

Responsible gaming [lucky-star.com]

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We understand the potential risks associated with gambling addiction and, as such, responsible gaming is a core element of our company's policy. It is our responsibility to help players to stay protected from excessive gambling behavior and ensure that minors are not allowed to participate in any gambling activities. Our players can trust that we are doing everything possible to create a safe and supportive gaming environment.

Our aim is to provide a service that delivers enjoyable and relaxing entertainment while ensuring it is easy to use and functional. We are aware that gambling can become an issue for some players. To help our clients enjoy a safe and thrilling experience, we are committed to maintaining control and supporting the globally recognized standards and practices for responsible gaming.

Preventing Gambling Addiction

While gambling is a casual pastime for most, a small percentage of individuals may struggle with gambling addiction. Fortunately, gaming addiction can be prevented, we encourage the use of responsible habits, tools and resources.

Self-assessment

We strongly encourage all players to regularly assess their gambling behavior to ensure that their gaming activities remain enjoyable and within healthy limits. To support this, we recommend using the standardized self-assessment tools like the Gamblers Anonymous quiz and other recognized questionnaires designed to help identify signs of potential gambling issues. Self-assessment tools are designed to be confidential, allowing you to take them privately and without fear of judgment. We recommend that you take the self-assessment quiz periodically, especially if you notice any changes in your gambling behavior

Gamblers Anonymous Quiz is widely recognized tool consists of a set of questions that evaluate your gambling patterns, attitudes, and behaviors. The questions are focused on aspects like:

The frequency and amount of time spent gambling;

The emotional impact of gambling, such as feelings of guilt, anxiety, or depression;

Whether gambling is affecting other aspects of life, such as relationships, work, or financial well-being;

Whether you have ever tried to stop gambling but have been unsuccessful.

You can access this quiz via <https://gamblersanonymous.org/20-questions/>.

If your self-assessment indicates that you may be at risk of gambling-related harm, we provide immediate options for support, such setting limits, taking a break using cooling off period or consider self-exclusion.

Staying in Control

Gambling and betting can be a fun and engaging way to enjoy your free time, offering a chance to cheer on your favorite teams. However, it's important to approach these activities with caution to ensure that they remain a source of enjoyment rather than stress, keeping in mind:

- Gambling is meant to be a form of entertainment, not a way to make money or recover financial losses. Always keep your common sense intact.
- There's always a possibility of winning next time, so if you experience a loss, don't try to chase it by betting impulsively.
- Only gamble with the time and money you can afford to spend.
- Regularly track both your time and financial spending while gaming to maintain control.

To stay in control, set clear limits on both time and money before you begin gambling, and never borrow money for betting. Additionally, explore other hobbies to balance your activities, and avoid gambling when you're feeling emotionally distressed, as it can affect your judgment.

Limits

You can set a deposit limit for your account on a daily, weekly, or monthly basis. Once the limit is reached, no further deposits will be allowed until the next cycle begins. Any decrease in your limit will take effect immediately, while an increase will be implemented 7 days after your request.

Reality check

You have the option to set Reality Check reminders throughout your gaming experience, showing the length of your session along. When the notification pops up, all financial transactions will be paused temporarily until you acknowledge the message and decide if you'd like to continue playing or take a break. This feature is designed to help you keep track of the time spent gaming and stay in control of your habits.

Cooling off

We provide a Cooling Off period that lets you take a temporary break from gambling for 24 hours, 7 days, or anywhere between 1 to 3 months, all through your account settings. During this time, you won't be able to access your account or participate in any gaming activities. You can customize the break to apply to the entire platform, specific game types (such as Slots, Table Games, Poker, Fixed Odds Betting, etc.), and/or unsubscribe from marketing communications.

This break cannot be shortened, and your account will automatically be reactivated once the chosen period ends — no additional action or contact is required.

To establish difference between Self-exclusion and Cooling off period, it is important to understand that Self-exclusion, is a long-term solution that blocks access to your account, gaming, and marketing communications for at least 1 year, and the Cooling off period is a short-

term tool designed to help you take a step back, reflect, and regain control over your gaming habits.

Self-exclusion

Self-exclusion offers players an opportunity to halt their gambling activities for durations of 1, 3, 5, or 10 years, with no possibility of reversing the decision before the selected period concludes, or permanently close account with no option for reopening. This allows to reduce the risk of harmful behavior while accessing necessary support resources.

To initiate self-exclusion, simply fill out the self-exclusion request form in your account settings, where you can choose to exclude yourself from all services or specific game types, such as Slots, Table Games, Fixed Odds Betting, Poker, or others. The request will take immediate effect, and you will only be able to regain access to the platform once the selected exclusion period ends and you submit a formal request to have your account unlocked.

During the self-exclusion period, you can only withdraw any remaining funds that were in your account before the exclusion request. Access to other domains under our license will also be restricted once self-exclusion is activated. We highly recommend considering extending self-exclusion to other gambling sites to help maintain full control and reduce potential risks.

Support Resources

We are dedicated to supporting responsible gaming. If you or someone you know is experiencing challenges with gambling, we strongly encourage seeking professional help. The following organizations provide confidential advice, support, and treatment for gambling-related issues:

GamCare: www.gamcare.org.uk

Gamblers Anonymous: www.gamblersanonymous.org

GambleAware: www.gambleaware.org.uk

These resources offer expert guidance and support for managing gambling behavior, ensuring players receive the necessary care to stay in control.