

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 limit 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
 - Decide beforehand on a time limit for your playing session and stick to it. Within that period ensure that you also take regular breaks from playing
 - Always establish limits for depositing, wagering and losses before you start playing

How can I limit my spend or losses?

To assist you in gambling responsibility we offer Personal Limits features. You can set limits on the amount you deposit, lose, wager, spend in one game, or on your account activity overall. This functionally can be accessed withing you account in the “Personal Limits” section or you can email us: support@fan-sport.com

Limits can be amended at any time. A decrease in the limit will take effect immediately, however an increase may only occur after the email confirmation and only after the previous limit of the same type expires to avoid rash decisions. If you require further information regarding the Personal Limits, please contact on our email: support@fan-sport.com

DEPOSIT LIMIT: a limit in your deposit for a day, a week or a month.

SESSION LIMIT: a limit on the amount of time in minutes spent playing a game.

NEED A BREATHER?

Cooling-off Limit: you can set a Cooling-Off Period for 1 week, 1 month, 3 months or 6 months.

While the limit is active you cannot deposit to the Casino and you will be excluded from all promotional offers, although you may withdraw the remaining funds during this period. Cooling-off period is applied to your account immediately. Upon its expiring your account will automatically be re-activated.

Self-exclusion Limit : you can set a Self-Exclusion Limit for 6 months, 9 months or 1 year. Upon doing so your Player Account will immediately be disabled and you will be excluded from all promotional offers for the set period. You will be able to deposit or withdraw funds when the limit is active, Upon its expiring your account will not be automatically re-activated.

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!