

RESPONSIBLE GAMING POLICY

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Gaming License No. OGL/2024/580/0570

Signed on behalf of Carletta N.V.:

Name: (SMES) Solution for Management and Employment Support N.V.

Position: Director

Date: 01.09.2025

A handwritten signature in blue ink, consisting of a large, stylized 'S' followed by a horizontal line and a small flourish.

Responsible Gaming Policy

General Issues

We recognize Our responsibility in preventing problematic activity. Here We describe the procedures and resources to enable our players to have a safe experience and enjoy playing as planned and budgeted entertainment, while protecting them from problem gambling issues.

Make sure you are in control

Gambling should be nothing more than just a hobby. Unfortunately, some people treat it as an income source, which can lead to emotional distress and financial harm. We want you to be able to enjoy the game, so we encourage you to follow these guidelines. If you are concerned that gambling has had a negative impact on your life, ask yourself the following questions and proceed with the quick questionnaire that can help you <https://gamblersanonymous.org/20-questions/>:

- 1. Have you ever felt you should cut down on your gambling?*
- 2. Have people annoyed you by criticizing your gambling habits?*
- 3. Have you ever felt guilty about your gambling?*
- 4. Have you ever felt remorse after gambling?*
- 5. Have you ever had a morning "eye-opener" to steady your nerves or recover from gambling losses?*

Interpreting the Results:

0 Yes Answers: Low risk for gambling problems.

1 Yes Answer: Moderate risk; further assessment may be needed.

2 or More Yes Answers: High risk; further evaluation and intervention are strongly recommended.

Protecting Vulnerable Players

Our goal is to create a safe space for everyone who are interested in playing. Some people may be more at risk of developing unhealthy habits, and we take special care to protect them.

A vulnerable player is someone who:

- is under 18 years old;
- feels they cannot control their gambling behavior;
- has asked to stop gambling or been restricted from playing before;
- is facing serious financial difficulties or bankruptcy.

If you feel that any of these apply to you please research out to: responsiblegaming@pinup.contact.

We may ask for documents or proof before we take actions, but we promise to handle every request with care and respect.

We also use monitoring tools and may reach out if we notice signs that someone might be struggling. And we contentiously work to build better ways to identify and protect vulnerable players.

Self-Exclusion

We offer a Self-Exclusion option for players who wish to take a break from gambling for a specified period. Self-exclusion means that players voluntarily block themselves from accessing their account and participating in any gambling activities. The self-exclusion options available are:

Duration of Self-Exclusion:

- **1 year**
- **3 years**
- **5 years**
- **10 years**
- **Lifetime** (permanent exclusion)

Activation of Self-Exclusion

To activate self-exclusion, please go to your account settings or contact: responsiblegaming@pinup.contact. Once self-exclusion is initiated, your account will be locked, and you will not be able to access it for the duration of the chosen period. During this period, you will not receive any promotional emails or notifications from us.

For re-activation, you must submit a written request to restore the account. We will remind you of the responsible gaming tools available and encourage you to complete a self-assessment questionnaire before proceeding with the reactivation.

Self-exclusion cannot be revoked before the end of the selected exclusion period. If you choose a lifetime self-exclusion, it is permanent and cannot be undone.

Self-exclusion is a powerful tool designed to help players regain control over their gambling habits and prevent further harm. By choosing to exclude yourself from gambling for a set period or permanently, you are taking an important step towards protecting your well-being and ensuring that gambling remains a form of entertainment, rather than a source of distress.

Cooling-Off

A Cooling-Off Period provides you with the opportunity to take a temporary break from gambling to regain control over their behavior. During this period, you will not be able to place any bets or make deposits into your account.

Duration of Cooling-Off Period:

- **24 hours**
- **7 days**
- **1 month**
- **3 months**

You can activate a cooling-off period directly in your account settings. Once activated, your account will be temporarily restricted, preventing any gambling activity, including deposits and bets. This cooling-off period is fully automated and takes effect immediately. If you wish to end your cooling-off period early, this option is not available. You must wait until the selected period concludes.

