

# **Responsible Gaming Policy**

## **Bet n Play Solution B.V.**

Registered address: Abraham Mendez Chumaceiro Boulevard 03, Willemstad, Curaçao

Registered under Curaçao Chamber of Commerce & Industry Number: 163749

Main Domain: gogoroyal.com

Approved by: Managing Directors – Andres A. Galperinn Gomez – Michael A. Balakian Casciani

Compliance Officer: Elias Arturo Rodriguez Parra

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## Introduction to the Responsible Gaming Policy

Bet n Play Solution B.V., registered with the Curaçao Chamber of Commerce and Industry under registration number 163749 and having its registered office at Abraham Mendez Chumaceiro Boulevard 03, Willemstad, Curaçao (the "Company"), is committed to promoting a safe, fair, and responsible gaming environment for all players.

The Company recognizes that gambling is a form of entertainment and should not be regarded as a source of income or a solution to financial difficulties. While most players engage in gambling activities responsibly, the Company acknowledges that some individuals may be at risk of experiencing gambling-related harm.

This Responsible Gaming Policy establishes the principles, measures, and tools implemented by the Company to support responsible gambling behavior and minimize the risks associated with excessive or problematic gambling.

The Company is committed to protecting vulnerable individuals, including minors and people who may be at risk of developing gambling-related problems. We continuously review and enhance our policies, procedures, and controls to ensure compliance with applicable regulatory requirements and alignment with industry's best practices.

By providing a range of preventive measures and customer protection tools, the Company aims to support players in maintaining a balanced and responsible approach to gambling. We provide clear, transparent, and easily accessible information regarding the potential risks associated with gambling and encourage players to monitor their gambling behavior and seek assistance whenever necessary.

This Policy outlines the measures implemented by the Company to promote responsible gaming, including age verification procedures, self-assessment resources, deposit and activity management tools, cooling-off periods, and self-exclusion options.

Our objective is to provide a secure and responsible gaming environment while ensuring that customer protection remains a fundamental component of our operations.

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## Age Verification

The Company strictly prohibits gambling by individuals under the age of 18 years, or any higher minimum age required under applicable laws and regulations.

Players are responsible for providing accurate, complete, and up-to-date information during the registration process. The Company implements robust age verification measures to ensure that all players meet the legal age requirements before accessing its services.

Age verification procedures may include the collection and verification of customer information and supporting documentation through reliable and independent sources. The Company reserves the right to conduct age verification checks at any stage of the customer relationship.

Where the Company is unable to verify a customer's age or identity, additional information or documentation may be requested. Pending successful verification, the Company may restrict access to certain account functions, suspend gambling activities, withhold withdrawals, or

temporarily freeze funds in accordance with applicable laws and regulations.

If a customer is determined to be under the legal gambling age, the account shall be suspended or permanently closed, and appropriate action shall be taken in accordance with the Company's Terms and Conditions and applicable legal and regulatory requirements.

The Company remains committed to preventing underage gambling and to maintaining a safe and responsible gaming environment for all players.

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## **Information Accessibility**

The Company is committed to ensuring that players have clear, timely, and convenient access to information relating to responsible gaming. We believe that transparency and accessibility are essential components of a safe and responsible gaming environment.

To promote informed decision-making and encourage responsible gambling behavior, the Company has implemented the following measures:

### **1. Dedicated Responsible Gaming Section**

The Company's website includes a dedicated Responsible Gaming section containing comprehensive information on:

- The risks associated with gambling;
- Responsible gaming principles and practices;
- Available customer protection tools;
- Self-assessment resources;
- Deposit limits, cooling-off periods, and self-exclusion options;
- External support organizations and professional assistance services.

### **2. Homepage Accessibility**

Links to the Responsible Gaming section are prominently displayed on the homepage of the website to ensure that players can easily access relevant information and support resources without unnecessary barriers.

### **3. Terms and Conditions**

The Company's Terms and Conditions include references to responsible gaming principles and available customer protection measures. By accepting the Terms and Conditions, players acknowledge their responsibility to gamble responsibly and are informed of the tools and resources available to help manage their gambling activities.

### **4. Website Footer Accessibility**

A direct link to the Responsible Gaming section is displayed in the footer of every page of the website, ensuring continuous and convenient access to responsible gaming information and support tools throughout the customer's experience.

