



Responsible Gambling Policy

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Introduction

At Spinzz, we are committed to promoting responsible gambling and creating a safe environment for all our players. Our Responsible Gambling Policy ensures compliance with the standards set by the Curacao Gaming Authority (CGA).

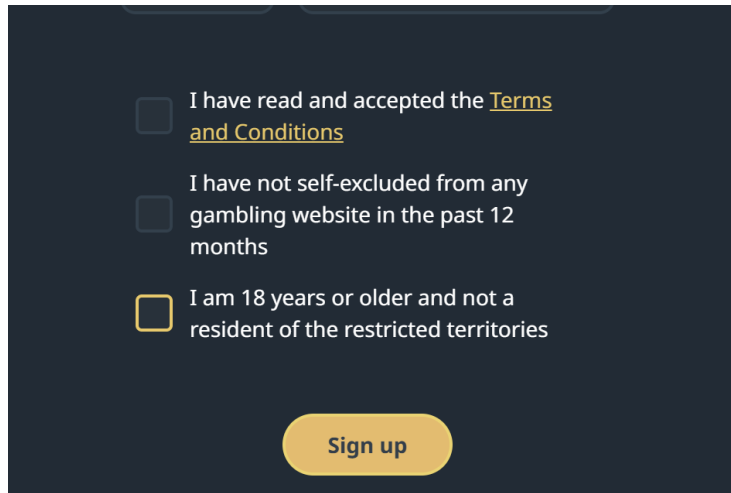
1. Our Commitment

- Prevent underage and vulnerable persons from gambling.
 - Promote informed and responsible player behavior.
 - Offer self-help tools and professional support access.
 - Monitor player behavior and intervene where necessary.
 - Train our staff to identify and respond to at-risk gambling.
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2. Key Responsible Gambling Measures

2.1 Age Verification

- Gambling is prohibited for individuals under the age of 18. During registration process, users are required to confirm their age.

A dark-themed registration form snippet. It contains three checkboxes with corresponding text. The first checkbox is for accepting terms and conditions. The second checkbox is for self-exclusion status. The third checkbox is for age and residency verification. A yellow 'Sign up' button is at the bottom.

☐ I have read and accepted the [Terms and Conditions](#)

☐ I have not self-excluded from any gambling website in the past 12 months

☐ I am 18 years or older and not a resident of the restricted territories

[Sign up](#)

- Additionally, we conduct age verification by requesting government-issued ID.
- Accounts identified as minors will be closed and funds refunded, as stated in our Terms and Conditions.

2.2 Responsible Gambling Tools

Players can manage their behavior using:

- **Deposit Limits:** Daily, weekly, or monthly caps.
- **Cooling-Off Periods:** 24 hours, 7 days, 1 month, or 3 months.
- **Self-Exclusion:** 1 year, 3 years, 5 years, 10 years, or lifetime exclusions.

2.3 Behaviour Monitoring

We monitor for signs of problematic gambling, such as:

- Sudden increases in deposits and repeated failed transactions.
- Reversed withdrawals.
- Extended play sessions and changes to RG tools.
- Customer support patterns indicating distress.

2.4 Intervention Protocols

We apply a risk-based approach for interventions:

- Contacting players showing at-risk behavior.
- Encouraging RG tools and support usage.
- Enforcing mandatory limits or exclusions when necessary.

2.5 Training and Staff Readiness

All customer-facing staff, including customer support, VIP managers, and marketing personnel, undergo comprehensive training to ensure they can promote responsible gambling effectively and respond to at-risk behavior with professionalism and care. Our team is trained to:

- Recognize signs of gambling distress, including agitation, financial desperation, or significant changes in gambling patterns.
- Respond with sensitivity and discretion, engaging in structured and empathetic conversations that prioritize the well-being of the player.
- Direct players to appropriate Responsible Gambling tools, such as deposit limits, self-assessments, cooling-off periods, and self-exclusion options.
- Refer players to external support services, both international (e.g., GamCare, Gamblers Anonymous, GambleAware) and local where applicable.

