

Responsible Gaming Policy

1. Our Commitment

1.1 Gambling at an online casino should always be considered as a form of entertainment. However, there is a small percentage of individuals who may lose control while gambling. Before starting to play, it is important to understand that gambling should never be seen as a source of income or a way to recover from debts. It is helpful to keep track of the time and money spent at an online casino on a daily basis.

1.2 If you feel that you are starting to spend more money than you can afford or if gambling is interfering with your daily routines, we strongly recommend considering several measures that can assist you. These measures include setting limits on your gambling activities, utilizing self-exclusion options, and seeking help and support from trusted independent organizations. You can take [the gambling addiction quiz](#) to determine if you are exhibiting signs of a gambling addiction.

2. Underage Players

The Company strictly prohibits individuals under the age of 18 from opening an account. Any minor who attempts to open an account or anyone who assists an underage person in doing so will be in violation of our Terms & Conditions.

You can take the following measures to help protect minors:

- Do not share your login details with anyone;
- Do not enable the 'remember password' function on login screens;
- Do not share your credit card or bank account details with minors.

Install parental control software or internet filter software on your computers if there are individuals under 18 in your household. These tools can be obtained from the following sources

- [CyberPatrol](#)
- [GamBlock®](#)
- [Solid Oak Software](#)
- [Net Nanny](#)

Gaming Addiction

There are several activities that can become problematic if not practiced in moderation, such as alcohol consumption, shopping, and playing video games. Gaming can also lead to addiction, with signs that are often difficult to recognize in oneself or others. Addiction to gaming may not necessarily be related to money and can even manifest as symptoms of a larger underlying issue.

Sometimes, gaming can serve as a way to escape from or avoid confronting other challenges. The individual may be unaware of the deeper personal issues and the potential consequences associated with their gaming behavior. In that case, there is professional help available.

It is critically important to catch this kind of behavior early before the practical consequences have a chance to impact. Unfortunately for this disease, the symptoms are not just physical but can be financial and social.

Fortunately, most of us can bet and play happily all our lives without it ever becoming problematic.

Assessing Your Risk

We have 7 rules for safer betting on immerion.com

- Gambling should be seen as a form of entertainment, not a means of making a living;
- Resist the temptation to double up on bets in an attempt to recover losses. Stick to your budget and avoid impulsive decisions;
- Establish a gambling budget that is well within your financial means. Set limits for daily, weekly, or monthly gambling activities to ensure responsible betting;
- Never gamble when under the influence of alcohol, drugs, fatigue, or feeling emotionally distressed. Clear thinking is crucial for making informed decisions;
- Keep track of the time spent gambling online and the amount of money wagered;
- To stay mentally refreshed and avoid becoming emotionally invested, take regular breaks during gambling sessions;
- Before you start gambling, set a budget and stick to it. Don't be tempted to exceed your limits, as this can lead to financial difficulties. Responsible gambling means staying within your means.

If you suspect that you may be at the risk of developing a gambling dependency, there are numerous specialized services and websites that can provide support. You can find a simple [self-assessment test](#) that can help you determine whether gambling may be becoming a problem for you.

Empowering Responsible Gaming

Immerion offers a wide range of services that can assist you if you feel that you are developing a gambling dependency. Immerion has implemented a series of measures to ensure that members can bet and play in a safe environment. Your account has been designed and set up to prioritize your safety and enjoyment.

When you participate in games of skill and chance that involve money, the outcome is never guaranteed. Even if a coin has landed on heads ten times in a row, the chances of it landing on tails on the next flip are still 50%.

There are certain ways in which you can make your whole experience not just safer but more fun. To apply any limits, please contact us via Live-Chat or send an email to support@immerion.com. We encourage you to consider implementing these measures when playing on Immerion.

Tracking Your Activity

Your account provides a complete record of all the bets you have placed, making it easy to track your gambling activity. You can easily monitor your betting patterns, duration of play, and assess whether you are gambling responsibly or not.

Reaching Out for Help

All members of our Customer Service team have received comprehensive training on social responsibility and are well-informed about the potential risks of compulsive gambling. If you believe you may be at risk, our team is available to assist you. They can provide information on the measures you can take on immerion.com to establish limits on your gambling activities and guide you to specialized organizations that can offer further support. To contact our Customer Service team, please send an email to support@immerion.com.

Taking Control: Self-Exclusion

If you believe that you are developing a gambling dependency, it is advisable to consider self-exclusion from all gambling platforms. If you no longer wish to play on Immerion, you can permanently block your access by contacting our Customer Service team at support@immerion.com. If you prefer to self-exclude yourself for a specific period of time, you can also approach our support team by emailing support@immerion.com to request this.