

Responsible gaming [1win.pro]

Last updated 05/03/2025

Responsible gaming is an important part of the policy to service the Clients, because of that we pay much attention to problems which may arise in the outcome of addiction to the gambling. We believe it is our direct duty to protect the Clients from any excessive aptitude for gambling and not to allow any minors to participate in gambling.

It is our desire for our service to be as comfortable and functional as possible, to perfectly fit for amusing leisure. Unfortunately, gambling being a spectacular hobby may become a problem for some Clients.

We completely support and uphold the internationally accepted responsible gaming policy as well as do everything for our Clients to enjoy the safe and spectacular game, not losing control.

Keeping of control

Gambling is just an amusement, a good way to spend some leisure time, to enjoy the game of the favorite team, and to find some like-minded persons amongst the other participants of betting. While enjoying your leisure time and watching the matches and participating in gambling you, nevertheless, must keep in mind that caution must be exercised. Every betting participant must always remember:

- gambling is just a way of leisure time and not a way to earn money, you must never lose common sense;
- if you lose you should not immediately try to win back because there is always a chance to win next time;
- you must only start the game on the condition that you will only spend the readily available amount and no more;
- always pay attention to the time and amount of money you spent on the game.

Prevention of the gaming addiction

Amongst the majority of people for whom gambling is just an amusing way of leisure, there is a small part of Clients who suffer from gaming addiction. The outcomes of the most recent research demonstrate that only an insignificant part of adults face the problem called gaming addiction. But we pay much attention to that problem and suggests that the betting participants to always remember that:

- gambling is based on the probability law so there are no «formulas» and «systems» which would guarantee the winning;
- the wish to play must originate exclusively from yourself;
- gambling is an amusement and not a way to get reach fast or to pay debts;
- you should always pay attention to the amount of money you spend on the game;
- you must always know the game rules when you play.

It is difficult to differentiate between a healthy game passion and a sick addiction. But there are some signs which may witness that the betting participants start to have problems.

You are invited to answer 10 questions. If the answer at least 5 of them is affirmative the probability is high that you already have a gaming addiction.

- Are you seriously involved in gambling?
- Are the amounts of your betting constantly increasing?
- Do you borrow money for gambling?
- Do you often play longer than you planned?
- Do frequent visits to the betting office adversely affect your reputation?
- Do you experience irritation or disappointment when you are not able to participate in betting?
- Is participation in gambling a way to escape problems for you?
- Do you often have to win back?

- Did you try to control the amount of betting, time spent in the gambling venue but in vain?
- Don't you tell your relatives about your passion for gambling?

For more detailed questionnaire we encourage you to proceed with self-assessment via <https://gamblersanonymous.org/20-questions/>

Pieces of Advice to control the gambling

- Define for yourself in advance the time you will spend for the game;
- Determine for yourself the maximum amount which you are ready to lose and do not go above it;
- Never borrow the money for gambling;
- Try to find a new hobby and combine it with the game;
- Never visit any gambling venues in a bad mood, if you are depressed or distempered.

Limits:

1. You have the option to set a maximum amount of money to be deposited into your account on a daily, weekly, or monthly basis. Once the set limit is reached, no further deposits will be allowed until the next period starts.
2. Changing the limit to more restrictive takes effect immediately. Changing the limit to less restrictive takes effect after 7 days after the change request.

Reality Check alert

You have the option to set personalized Reality Check alerts at specified intervals during your gaming session showing current session period and winnings/losses within this period. When the alert is triggered, all financial transactions are temporarily suspended, and you must confirm that you have read the alert message, so you can choose to either end the session or continue playing. This feature is designed to help you maintain control over your gaming behavior and our commitment to promote responsible gaming practices.

Cooling Off

We offer a Cooling Off period that allows through your account settings to take a temporary break for 24 hours, 7 days, 1 or 3 months from gambling, during which you cannot access account or participate in gaming activities. For Cooling Off period you can choose to suspend your access to the whole service, one or few verticals, as well as opt-out from any or all marketing, promotional mailing lists.

This break cannot be shortened and you will gain access to gaming activity automatically only after the period ends.

Unlike the Self-exclusion option, which is a longer-term commitment where Clients are fully excluded from their account and marketing materials, the Cooling Off period is a short-term tool designed to help Clients reflect and regain control over their gambling behavior.

Self-exclusion from the game

Self-exclusion offers Clients a valuable opportunity to take a break from gambling, reduce the risk of harmful behavior, and access support resources, promoting responsible gaming and well-being.

Should you wish to self-exclude, please use the available form for self-exclusion requests at account settings to choose activation of self-exclusion from all verticals or any specific, for example Slots, Table Games, Fixed Odds Betting, Poker or other games type. Any such request will take effect immediately and you will be able to use services again only after the expiration of the set period and your written confirmation to unblock your account.

Self-exclusion shall be set for a period of 1, 3, 5, 10 years without possibility to cancel it until the expiration of the set period. You can also request a permanent closure, then we shall honor this request in all circumstances and reopening will not be permitted.

For the period of self-exclusion, you will only have the option to withdraw money that was in your account before the self-exclusion request.

Once you have self-excluded, you will not be able to access any other domains under our license.

We also highly encourage you to self-exclude from any other gambling sites to ensure the highest level of control over your gambling behavior and prevent further harm.

Find further support online

There are some other charities and associations that can provide help and advice:

<https://www.gamblingtherapy.org/>

<https://www.gamcare.org.uk/>

<https://www.gamblersanonymous.org.uk/>