In support of this commitment:

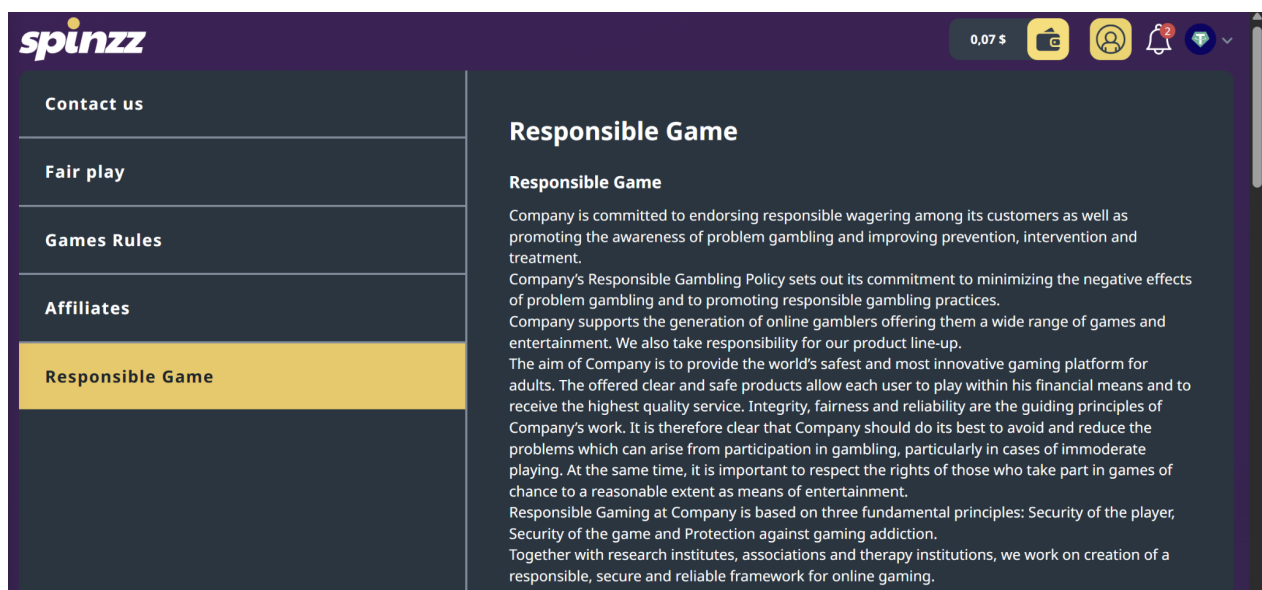
- We maintain a documented internal Responsible Gambling protocol and staff manual that outlines procedures for identifying and managing cases of problem gambling, including escalation steps and intervention scenarios.
 - All relevant staff members complete formal training through the Casino Guru Academy, specifically the Safer Gambling Course (<https://casino.guru/academy/course/safer-gambling>). This course equips employees with the knowledge and skills to uphold safer gambling standards and ensures they meet industry best practices.
 - Staff training is regularly refreshed and updated to reflect regulatory changes, emerging risks, and evolving best practices in player protection.
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3. Player Information and Accessibility

The **Responsible Gambling section** is easily accessible through prominent links on both the homepage and the website footer, ensuring that all players can quickly locate the support and information they may need.

This section provides comprehensive information about what Responsible Gambling is, including:

- An explanation of responsible play and its importance.
- Tips on how to maintain control over gambling behavior.
- Warning signs of problem gambling.
- Detailed descriptions of available Responsible Gambling tools such as deposit limits, self-assessment tests, cooling-off periods, and self-exclusion options.
- Information about how we monitor player behavior to detect signs of harm.
- Contact details for our support team and direct links to independent gambling help organizations.



4. Marketing & Advertising Compliance

Spinzz is committed to ensuring that all marketing and promotional activities reflect our core values of integrity, responsibility, and player protection. We strictly adhere to Responsible Gambling standards in every aspect of our advertising strategy, both in-house and through third-party affiliates. Our policy includes the following key principles:

- We do not design, place, or promote any advertising content that is likely to appeal to individuals under the age of 18 or to those who are identified as vulnerable. Our

advertising materials never feature minors, nor do they appear in media or environments where minors form a significant portion of the audience.

- Gambling is presented as a form of entertainment only. We strictly prohibit any suggestion that gambling can be used to solve financial problems, relieve stress, improve mental well-being, or achieve personal success.
 - All affiliates and marketing partners are required to comply with our Responsible Gambling Policy. This includes promoting only approved messages, displaying clear responsible gambling warnings, and avoiding any content that could mislead or target vulnerable individuals. We actively monitor affiliate compliance and reserve the right to terminate partnerships that breach our advertising standards.
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5. Data Retention and Review

All RG interactions and interventions are recorded in the PAM system. Records of age checks, exclusions, and behavior tracking are maintained per CGA regulations.

6. Support Resources

On our dedicated Responsible Gambling tab, players can easily access a list of independent support organizations that specialize in gambling-related assistance. These external organizations provide confidential support, counseling, and treatment options for those who may be experiencing gambling-related harm.

Outside help

To receive guidance and support about potential gambling issues, please visit: GamCare at www.gamcare.org.uk or call their confidential helpline on 0808 8020 133 or Gambling Therapy at www.gamblingtherapy.org