give you advice and support, please contact one of the organizations detailed below under ‘Gambling Counselling Organizations’.

## FINANCIAL LIMITS

In order to assist our players in gambling responsibly, Moonspin.com plans to offer players the possibility of defining Financial Limits applicable to their accounts.

## STANDARD ACCOUNT CLOSURE

Should you wish to take a break from gambling, whatever the reason may be (except in situation of gambling problems, where the self-exclusion option should be utilized as illustrated further down), we offer you to close/freeze your account with us. To close your account please contact our Customer Support. A standard account closure means that your account can be reopened at any time, upon request. To reopen your account please contact Customer Support. In some instances, we may ask for a reason before activating the account.

## SELF-EXCLUSION

If you feel that you may have lost control of your gambling, we also offer a self-exclusion option which can be activated via email, as specified in the Terms and Conditions. You **MUST** state your wish to SELF-EXCLUDE and any such request will take effect within 24 hours from the moment of receipt of the request by our Support team. **NOTE:** Unless SELF-EXCLUSION has specifically been stated, your request will be treated as standard account closure as illustrated above and can therefore be reopened at any time during the selected period.

For additional information about how we treat self-exclusion such as potential closure of other accounts on sites managed and operated by the license holder, please visit the Terms and Conditions. During the period of self-exclusion, it will in most instances **NOT** be possible to reopen the account and any request to do so will automatically be rejected.

If you are considering self-exclusion, please consider contacting all gambling companies with whom you have accounts and ask for to be self-excluded there as well. We also recommend installation of software that will allow you to block access to internet gambling websites. Filtering Systems can be found on the bottom of this page.

#### GAMBLING COUNSELLING ORGANIZATIONS

Gambling Therapy – <https://www.gamblingtherapy.org/>

Gamblers Anonymous – <https://www.gamblersanonymous.org/>

Responsible Gaming – <http://www.responsiblegambling.org/>

#### UNDERAGE GAMBLING

It is illegal for anyone under the age of 18 to open an account or to gamble on Moonspin.com and we treat this responsibility very seriously. We carry out age verification checks on all customers where payment methods are available to persons under 18 years of age and make random age verification checks on customers.

Please note that anyone under the age of 18 found to be using the site will have any winnings forfeited and risk being reported it to the authorities.

#### FILTERING SYSTEMS

Filtering solutions allow parents to regulate access to the internet, based on chosen criteria. Parents can use filters to prevent their children from accessing, amongst other things, gambling websites. If you share your computer with friends or family who are under the legal age to register or bet with our site, or have requested self-exclusion from gambling sites, please consider parental filtering solutions such as:

Net Nanny™ – [www.netnanny.com](http://www.netnanny.com)

CyberPatrol – [www.cyberpatrol.com](http://www.cyberpatrol.com)

#### SELF-ASSESSMENT TOOL

If you feel you may be at risk of developing a dependency on gambling, there are numerous services and websites which can help you. You can find the following self-assessment test on <https://www.begambleaware.org/self-assessment-tool-entry> which can establish whether or not you are developing a dependency towards gaming.