The Company regularly reviews the accessibility, clarity, and effectiveness of its responsible gaming communications to ensure that players can readily access the information necessary to make informed decisions and maintain control over their gambling behavior.

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## **Customer Self-Assessment**

The Company encourages players to regularly evaluate their gambling behavior and remain aware of any signs that gambling may be negatively affecting their personal, financial, or emotional well-being.

The following self-assessment questionnaire is intended to help players identify potential indicators of gambling-related harm. Please answer each question with "Yes" or "No."

- Have you ever missed work, school, or other important commitments due to gambling?
- Has gambling negatively affected your home life or personal relationships?
- Has gambling affected your reputation or caused embarrassment?

- Have you ever felt remorse or regret after gambling?
- Have you ever gambled to obtain money to pay debts or resolve financial difficulties?
- Has gambling reduced your motivation, productivity, or performance in daily activities?
- After losing money, have you felt compelled to return quickly to recover your losses?
- After winning, have you felt a strong urge to continue gambling to win more?
- Have you often continued gambling until you had spent all available funds?
- Have you ever borrowed money to finance your gambling activities?
- Have you sold personal belongings or assets to fund gambling?
- Have you been reluctant to use money intended for essential expenses because of gambling?
- Has gambling caused you to neglect your own well-being or that of your family?
- Have you ever gambled for longer periods than you originally intended?
- Have you used gambling as a way to cope with stress, boredom, loneliness, grief, or other difficult emotions?
- Have you ever committed, or considered committing, an illegal act to finance gambling?
- Has gambling caused you to experience difficulty sleeping?
- Do arguments, disappointments, or frustrations increase your urge to gamble?
- Have you used gambling as a way to celebrate good fortune or positive events?
- Have you ever experienced thoughts of self-harm or suicide as a result of your gambling?

If you answered "Yes" to one or more of these questions, you may be at risk of experiencing gambling-related harm.

The Company encourages you to consider using the responsible gaming tools available on our platform, including deposit limits, cooling-off periods, and self-exclusion options. You may also wish to seek support from professional organizations specializing in gambling-related issues. If you are experiencing emotional distress or thoughts of self-harm, please seek immediate assistance from a qualified healthcare professional or an appropriate support service in your area.

### **Third-Party Blocking and Self-Control Tools**

Players who wish to strengthen their responsible gaming measures may consider using independent third-party blocking and self-control tools designed to restrict access to gambling websites and applications across multiple devices.

Examples of such tools include:

- [BetBlocker](#)
- [GamBlock](#)
- [Gamban](#)

These tools operate independently of the Company and may provide additional support for players seeking to manage or limit their gambling activities.

### **Additional Support**

If you are concerned about your gambling behavior, or if you know someone who may be experiencing gambling-related harm, professional support and guidance are available through a number of independent organizations.

#### **Gamblers Anonymous**

Website: [Gamblers Anonymous](#)

#### **Gambling Therapy**

Website: [Gambling Therapy](#)

Contact: [support@gamblingtherapy.org](mailto:support@gamblingtherapy.org)

#### **GamCare**

Website: [GamCare](#)

Live Chat: [GamCare Live Chat](#)

#### **GambleAware**

Website: [GambleAware](#)

Contact: [contact@gambleaware.org](mailto:contact@gambleaware.org)

The Company encourages players who may be experiencing difficulties in controlling their gambling activities to seek support as early as possible and to make use of the responsible gaming tools available on our platform, including deposit limits, cooling-off periods, and self-exclusion options.

If you are experiencing emotional distress or thoughts of self-harm, please contact local emergency services or seek immediate assistance from a qualified healthcare professional.

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## **Behavior Monitoring and Early Intervention**

The Company is committed to identifying and addressing indicators of gambling-related harm at an early stage. To support this objective, we continuously monitor customer activity and behavioral patterns to identify potential signs of excessive or problematic gambling.

Behavior monitoring may include the assessment of factors such as:

- Significant increases in deposit frequency or amounts;
- Extended or unusually frequent gambling sessions;
- Repeated cancelled withdrawal requests;
- Chasing losses or attempting to recover previous losses through increased gambling activity;
- Significant changes in gambling behavior or spending patterns;
- Multiple unsuccessful attempts to increase deposit limits;
- Frequent use of multiple payment methods;
- Expressions of financial distress or concerns raised through customer interactions.

