

1. INTRODUCTION

Roobet sees online casino games as a positive form of entertainment for adults. Most players share this opinion, but there is a small percentage that let gambling become too big a part of their lives. In this section Roobet explains how you can protect yourself from adverse effects that might appear when gambling, including but not limited to addiction and financial losses. If you feel that your gambling is a problem, please consider adhering to Roobet's self-exclusion program and taking a break from gambling.

2. WHAT IS PROBLEM GAMBLING?

Problem gambling describes a gambling behaviour that has become destructive or damaging to the gambler or to those around them. Problem gambling occurs when a person loses control of their gambling.

3. SIGNS OF PROBLEM GAMBLING

Gambling becomes a problem when it affects a person's daily activities, mental and/or physical health, reputation and relationships, and hurts their finances. Some of the signs of problem gambling are:

- a.) Spending more time or money than intended;
- b.) Arguing with family and friends after gambling;
- c.) After losing at gambling, having an urge to return as soon as possible to win back losses;
- d.) Feeling guilty or remorseful about gambling;
- e.) Borrowing money or selling assets to gamble;
- f.) Missing work or other commitments to gamble;
- g.) Hiding the extent of their gambling.

If you are experiencing one or more of the above signs of problem gambling, please consider taking a self-assessment test to help you understand whether or not you have a gambling problem:

- i. <https://www.begambleaware.org/self-assessment-tool-entry>

4. MAINTAIN CONTROL

Roobet recognises that whilst the majority of players gamble for entertainment, there are a small number who may lose control of their gambling. As part of its social awareness, Roobet fully supports responsible gambling and wishes to share with you our most valuable tips, information, and guidelines to keep your gambling under control:

- a.) Keep it fun - Most important of all, play for fun. If gambling brings you no more joy, please stop.
- b.) Set your money limits – Before you start playing, decide what you can afford to lose and commit to it. Consider your financial situation, your general lifestyle, and your average income, and play with amounts meant to bring you fun and entertainment.
- c.) Treat gambling as an expense – When you gamble, think of it like buying a cinema ticket — you’re paying a fixed price for the entertainment, not trying to make a profit. That way, anything you might win is a bonus. Do not aim to gamble to earn money or generate a secondary income.
- d.) Limit the time you spend gambling - Gambling may be fun, but it should under no circumstances be your only hobby. Please ensure you keep balance in your life and have enough time for your work, family, and other hobbies.
- e.) Walk away from your losses - If you’ve lost the money that you set as your limit, it’s time to walk away. Trying to win back your losses often leads to even bigger losses, and the chase can start to negatively impact your life.
- f.) Play smart and responsibly - Please do not gamble when you are under the influence of drugs, alcohol, or strong medication that affect your ability to make responsible decisions. Furthermore, Roobet advises you not to gamble when you are under extreme pressure, very stressed, have intense mood swings or depression, and are temporarily unable to play responsibly or for fun and excitement.
- g.) Take regular breaks – Gambling for long periods of time makes it difficult to keep track of the time and money you spend while playing. It is essential to take regular breaks to dedicate yourself to other hobbies, your family and to get fresh air to clear your mind from gambling.

h.) Socialise - Ensure you spend enough time with your friends and family. Be sure to find other hobbies that keep you socially active and help clear your mind from gambling.

5. MINORS

To register and play at Roobet, you have to be 18 (eighteen) years of age or any higher minimum age as required by the law of the jurisdiction applicable to you. Roobet does not entertain players that are not of legal age and has set in place the adequate procedures to identify its players and prevent underage gambling.

6.TIPS TO PROTECT MINORS

In a modern era where the Internet is so readily accessible to everyone, responsible online gambling relies heavily on responsible parenting. In order to ensure child safety on the Internet, Roobet encourages its players to:

- a.) Not leave their electronic devices unattended when casino software is running;
- b.) Keep their password and casino app protect;
- c.) Do not save their gambling account password onto their electronic devices;
- d.) Keep their casino account number and payment card(s) out of reach of children;
- e.) Make use of software to prevent their children from accessing inappropriate material. For minor's protection, Roobet recommends the following softwares:

- i. <https://famisafeapp.wondershare.com/main/login>
- ii. <https://www.qustodio.com/en/free-sign-up/>

7. TAKE A BREAK

If you are under control of your gambling but you feel that you have been spending too much time or money gambling or wish to take a temporary break from gambling, please consider Roobet's "Take a Break" program.

Through adhering to Roobet Take a Break program you will be able to restrict your access to your account and take a break from gambling without losing any of your bonuses in your Iron Pouch or any progress on the Website.

7.1. How to Take a Break?

You can Take a Break by sending an email to support@roobet.com requesting to Take a Break. After you request to Take a Break, our Support Team will do its best efforts put one in place.

7.2. For how long can I Take a Break?

The default time of the Take a Break program is 7 (seven) days. If you wish for a different break length, please inform the Support Team when requesting to Take a Break. Please understand that the minimum break is 24 (twenty four) hours and cannot be over 14 (fourteen) days. Please remember that the temporary break is permanent for the time agreed upon with the support team and cannot be changed.

7.3. What happens during the Take a Break?

During the Take a Break period you will not be able to log into your account or play on the website. However, do not worry because Your Account will not be affected or changed during that time, neither will you lose any of your bonuses in your Iron Pouch nor any progress on the Website. After that time passes, your Account will be automatically unlocked and you will be able to log into your account.

If you have any questions regarding the Take a Break program, please contact our Support Team.

8. SELF-EXCLUSION

If you are concerned about your gambling behaviour and believe or feel that you are at risk of developing a gambling problem or if you have a gambling problem, Roobet advises you to consider entering a Self-Exclusion.

8.1. How to Request Self-Exclusion?

If you wish to self-exclude yourself, please email us at support@roobet.com, and we will set your account on a 48 hours cool-off period. During the 48 hours cool-off period, you will receive an e-mail to confirm you want to Self-Exclude and set the time of the self-exclusion.

8.2. What happens if I do not reply to the Self-Exclusion e-mail?

If you do not reply to the Self-Exclusion e-mail, the restrictions on your account will be lifted after the 48 hour cool-off period.

8.3. For how long can I Self-Exclude?

You can exclude yourself for a maximum period of 5 (five) years or permanently. You shall identify the time you want to be self-excluded upon request.

Please keep in mind that the Self-Exclusion is permanent for your chosen period. The exclusion will not be undone for your own protection unless you complete a multiple-step process during which your mental state will be assessed to ensure you are in a state of mind that allows responsible gambling. Please understand this evaluation will take multiple days.

8.4 What happens during self-exclusion?

During the "Self-Exclusion" you exclude yourself from the website and you will not be able to log into your account and you will lose all the progress that you have achieved on the Website. In the case that you opt for permanent self-exclusion, your account will be blocked permanently and you will not be able to access your Account or create new Accounts at Roobet.

9. CONTACTS

External Contacts

Roobet cares about its Players and advises all Players that are experiencing gambling problems to seek professional help. The following organisations are available to provide free and confidential advice on matters of problem gambling:

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

Roobet Contacts

If you have any questions regarding Roobet's Responsible Gambling Program, please contact our support team:

- CS@roobet.com
- support@roobet.com