

Betfinal Responsible Gaming Policy

Our Commitment to Responsible Gaming

At Betfinal, we are committed to providing a safe, fair, and enjoyable environment for all customers. Sports betting and casino games are designed to be a form of entertainment, and we work hard to ensure they remain positive experiences.

We also recognize that gambling carries risks if not managed responsibly. For this reason, Responsible Gaming is at the heart of our customer care and social responsibility. Our aim is to give customers the tools, information, and support needed to stay in control and prevent gambling from becoming a problem.

How to Play Responsibly

Gambling should always be a form of entertainment, not a way to make money. Most customers play responsibly, but for some it can be harder to stay in control.

To keep gambling safe, always remember:

- Play in moderation and only with money you can afford to lose.
- Don't chase losses, accept them as part of the game.
- Keep track of your time and spending.
- Use our tools such as deposit limits, cooling-off, or self-exclusion if you feel you need a break.
- Take a self-assessment test, such as Gamblers Anonymous "20 Questions" test. gamblersanonymous.org/20-questions/
- If you are concerned about your gambling habits, please see the "Help and Support Services" section of our Responsible Gambling Policy.

Deposit Limits

Deposit limits allow customers to control how much money they can deposit into their account on a daily, weekly, or monthly basis. Lowering a limit takes effect immediately, while any request to increase a limit is subject to a 24-hour cooling period, giving customers time to carefully consider the change.

This tool is designed to help customers manage their spending and ensure gambling remains within safe, affordable limits.

To set a deposit limit, customers can contact our Customer Support team using their registered email. Requests can be sent to Helpdesk@betfinal.com, and our team will assist with the setup.

Reality check

Reality checks are on-screen reminders that appear while a customer is playing. They encourage players to pause, reflect, and decide whether to continue or take a break.

Customers can set their own customized reminders at intervals they choose, giving them greater control over their play.

Cooling-Off

The cooling-off tool allows customers to take a temporary break from gambling for 24 hours, 7 days, 1 month, or 3 months. This period is chosen and set by the customer and is designed to provide time to step back, regain control, and return to play responsibly when ready.

During a cooling-off period, the customer cannot log in to their account and deposits and wagers are disabled. Customers may also choose to opt out of marketing communications while on a cooling-off break.

Self-Exclusion

Self-exclusion is a long-term measure that is activated by the customer for those who feel they need to stop gambling completely.

Exclusion options are 6 months, 1 year, 5 years, or lifetime exclusion. Once activated, self-exclusion is applied immediately across all Betfinal domains and cannot be revoked by the customer before the chosen period ends.

During self-exclusion the account is closed, the customer can no longer log-in and any ante-post bets must be voided and refunded.

After the selected exclusion period has ended, account reactivation is only possible through a written request sent from the customer's registered email address. Requests can be sent to Helpdesk@betfinal.com.

This safeguard reflects Betfinal's strong commitment to protecting customer wellbeing and ensuring responsible play.

Help and Support Services

If gambling stops being fun, help is available. Please contact:

- GamCare – Support and counselling. www.gamcare.org.uk
- Gamblers Anonymous – Peer support groups worldwide. www.gamblersanonymous.org
- BeGambleAware – Practical advice and support. www.begambleaware.org
- Gordon Moody – Specialist treatment and residential support for gambling addiction. www.gordonmoody.org.uk

- Gamanon – Support groups for friends and family affected by someone else's gambling. www.gamanon.org.uk

Preventing Underage Gambling

We strictly prohibit anyone under the age of 18 from opening an account or participating in gambling activities. If we discover that a minor has registered and gambled, the account will be closed immediately, deposits refunded, and any winnings forfeited.

We also encourage parents and guardians to take an active role in preventing underage gambling. To help protect minors, we recommend:

- Keeping your account details, passwords, and payment information secure.
- Not leaving devices logged into gambling sites unattended.
- Using internet filtering and blocking software to restrict access to gambling websites.

Some useful tools include:

- BetBlocker – Free app to block gambling sites. www.betblocker.org
- GamBlock – Software to restrict gambling access. www.gamblock.com
- Gamban – App to block gambling sites and apps across devices. www.gamban.com

These measures can provide an additional safeguard to ensure that gambling remains an activity only for responsible adults.

Protective Measures

We reserve the right to suspend or exclude players who display problematic gambling behaviour, attempt to bypass restrictions, or engage in criminal activity.

These measures are taken only to protect customers and maintain a safe, fair, and responsible gaming environment. Our priority is to prevent harm and ensure that gambling at Betfinal remains an enjoyable form of entertainment.