The cooling-off period is designed to give players time to reflect on their gambling habits and make more informed decisions before resuming platform using. It is a temporary break, and players can choose to continue with their account after the period ends without needing to take further action.

Deposit Limits

We want you to enjoy playing responsibly, and part of that means knowing your limits. That is why we give you the option to set **daily, weekly, or monthly limits** – so you are always in control of how much you choose to spend.

You can set or change your deposit limits anytime your account. If you decide to lower your limit, it will take effect immediately. If you choose to increase your limit, we will apply it after 24-hour waiting period, just to you make sure it is a well-considered decision.

Gambling addiction treatment

[GambleAware](#) offers confidential advice, support, and resources for individuals struggling with gambling addiction. Their mission is to minimize the risk of gambling-related harm through education, treatment, and support services.

[GamCare](#), the leading authority providing counseling, advice, and practical help in addressing the social impact of gambling, can be visited at www.gamcare.org.uk. Its confidential helpline is available at 0845 6000 133. Non-UK residents can contact GamCare for details on international support organizations.

[Gamblers Anonymous](#) is an international fellowship offering a 12-step program to help people overcome compulsive gambling. Meetings are available worldwide, and members provide mutual support.

[Gambling Therapy](#) provides support and counselling for anyone adversely affected by gambling. Gambling Therapy professionals are available both in Great Britain and internationally. The website can be found at www.gamblingtherapy.org.

Internet access restrictions

In accordance with our policy, individuals under the legal gambling age are strictly prohibited from using our online casino services. We reserve the right to request proof of age from any registered user at any time and may temporarily suspend the player's account until the required documentation is provided. If it is determined that a user has violated this policy, their account will be frozen, and any winnings will be forfeited.

To ensure adherence to age restrictions, we implement the following measures:

- Players are explicitly informed during the registration process that our services are not available to underage individuals.
- Upon creating an account, players must provide documentation verifying their legal age and confirm their date of birth.
- All marketing and promotional efforts are directed solely at individuals of legal gambling age. Any attempt to engage underage users contradicts both Our policy and the principles outlined in this document.

Various software applications allow you to limit or block access to certain websites. This type of software can help parents prevent their children from accessing gambling websites. If you share your computer with friends or family who are under the legal age to register or bet with our site or have requested self-exclusion from gambling sites, please consider parental filtering solutions such as:

Net Nanny at www.netnanny.com

CyberPatrol at www.cyberpatrol.com

GamBlock at www.gamblock.com

Please note that anyone under the age of 18 found using the site will have all winnings forfeited, and their information will be passed on to the authorities.

Helpful Hints For Responsible Gambling

We recommend you think about the following hints, before gambling in order to ensure gambling stays fun for you and without any negative side effects:

- Set yourself a deposit limit

Before you start gambling think about how much you can afford to gamble with according to your financial situation. Play with amounts that are for fun and entertainment.

- Do not try to win back a loss at every cost

Try not to take too huge risks to win back what You lost before at any cost. Play for entertainment and not to earn money.

- Set yourself a time limit

Set yourself a time limit and do not break it. Keep in mind gambling should stay in balance with your other hobbies and not be your only hobby.

- Play smart

It is smarter to not play when you are extremely stressed, depressed, or under too much pressure. Also do not play when you are under the influence of Medications, Drugs, or Alcohol.

- Take breaks

You should take breaks when you notice that you get tired or can't concentrate anymore.

- Only one Account

To make it easier to have an overview of how much time and money You spend on gambling it is highly advised to not create more than one Account per person.

Please note that We will forfeit your winnings if We find you do not meet Our age requirements. In addition, any funds will be frozen any any funds deposited by a minor will be returned. We may also report to the relevant institution about any case.

Information and Contact

Our Support will help you via email at all times without any additional costs for you, email: responsiblegaming@pinup.contact.

Our Support will of course not give out any information about you without your consent to anyone else.