

Responsible Gambling Policy

1. Purpose

This Responsible Gambling Policy outlines our commitment to providing a safe, fair, and socially responsible environment for all individuals engaging with our gambling services. The purpose of this policy is to promote responsible gambling, prevent problem gambling, and protect vulnerable individuals from gambling-related harm.

2. Scope

This policy applies to all employees, contractors, partners, and any third parties involved in the provision, promotion, and regulation of our gambling services, both online and offline.

3. Commitment to Responsible Gambling

We recognize that gambling should be an enjoyable form of entertainment and not a source of harm. We are committed to:

- Promoting responsible gambling behavior.
- Identifying and minimizing gambling-related risks.
- Providing support and resources for individuals affected by problem gambling.
- Complying with all relevant gambling regulations and licensing requirements.

4. Key Commitments

4.1 Player Protection and Fairness

We will:

- Offer fair and transparent games, with accurate disclosure of rules and odds.
- Provide tools that help players manage their gambling behaviors, including:
 - Deposit, wager, and loss limits.
 - Time-out periods, known as 'Take a break'
 - Self-exclusion and account closure options (temporary and permanent).

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4.2 Prevention of Problem Gambling

We will:

- Provide visible access to help resources, such as links to independent support organizations (e.g., Gamblers Anonymous, Gambling Therapy).
- Promote awareness of responsible gambling tools and resources.

4.3 Protection of Vulnerable Groups

We will:

- Prohibit access to our platform to individuals under the legal gambling age (minimum 18+).
 - Enforce **age verification** and **Know Your Customer (KYC)** checks.
 - Prevent marketing targeting minors or vulnerable individuals.
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5. Staff Responsibilities and Training

- All customer support, compliance, and marketing personnel will undergo **mandatory training** on:
 - Responsible gambling practices.
 - Customer interaction in potentially harmful situations.
 - Training is reviewed and updated **bi-annually**.
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7. Marketing and Advertising

We will:

- Promote gambling as entertainment, not a financial solution.

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- Include **responsible gambling messages and age restrictions** on our site.
 - Avoid misleading claims, and ensure compliance with advertising standards.
 - Self-Excluded players are not contacted via any marketing.
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8. Monitoring, Review, and Reporting

We will:

- Conduct regular internal audits of responsible gambling processes.
 - Update this policy as regulations or technologies evolve.
 - Meet or exceed evolving Curacao regulatory expectations.
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9. Customer Support & Assistance

Players experiencing difficulties will be provided with:

- 24/7 access to customer support.
 - Referral to qualified gambling support organizations such as www.gamblingthreapy.org
 - Options for setting limits or self-excluding via their player account dashboard or via live chat.
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