
DELPHIN BLUE OCEAN B.V.

RESPONSIBLE GAMING POLICY

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Version Control

Version	Date	Description	Author	Approved By
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Introduction

At **SPORTTYP.COM**, we prioritize the well-being of our players and are committed to providing a safe, enjoyable, fair and responsible gambling environment for all players.

This Responsible Gaming Policy establishes the principles, controls, and procedures adopted by the Company to promote responsible participation in gaming activities and to prevent and mitigate the potential adverse effects associated with problem gambling. The Policy forms an integral component of the Company compliance framework and is designed in accordance with the National Ordinance on Games of Chance, the AML/CFT/CPF regulatory requirements, and the guidelines and directives issued by the Curaçao Gaming Authority.

The purpose of this Policy is to ensure that gaming remains a lawful and recreational activity while safeguarding players from the risks of excessive or compulsive gambling, protecting minors and vulnerable persons, and ensuring that the Operator's activities are conducted with integrity, transparency, and accountability.

Through the implementation of effective internal controls, employee training, player protection measures, and ongoing monitoring, the Company reaffirms its commitment to uphold the highest standards of responsible gaming, player welfare, and regulatory compliance, the Company implemented the following measures to promote responsible gaming:

1. Protection of Minors and vulnerable persons:

Ensure that no person under the legal gambling age (18years) or those identified as vulnerable (as defined in the Clause 1.1. of the LOK) are allowed to participate.

2. Cooling-Off Periods & Self-Exclusion:-

- Players can activate a cooling-off period of 24 hours, 7 days, 1 month, or 3 months.

- Self-exclusion options include 1 year, 3 years, 5 years, 10 years, and lifetime exclusion.
- Self-exclusion takes immediate and irreversible effect and applies across all brands under our operation.
- Players who self-exclude are permanently removed from marketing lists.
- Known payment methods of self-excluded players are blocked to prevent circumvention.
- Any remaining account balance will be refunded within two business days.

3. Deposit Limits & Reality Checks:

- Players can set daily, weekly, or monthly deposit limits to control their spending. Players requesting to increase limits are subject to a mandatory 7-day waiting period;
- **Reality Check Notifications:**
 1. Players receive automated reminders of play duration and spending.
 2. Players must confirm reading the message before continuing play.

4. Time Limits:

To prevent excessive gambling sessions, players can set sessions time limits. Once the allotted time has expired, players will be automatically logged out of their accounts and prevented from accessing the platform until next session.

5. Train and Empower Employees

Ensure all relevant employees and representatives are adequately trained to identify, manage, and report signs of problem gambling in accordance with internal procedures and CGA standards.

6. Player Support Services:

Our customer support team is trained to assist players who may be experiencing gambling related issues. Players can reach out to our support team via email, live chat, or telephone for confidential assistance and guidance.

7. Parental Control:

We encourage parents and guardians to use parental control software to restrict access to gambling website for minors

8. Cooperation with Regulators and Support Organization

The company shall cooperate fully with the reputable responsible gaming organizations to promote awareness, prevention, and support for problem gambling.

9. Responsible Game Design & Marketing Principles

- We comply with CGA's game design restrictions, including removing auto-play, turbo play, and misleading visual or audio cues that suggest false wins.
- Advertising and marketing restrictions include:
 - No targeting of minors or vulnerable individuals.
 - No misleading promotions suggesting gambling is a financial solution.
 - No emotional manipulation, aggressive incentives, or misleading skill-based claims.
 - All marketing materials include responsible gambling disclaimers.
 - Social media influencers and affiliates promoting our brand must comply with strict responsible gaming standards.

10. Compliance & Regulatory Obligations

- This Responsible Gambling Policy is reviewed annually and updated to comply with evolving regulations.
- The Responsible Gaming Officer reports to the Executive Team on responsible gambling effectiveness at least once per year.
- The CGA reserves the right to audit compliance at any time.
- A detailed report must be submitted to the CGA within five business days if a self-excluded player manages to gamble again.

11. Conclusion

SPORTTYP.COM is dedicated to upholding the highest responsible gaming standards and exceeding CGA requirements where possible. Players are encouraged to gamble responsibly and seek assistance if gambling becomes problematic.

For more information or support, please visit:

- **GamCare:** www.gamcare.org.uk
- **BeGambleAware:** www.begambleaware.org
- **Gambling Therapy:** www.gamblingtherapy.org
- **National Council on Problem Gambling:** www.ncpgambling.org
- **Parental Control Software:** Net Nanny (www.netnanny.com), GamBlock (www.gamblock.com)

Alternatively, contact our customer support team for further assistance.