

Responsible Gaming

Overview

'SITE' is committed to endorsing responsible betting and raising awareness of problem gambling. This policy is our commitment to minimising the negative effects of problem gambling. We consider this our responsibility to our customers, to ensure that you will keep on enjoying your betting experience on our site, while at the same time remaining fully aware of the social and financial harms associated with problem gambling.

In order to help you in gambling responsibly, we provide the following information and features on our site.

- Reality Check
- Account Closure (time-outs)
- Self-exclusion
- Customer-driven deposit limits
- Customer-driven bet limits
- Links to support groups for problem gambling
- Preventing underage gaming

Reality Check

Reality Check is meant to support you in managing the amount of time you spend playing on our site. Once set, a pop-up alert will be displayed as a reminder that you have been logged into the site and playing for the specified period of time.

When the Reality Check alert is displayed you can choose to remain logged in, view your account history or log out of your account. If you choose to remain logged in then you will receive another alert after the same length of time so that you can keep track of your total time spent playing.

**** Reality Check requires your password in order to be activated/deactivated/updated.**

Account Closure

If you feel you are at risk of developing a gambling problem or believe you currently have a gambling problem, you should use Self-Exclusion.

Account Closure allows you to take a short break from betting with us. Account Closure is offered for a period of 24 hours, 48 hours, 7 days or 30 days. This might prove useful when:

- You are on vacation
- You want to take a break in general and you do not phase gambling problems
- You share computers with other family members or friends and you want to protect your account when you are not around from unauthorised access

Once you initiate your account closure, you will automatically log out from the site. You will not be able to login to your account for the specified period of time. You will be able to revert your account closure if needed, by sending an email to our support team, from the email associated with your account. If you wish to withdraw funds; it is advised that you make such a request when your account is active again through the site.

**** Account Closure requires your password in order to be enabled.**

Self Exclusion

If you feel you are at risk of developing a gambling problem or believe you currently have a gambling problem, please consider Self-Exclusion. If you want to stop playing for any other reason, please consider Account Closure.

To self-exclude yourself you have two options. The first option is to do it through SITE, in account settings. The other option is to do it through the gaming/gambling authority.

'SITE' Option

Self Exclusion prevents you from using your account; when you have problems with gambling or you suffer from a gambling addiction. Self Exclusion is offered for a period of 6 months, 1 year, 2 years or Indefinitely. During the period of self-exclusion you will not be able to login. **Note that, you will not be able to re-open your account for any reason before the specified period has ended.** We will do our best to detect and close any new accounts you may open.

If you wish to withdraw funds; it is advised that you make such a request via email (the one associated with your account). Our staff will assist you and might require certain verification documents from you before your withdrawal is processed.

If you perform this action, we strongly recommend you to exclude yourself from other gambling operators as well so that you remain safe.

After you perform this action you will be excluded from our marketing databases and you will no longer receive emails or texts for site news, promotions and offers.

**** Self Exclusion requires your password in order to be enabled.**

Gaming/Gambling Authority Option

To exercise this option, you can either directly contact the gaming/gambling authority via email or click their seal icon on the footer. You will then be redirected to a new page. There (if supported) you will be able to fill a self exclusion form. From then onwards the gambling/gaming authority will contact us and in coordination we will help you with the self-exclusion request.

Limits

Limits allow you to restrict the amount you deposit or bet within a given timeframe. This feature allows you to safeguard the way you play and the amount of money you deposit or bet on our platform.

Deposit

We encourage you to set a deposit limit to manage the amount of money that you can deposit into your account. Limits can be set for the following periods:

- Daily (24 Hours)
- Weekly (7 Days)
- Monthly (30 Days)

If you set your deposit limits for the first time, any changes will be applied immediately. If you choose to increase your limits; you will have to wait for 24 Hours before any change is applied. You can decrease your deposit limits at any time and this will be applied immediately. Limits can be revoked fully at any time, however, any changes are applied after 24 Hours.

Limits always apply considering the current time. For instance, if you have a daily deposit limit for 100 Euros and at 23:59 you deposit 100 Euros, you will not be able to deposit again until the next day at 23:59.

Before increasing your deposit limits, please take a moment and consider if you can afford to do so. Never decide to increase your limit because you have lost money and think that you will win it back by gambling more.

Bet

We encourage you to set bet limits to manage the amount of money that you can bet within a single day, week or month.

If you set your bet limits for the first time, any changes will be applied immediately. If you choose to increase your limits; you will have to wait for 24 Hours before any change is applied.

You can decrease your bet limits at any time and this will be applied immediately. Limits can be revoked fully at any time, however, any changes are applied after 24 Hours.

Limits always apply considering the current time. For instance, if you have a daily bet limit for 100 Euros and at 23:59 you place a bet for 100 Euros, you will not be able to bet again until the next day at 23:59.

Before increasing your bet limits, please take a moment and consider if you can afford to do so. Never decide to increase your limit because you have lost money and think that you will win it back by gambling more.

Maintaining control

It might be difficult for certain people to control gambling. In order to maintain control, please keep the following points in mind:

- Avoid betting aggressively with higher and higher stakes because of losing previous bets (rage betting)
- Do not rely on gambling for making a living, it is a form of entertainment.
- Only gamble when you can cover the losses, if any occur.
- Use the deposit and bet limits functionality to control the amount you deposit or bet. This can be done through your account. It can assist you in controlling potential losses.
- Keep track of the time and monitor the amount of money you spend. We allow you to do this through your account.
- If you need to take a break from gambling consider self-exclusion.
- If you need to talk to someone about gambling concerns; please use the contact organisations found in this document

Gambling Support Groups

Customers that face gambling problems, need to seek help. The following organisations are available and ready to assist you. They provide free and confidential advice on problem gambling.

KETHEA-ALFA

KETHEA-ALFA is a treatment centre based in Athens, providing information, advice, support and free counselling for the prevention and treatment of problem gambling. (www.kethea-alfa.gr)

Gambling Therapy

Gambling Therapy offers online support to non-UK residents addicted to gambling and those who show problematic gambling behaviour. (www.gamblingtherapy.org)

Gamblers Anonymous

Gamblers Anonymous provide confidential telephone support and face-to-face counselling to anyone who is affected by problem gambling. (www.gamblersanonymous.org/ga)

Underage gambling

It is against the laws for people under 18 years old to gamble at 'SITE'. We step up to the plate of not allowing minors to play and take it very seriously. All customers are required to go through age verification processes so that minors are prevented from gambling.

The accounts of any minor (under the age of 18) will be closed and any winnings will be forfeited (void). If you suspect that someone under the age of 18 is gambling with 'SITE' please feel free to report it.