

SELF-EXCLUSION POLICY

What is Self-Exclusion?

Self-exclusion is a process that allows you to request exclusion from gambling activities with a gambling business for a defined period, usually between 3 months and 5 years. During this time, you will be refused access to the venues and websites from which you have been excluded.

Self-Exclusion at FAN-SPORT.com

By setting self-exclusion, you inform us that we must take all necessary measures to block access to your account and ensure that you do not receive any promotional materials. You may also contact our support team at support@fan-sport.com to inform us of your decision to stop gambling on our website for a specific period or indefinitely.

Purpose of Self-Exclusion

We offer a self-exclusion facility to assist players who feel their gambling may be out of control and who wish to stop gambling. At your request, we will prevent access to your account for the period you choose and take reasonable steps to prevent the opening of new accounts.

Account Reopening

Once the self-exclusion period has expired, your account may be reopened. Please note that accounts are not automatically reactivated after the exclusion period ends.

Funds During Self-Exclusion

If you are self-excluded for an indefinite period, any remaining funds will be paid according to the casino limits. If you are self-excluded for a definite period, remaining funds will be paid only after the exclusion period has expired, in accordance with casino limits.

Self-Exclusion Period Options

You may choose one of the following self-exclusion periods:

- 3 months
- 6 months
- 1 year
- 2 years
- 5 years

Once activated, your account will be immediately disabled. You will not be able to deposit or withdraw funds and will be excluded from all promotional offers.

Cancellation of Self-Exclusion (Definite Period)

Requests to cancel a definite self-exclusion before its expiration will be subject to an internal review. If approved, cancellation will only take effect after a minimum 24-hour cooling-off period.

Indefinite Self-Exclusion

You may request self-exclusion for an indefinite period. Requests to cancel indefinite self-exclusion will only be applied after a 7-day waiting period.

Joint Commitment

Entering into self-exclusion is a joint commitment between you and fan-sport.com. We will take reasonable steps to prevent account reactivation or new account creation, but you must not attempt to circumvent the exclusion.

Self-Exclusion Process

To complete self-exclusion, you must confirm your understanding of the restrictions, select the exclusion period, and submit your request. You will receive an email confirmation once the self-exclusion has been successfully applied. If this process is not completed, your account will remain active.

Manual Self-Exclusion

If you are unable to complete the automated process, you must contact Customer Support and request manual self-exclusion. Manual requests are not instantaneous and will be confirmed once applied. Unless stated otherwise, manual self-exclusion requests will default to six months.

Marketing Communications

Upon activation of self-exclusion, we will make reasonable efforts to prevent gambling-related marketing communications. We are not responsible for third-party affiliate marketing outside our control.

Liability Disclaimer

If you continue gambling, open new accounts, or circumvent self-exclusion, FAN-SPORT.com is under no obligation to return deposits, winnings, or other funds.

Regulatory Self-Exclusion

Self-exclusion will also apply if FAN-SPORT.com receives a list of self-excluded players from the relevant regulatory authority.