
WIN PRO GAMES B.V.
RESPONSIBLE GAMING POLICY

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1. Approval

Version	Version Date	Approved By	Approval
1.0	July 2025	Director	

2. Definitions and Interpretation

“CGA”	Curacao Gaming Authority.
The “Company”	means Win Pro Games B.V. (company number 164229, registered address Abraham Mendez Chumaceiro Boulevard 03, Willemstad, Curaçao) which is a holder of license number OGL/2024/470/0175 from the Curaçao Gaming Authority.
“Cooling Off”	A pre-determined period (hours, days, or months) set by the player during which the player may not place any wagers whatsoever.
“Games of Chance”	Any game in which one or more players, in exchange for money or monetary value, compete for prizes of monetary value, and the outcome is determined by chance alone or by a mix of chance and player skill, without significant influence by the player. Includes sports betting and poker.
“LOK”	The National Ordinance on Games of Chance law of Curaçao.
“Marketing, Promotion and Advertising”	All resources, messages, and media that promote the Company’s domain(s), brand(s), products, or services. Includes print, media advertising, content marketing, digital marketing, and social media campaigns.
“Mandatory Requirements”	Basic elements of a Responsible Gaming policy that all operators must implement. These must reflect the operator’s target markets and player base.
“Minor”	Any person under the age of 18.
“Self-exclusion”	When a player voluntarily bars themselves from all or certain online gaming-related activities with a specific operator.
“Vulnerable Person”	Defined in Clause 1.1(h) of the LOK as a person who: 1. Is under 18 years of age; 2. Lacks control over gambling behavior and risks harm to self or others; 3. Has been banned from gambling (voluntarily or involuntarily); 4. Has been declared bankrupt.

3. Policy Overview

Win Pro Games B.V. is committed to promoting Responsible Gaming and protecting players from gambling-related harm. This policy outlines the tools, procedures, and obligations the Company follows to ensure a safe and supportive gaming environment, in accordance with Article 5.4 of the LOK and the CGA guidelines.

A dedicated Responsible Gaming Officer (or appointed Compliance Officer) is responsible for implementing this policy, monitoring its effectiveness, and reporting to management annually with recommendations for improvement. All material changes to this policy are reported to the CGA.

4. Policy Scope

This policy applies to all registered players and to all employees, contractors, and partners involved in player-facing services and game operations. It includes preventive measures, intervention protocols, and regulatory compliance practices.

5. Prevention of Underage Gambling

The Company strictly prohibits access to our platform by anyone under the age of 18. Age verification processes include:

- ⇒ Entry of date of birth and confirmation via checkbox at registration
- ⇒ Document-based verification (e.g., passport, national ID, driver's license)
- ⇒ Verification of payment method and third-party checks

Accounts found to be operated by minors will be closed and deposits refunded in accordance with civil law obligations. Age verification records are retained and made available for audit.

6. Player-Controlled Tools

6.1. Deposit Limits

Players can set daily, weekly, or monthly deposit limits to control their spending. These limits can be set during account registration or modified at any time in the account settings. Players will be notified of their current deposit limits and receive a notification of their spending when they reach 80% of their limit to encourage responsible gaming. Requests to reduce deposit limits take effect immediately, while requests to increase limits are subject to a mandatory 7-day waiting period. Additional limits, such as loss limits and time limits, will also be available.

6.2. Reality Checks, Play History, and Reports

The Company encourages players to utilize reality check reminders, which notify them of their playtime at regular intervals (e.g., every hour). Players can customize these reminders in their account settings.

Players can access a detailed play history, which includes information on their betting activity, deposits, and withdrawals. This transparency helps players make informed decisions about their gaming behavior.

6.3. Self-Assessment

The Company encourages players to regularly evaluate their gambling behavior through self-assessment tests, such as the Gamblers Anonymous 20 Questions and the CAGE Questionnaire.

7. Cooling-Off Periods

Players can activate a cooling-off period of 24 hours, 7 days, 1 month, or 3 months, during which they are temporarily restricted from gambling. This option is easily accessible and can be activated with a single click, without requiring email communication or Company approval. Upon activation, the player's account will be locked, preventing any participation in gambling activities for the selected period.

Immediate Activation and Restrictions: Once a player selects the cooling-off option:

- ⇒ The player must be informed of the difference between a cooling-off period and self-exclusion, with the opportunity to proceed directly to self-exclusion if they choose.
- ⇒ The cooling-off period takes effect immediately.
- ⇒ The player's account is locked, preventing any participation in gambling activities for the full period selected.
- ⇒ The player is given the option to enhance their protection by opting out of the marketing database during their cooling-off period.

The Company must not discourage players from activating the cooling-off period by questioning their decision, offering reassurances to delay the process, or providing bonuses or promotions as incentives to continue playing.

8. Self-Exclusion

Players have the option to self-exclude from gaming activities for a specified period, with options for 1 year, 3 years, 5 years, 10 years, or lifetime exclusion. This feature is easily accessible and prominently displayed in the player account settings. Once a self-exclusion request is submitted, the player's account will be suspended, and they will not receive any promotional materials or communications from us during the exclusion period. All known payment methods used by self-excluded players will be blocked.

