

RESPONSIBLE GAMING

1. Gambling at an online casino should always be aimed at entertainment. However, there is a certain percentage of people who lose control over themselves while gambling. Before starting to play, it is important to realize that gambling shall never be viewed as a source of income or means spent at an online casino daily.
2. Gambling problems are associated with poor mental health and can manifest in depression, anxiety, and suicidal thoughts. They also have an adverse effect on family relationships, work, academic performance, and can lead to bankruptcy or crime. Gambling should be an enjoyable pastime and not a way to make money. Unfortunately, in some cases abuse of gambling can lead to problems. We take care of our customers and make every effort to provide a safe and reliable service which our customers can use without any damaging consequences.
3. Our company does not allow underage gambling (for persons under the age of 18). We do not advertise our products and services to minors or mentally vulnerable people. We guarantee that our advertising, sponsorship, and marketing activities do not contain any information aimed at attracting underage persons to the website.
4. Our company is committed to ensuring that gambling activities are conducted in a responsible manner. To achieve this, we implement strict age verification procedures, provide easily accessible information on responsible gaming, and offer player self-assessment tools. We actively monitor player behavior to identify potential signs of problem gambling and support player-controlled measures such as cooling-off periods, self-exclusion options, and deposit limits. Additionally, we ensure that all employees, affiliates, marketing partners, and social media influencers receive proper training on responsible gaming practices. Our marketing and advertising efforts strictly adhere to responsible gaming principles to promote a safe and transparent environment for all users.
5. Our company reserves the right to ask players for their age verification information and to suspend the player's account until he/she provides information that verifies appropriate age.
6. We regularly carry out checks to determine the age of our customers to guarantee that all our players have reached the legal age:
 - In some cases our checks cannot confirm the customer's age and we request the added information to confirm that the player has reached the legal age
 - Availability personal account may be limited and funds are frozen until we receive the necessary information and the fact that the player has reached the legal age
 - The legal age for betting and gambling is determined by laws of your country and is usually 18 years

- Our customers should understand that they are the guarantors of their legal registration on fan-sport.com
7. To prevent underage individuals from logging into gambling sites as part of parental control or to enable self-exclusion when necessary, our company recommends parents or guardians to install a reputable filtering software system, for example betblocker.org (free), or any alternative such as gamban.com (free trial), netnanny.com, gamblock.com, cybersitter.com
 8. Our advertising campaigns and ads do not mislead customers or misrepresent the services that we offer. Customers are informed about their chances of winnings and possible risks. Services are provided for payment, excessive spending is not encouraged. To test the level of your gambling addiction, please answer “Yes” or “No” to the questions below:
 - Is your spending out of control?
 - Do you typically borrow money or steal to continue gambling?
 - Have you been spending less time with your family and loved ones lately?
 - Have opinions of others about your activity on gambling sites started to irritate you?
 - Have you lost interest in your hobbies or usual leisure activities?
 - Are you feeling depressed or sometimes even think of suicide because of losing?
 - Have you ever lied to cover up the amount of time or money that you have spent on gambling?

If you answered “Yes” to most of questions above, then is likely that you have a gambling problem.

In addition, you can visit <http://www.gamblersanonymous.org/ga/content/20-questions> for additional testing and further information on virtual and in person meetings around the world.

9. Here’s some tips you can control your gambling:
 - Do not borrow money to gamble
 - Decide on a loss budget before playing and stick to it
 - Use self-limitation tools
 - Stick to the thought that it is only a game
 - Take frequent breaks or alternate gambling with other activities
 - Don’t gamble when feeling bad, in stress or troubled

Limits

- Our platform offers players tools to control their gambling activity, by setting deposit limits.
- These limits can be set daily, weekly or monthly.
- Once a deposit limit is reached, the player will not be able to deposit additional funds until the selected period passes.
- Players can request to reduce a deposit limit, and the effect will be immediate.
- If a player request to increase a deposit limit, a seven day waiting period must pass in order to implement this.

10. **Self -Exclusion:** when playing occasionally stops being fun, turns into daily obsession and you find yourself unable to stop, we have the option where you can self-exclude for some periods of time.
11. We encourage you to contact our Support Team via email or chat and let us know you would like to stop using our website and all services for a certain period of time and stop receiving marketing or promotional materials from the operator and its affiliates. Also, you have the option to self-exclude via a single click-button, which is available on our website.
12. Once your account has been self-excluded, it will be closed until the selected time period has elapsed. Once the self-exclusion period has ended, you will be able to recommence your use of any Services on the website. You can request that the restrictions are removed from your account before the self-exclusion period has ended, however the final decision rests with the Company.
13. Being self-excluded means not being able to create a new gambling account with the Operator, wager or gamble on your pre-existing account and/or deposit funds. If you continue gambling or using a new Account under a different name or address, the Company shall have no financial liability and shall not be held accountable.
1. Once self-exclusion is activated:
 - All gambling related transactions are blocked
 - The player's account is deactivated
 - Excepting frozen funds in accordance with the AML policy, any remaining funds in the player's account are refunded to the original payment method
 - All player's data is removed from all marketing and promotional lists
 - Game play and wagering are totally restricted in accordance with the player's selection
14. After the self-exclusion period ends, we require the player to confirm in writing their request of unblocking the account. There is also a message regarding responsible gaming. The player's gaming history is preserved and the account is restored under their original credentials.
15. **Cooling off:** when players wants a brief pause to regain control or take a break. Once the cooling-off option has been activated, the player is made aware that the cooling off period is different from self-exclusion and they are offered the option to self-exclude. The effect of the cooling off is immediate and the player's account is locked, preventing any participation in gambling activities for the pull period selected by the player. The player is also given the option to enhance their own protection by opting out of the marketing database during their cooling off period.
16. However, after the cooling off period has ended, the player's account is reactivated automatically, and is allowing them to resume gameplay without any restrictions.

17. We encourage you to speak to a mental health professional in order to gain control of your gambling habit or contact one of the problem gambling help centers, offering support and counselling such as Gambling Anonymous at www.gamblersanonymous.org.uk or Gambling Therapy at www.gamblingtherapy.org/

Behavior Tracking

1. Our operators are trained to identify at-risk individuals and take proactive steps to prevent any harm that may come from gambling.
2. Any problematic or suspicious behavior is being escalated to the Compliance Office, who assesses each case and determines if further restrictions or even exclusions are necessary.

Compliance and Regulatory Obligations

1. If, by any chance, a self-excluded person or minor is found having access to gambling, excepting any funds frozen in accordance with the AML policy, all deposited amounts are refunded to the player, the player's account is blocked immediately and a report is submitted to CGA outlining how the issue occurred and what actions are being taken to prevent recurrence of the incident.
2. In case of displays of problematic behavior, attempts or engages in criminal activities through the operator's platform, the operator may exclude a player. All these exclusions are documented and records are kept for least 5 years.

Problem gambling must be addressed immediately and we are here to offer our support, should you have questions or concerns.

Play Responsible!



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