

Responsible Gaming Policy

[YourDomainName.com]

Effective: 27/05/2025

Approved by: [Management/Compliance Officer Name]

1. Purpose and Commitment

At [YourCompanyName], we offer games and services solely for the purpose of entertainment. Our platform is not designed or intended to be a source of income or financial gain.

Players should be aware that participation in games of chance carries the risk of monetary loss — including the potential loss of all deposited funds. By engaging in gameplay, each player acknowledges and accepts full personal responsibility for their gambling activity.

We strongly encourage all players to consider their financial situation, personal well-being, and social responsibilities before and during gameplay. Our goal is to ensure that your time spent on our platform remains enjoyable, responsible, and free from harm.

2. Preventing Underage Gambling

You must be at least 18 years or older to play with us. We do not endorse or encourage gambling by minors. During the registration process, the players are required to confirm that they are of legal age.

You can take the following measures to help protect minors:

- a. Do not share your log-in details with anyone;
- b. Do not enable the "remember password" function on the log-in screens;
- c. Do not share your credit card or bank account details with minors;
- d. Install parental control software or internet filter software on your computers if there are persons under 18 in your household. Such software can be obtained at:

CyberSitter – www.cybersitter.com

GamBlock – www.gamblock.com

Net Nanny – www.netnanny.com

3. Player Protection and Self-Management Tools

Take a Break

Need some time out? Use our cooling-off feature to take a short break—from 24 hours to 1 week. You can activate a Cooling-Off period directly from your Account Settings. This tool enables you to temporarily restrict access to your account, during which time you won't be able to place bets, use funds, or engage in any gaming activity. Once activated, your Cooling-Off period takes effect immediately. For the duration you've selected:

- a) No deposits or gameplay will be allowed.
- b) Marketing communications will stop if you've chosen to opt out.
- c) Your account will automatically resume once the selected period ends — no action required.

We will not question your decision to take time away. You're always in control.

Self-Exclude

If you feel the need to take a longer break from gaming, you have the option to self-exclude from all gaming activities helping you take full control of your play. This process is completely confidential.

How to Activate Self-Exclusion

Send a request to our customer support team to support@gbl-solutions.org. Requests must be sent from the email address used to register the account and should include your account login (if applicable), the reason for closure, and the desired self-exclusion timeframe.

Reactivation After Self-Exclusion

Your account will not automatically reopen. You must request reactivation yourself via:

- Contacting us through live chat or the customer support portal

Self-Check

We offer a self-assessment tool that helps you reflect on your gaming habits. A few minutes could help you see if you're still playing for fun—or if it's time to make a change.

You can also check out this 20-question quiz from Gamblers Anonymous:

<https://gamblersanonymous.org/20-questions>

Reality Checks

To help you stay aware of your playtime and spending, we offer Reality Checks — customizable alerts designed to keep your gaming experience in balance. These timely reminders notify you of how long you've been playing.

You can access and manage your Reality Check settings directly through your personal account.

You can choose how often these alerts appear — for example, every 30, 60, or 90 minutes — based on your preferences. These prompts are intended to help you make informed decisions and maintain control over your gaming habits.

We encourage all players to make use of this tool as part of a healthy, responsible approach to gambling.

5. Marketing and Advertising Ethics

We uphold strict ethical standards in all marketing and promotional activities to protect players and promote responsible gambling. Our marketing practices:

- a) Do not target minors or vulnerable individuals.
- b) Do not portray gambling as a means to solve financial problems or as a guaranteed source of income.
- c) Include clear and visible Responsible Gaming messages in all advertising and promotional content.
- d) Prohibit all direct marketing to vulnerable players, including via email, SMS, in-app messages, and third-party affiliates.

6. Responsible Gaming Section and Accessibility

1. A dedicated Responsible Gaming section is accessible from every page via a clearly labeled link in the website footer, and prominently available in the main navigation or homepage area.
2. Players can contact the operator regarding responsible gaming concerns via both email and live chat, with response protocols in place to handle such matters sensitively and promptly.
3. The Responsible Gaming section includes direct links to trusted support organizations, including GamCare, GambleAware, and Gamblers Anonymous, to assist individuals seeking help with gambling-related issues.

7. Staff Training and Internal Compliance

All relevant staff—particularly those in customer service, marketing, and VIP management—receive ongoing training to ensure they:

- Recognize signs of problem gambling or vulnerable player behavior
- Engage in sensitive, respectful, and non-judgmental communication
- Appropriately refer players to responsible gaming tools and support services
- Understand the operator's policies and escalation protocols

Policy Oversight & Accountability

A designated Responsible Gaming Officer (or, where not available, a Compliance Officer) is appointed to:

- Oversee the implementation and enforcement of the Responsible Gaming Policy
- Maintain accurate records of interventions, exclusions, and player interactions
- Submit an annual report to the management team evaluating the policy's effectiveness and recommending improvements.

This ensures our commitment to responsible gaming is embedded not just in our platform, but also in our team culture and operational practices.

8. No Credit Policy

We do not offer credit for gambling under any circumstances. All wagers must be funded using cleared, pre-deposited player funds.

9. Contact

If you ever feel overwhelmed, we're ready to help—no judgment, just support. You can reach out to our trained Responsible Gaming team any time via:

Email: support@gbl-solutions.org

Live Chat: Available on our site

If you or someone you know is struggling with gambling, help is available. We encourage all players to seek support if gambling is no longer fun or becomes a source of stress. The following confidential organizations offer guidance, resources, and 24/7 support:

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

GambleAware - <https://www.gambleaware.org/>

Gamblers Anonymous - <https://gamblersanonymous.org.uk/>