The Company implements a clearly defined and documented self-exclusion program that is easily accessible and ensures immediate action upon a player's request. This tool is designed to help individuals regain control over their gambling behavior and prevent further harm.

8.1.1. Self-Exclusion Process and Requirements:

Accessibility and Communication: The self-exclusion option is prominently displayed on the website, ensuring players can easily locate and activate it. Information about self-exclusion clearly outlines the steps required, duration options available, and the benefits of self-exclusion.

Immediate and Irreversible Action: Players can initiate and complete the self-exclusion process fully online, without requiring email communication or Company approval. The process is designed to take no more than 15 minutes to complete.

Record Keeping: The Company will maintain a Self-Exclusion Register for a minimum of seven (7) years from the end of a player's exclusion period, including records of all self-excluded players and their known payment methods to prevent future use during the exclusion period.

8.1.2. Financial and Account Management

Upon activation of total self-exclusion from all verticals:

- All gambling-related transactions are blocked immediately.
- The player's account is deactivated, preventing further play.
- Remaining funds in the player's account must be refunded to the original payment method within two business days, subject to AML policy requirements.
- The Company must permanently remove the player's data from all marketing and promotional lists.

9. Operator-Initiated Exclusion

The Company may suspend or permanently exclude a player if:

- There is evidence of problematic gambling behavior
- The player attempts or commits fraud or illegal activities
- The action is necessary to protect the player or others

Operator exclusions are never based on winnings and are recorded for regulatory purposes for at least 5 years.

10. Information and Support

10.1. Responsible Gaming Information

Our website includes a dedicated section on responsible gaming, providing educational resources on gambling risks, signs of problem gambling, and tips for safe gambling practices. Information on the odds of various games is also provided to promote informed decision-making.

10.2. Support Resources

The Company offer links to professional organizations and hotlines specializing in gambling addiction, such as [BeGambleAware](#), [GamCare](#), [Responsible Gambling Council](#).

A dedicated support team is available to assist players experiencing gambling-related issues, and the Company encourages players to reach out for help if they feel they are losing control.

Additionally, you can also take a self-test if you may be addicted to gaming at: <https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/>.

10.3. Staff Training and Awareness

All employees, particularly those in customer support and compliance roles, will undergo comprehensive training programs focusing on responsible gaming practices. Training will cover identifying signs of problem gambling, how to communicate with affected players, and the resources available for support. Staff will receive ongoing education on the latest developments in responsible gaming practices and regulations to ensure our policies remain current and effective.

To enhance our responsible gaming initiatives, the Company conducts regular audits of our responsible gaming measures to assess their effectiveness.

10.4. Monitoring and Intervention

The Company actively monitors player behavior to detect signs of problematic gambling. By analyzing deposit activity, betting patterns, session durations, and player interactions, the Company can identify at-risk individuals and take proactive steps to prevent gambling-related harm. This includes direct contact with players exhibiting concerning behavior, providing information on responsible gaming tools, and implementing interventions as necessary.

10.5. Procedures for Player Identification and Intervention

1. Player Profiling and Risk Assessment: Establish player profiles with relevant data points to assess individual risk levels.
2. Direct Player Interaction: When concerning behavior is identified, the Company must initiate direct contact with the player via trained responsible gaming professionals.
3. Responsible Gaming Interventions: Players exhibiting at-risk behavior must be informed about responsible gaming tools, including deposit limits, time-outs, and self-exclusion.

11. Marketing and Advertising Compliance

The Company is responsible for ensuring that all marketing, promotional, and advertising activities adhere to responsible gaming principles. Direct marketing activities (including emails, messaging, bonuses, or incentives) are prohibited during an active cooling-off or self-exclusion period.

11.1. Advertising and Marketing Guidelines

All advertising must include a clearly visible responsible gaming message or slogan.

The Company shall not engage in misleading, excessive, or irresponsible advertising, adhering to the following restrictions:

- No aggressive or misleading tactics.
- No targeting of vulnerable groups, self-excluded players, minors, or financially vulnerable individuals.

- No portrayal of gambling as an investment or solution to financial difficulties.
- No misrepresentation of skill versus chance.
- No emotional manipulation or portrayal of gambling as a means of escaping personal struggles.
- No use of child-friendly content or imagery appealing to minors.
- All promotional materials must transparently communicate terms and conditions.

12. Compliance and Regulatory Obligations

We document all responsible gaming activities and maintain records for regulatory review. The CGA may request these records at any time to ensure compliance.

If a self-excluded individual or minor is found to have accessed gambling beyond their self-exclusion choices:

- All deposited amounts must be refunded within two business days.
- The player's account will be immediately blocked to prevent further play.
- A detailed report will be submitted to the CGA within five working days, outlining how the issue occurred and what actions are being taken to prevent recurrence.

13. Contact Information

For any inquiries related to our Responsible Gaming Policy or if you need assistance, please contact our support team at rg@redracer.bet

Our Support will ensure that any information shared is kept confidential and will not be disclosed without Your consent.