

Self-Exclusion Policy

Ver. 1.0. dated May 27, 2025

In accordance with applicable regulations, players have the option to self-exclude from all gambling activity.

The self-exclusion framework is defined as follows:

- Duration of self-exclusion: In accordance with LOK clause 5.4 (2), a minimum self-exclusion period is one year;
- Scope: The self-exclusion applies across all brands/domains operated under our license;
- Vertical: The self-exclusion extends to all gambling activity;
- Marketing: Automatic opt-out from marketing communications.

The player must select (by tick-box) their preference as to the duration of the self-exclusion period, all the other elements are automatic.

With regard to the self-exclusion process(s), player is able to initiate and complete the self-exclusion process fully online, without requiring email communication or our approval.

Duration Options:

- 1 year
- 3 years
- 5 years
- 10 years
- Lifetime

Timing

The restrictions take effect immediately and be enforced according to the player's selections. The civil law implications must be considered and may entail that any wagering that takes place following the self-exclusion request and prior to it being in effect must be voided and funds must be returned to the player.

We do not question the player's decision, offer bonuses or promotions to encourage the player to continue playing, nor delay or complicate the activation process.

A simple verification check may be used to ensure that the player is aware they have chosen to self-exclude and understands the consequences of this decision. The verification check is conducted online, and kept brief and straightforward, using natural wording: "You have chosen to self-exclude for 5 years. Please confirm".

Player Account

Account shall be closed and player can no longer log-in. We have robust measures in place to identify where reasonably possible duplicate accounts exist and prevent self-excluded individuals from creating new accounts under different credentials.

The civil law implications must be considered: these may include that any ante-post bets must be voided and refunded, subject to AML/CFT regulations.

The player must complete any tournaments (for example poker tournament) that is in-running at the time of the self-exclusion.

Contributions to progressive jackpots that were made by the player through gameplay prior to the self-exclusion request remain in-situ, but the player is no longer entitled to participate with the jackpot after the self-exclusion is in effect.

Marketing and Communications

No direct marketing or advertising can be sent to the player.

Reactivation and Post-Cooling Off Protocol

After the self-exclusion period ends, the player must request in writing (by email or chat) the unblocking of the account. The written request can be prompted at the point of the player attempting to log in after the exclusion period has ended or by unprompted written communication by the player via the official customer support channels.

Please note that we cannot instigate reactivation by re-commencing communications with the player. Activation of a self-exclusion by a player is irreversible and irrevocable for the duration of the exclusion period selected.

We retain records of self-excluded in accordance with the applicable retention periods. Additionally, where possible, and in line with surrounding regulations, any payment method known directly by us used by a self-excluded player must be blocked for future use during any exclusion period to prevent circumvention of restrictions.