Where indicators of gambling-related harm are identified, the Company may take appropriate action, including:

- Contacting the customer to provide information and support;
- Encouraging the use of responsible gaming tools, such as deposit limits, cooling-off periods, or self-exclusion options;
- Conducting additional reviews of the customer's gambling activity;
- Applying restrictions or limitations to the customer's account where necessary.

The purpose of these measures is to promote responsible gambling, support customer well-being, and prevent gambling-related harm from escalating.

The Company regularly reviews and enhances its monitoring processes to ensure they remain effective and aligned with applicable regulatory requirements and industry best practices.

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## **Player facilitated cooling-off periods and self-exclusion**

All our websites support the policy of responsible gaming and offer various tools for self-control:

## Cooling-Off Periods

The Company offers players the option to take a temporary break from gambling activities through the Cooling-Off tool.

A cooling-off period enables players to suspend their gambling activity for a selected period while retaining access to certain account functions.

During an active cooling-off period, players will not be permitted to:

- Deposit funds into their account;
- Place bets or participate in any gambling activities;
- Participate in promotions, bonuses, or marketing campaigns.

Players will continue to have access to the following functions:

- View and access their account information;
- Withdraw available funds from their account.

Players may select one of the following cooling-off periods:

- 24 hours;
- 7 days;
- 1 month;
- 3 months.

Upon expiration of the selected cooling-off period, access to gambling activities and account functionality will be automatically restored.

Players may opt out of receiving marketing communications during the cooling-off period.

The Cooling-Off tool is available through the customer's account settings or via the Responsible Gaming section of the website.

## Self-Exclusion

The Company provides players with the option to voluntarily self-exclude from all gambling activities for an extended period.

During an active self-exclusion period, players will not be permitted to:

- Access their account;
- Deposit funds;
- Place bets or participate in any gambling activities;
- Participate in promotions, bonuses, or marketing campaigns.

Players may select one of the following self-exclusion periods:

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

Self-exclusion requests take effect immediately upon activation and cannot be revoked or reversed before the selected period expires.

During the self-exclusion period, the Company will take reasonable measures to prevent players from opening new accounts and will cease all marketing communications.

Following the expiration of a self-exclusion period, players wishing to reactivate their account must submit a written request. The Company reserves the right to conduct additional reviews before restoring access to gambling services.

Any attempt to create a new account during a self-exclusion period constitutes a violation of the Company's Terms and Conditions and may result in the permanent closure of all associated accounts.

The Self-Exclusion tool is available through the customer's account settings or via the Responsible Gaming section of the website.

The decision cannot be reversed, and you will need to send us a written request to reactivate your account after the expiry of the restriction period. It may take time for us to review and reactivate your account.

During Self Exclusion, you are not allowed to create a new Account, and every attempt to create a new Account during Self Exclusion is a violation of our Terms of Service and may result in the permanent ban of your original account.

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### **Deposit Limits**

The Company provides players with the option to set deposit limits as a responsible gaming measure to help manage and control their gambling expenditure.

The Deposit Limit tool enables players to restrict the total amount of funds that can be deposited into their account over a predefined period. Once the selected limit has been reached, no additional deposits will be permitted until the relevant period has expired.

Players may establish deposit limits for the following periods:

- Daily;
- Weekly;
- Monthly.

Players may modify their deposit limits at any time through their account settings or via the Responsible Gaming section of the website.

Any decrease to an existing deposit limit shall take effect immediately.

Any increase to an existing deposit limit shall become effective only after a minimum waiting period of seven (7) days.

Deposit limits apply solely to future deposits and do not affect any wagers, bets, or gaming activities that were initiated or accepted prior to the implementation or modification of the limit. The Deposit Limit tool is available through the customer's account settings or via the Responsible Gaming section of the website.

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## **Training of Employees, Affiliates, Marketing Partners, and Social Media Influencers**

The Company is committed to ensuring that all individuals involved in the promotion, operation, and delivery of its services understand and support its responsible gaming objectives.

Accordingly, all employees, affiliates, marketing partners, and social media influencers engaged by or acting on behalf of the Company are required to complete responsible gaming training appropriate to their roles and responsibilities.

Training shall be provided upon commencement of the relevant engagement and at regular intervals thereafter, as well as following any material changes to applicable laws, regulations, or internal policies.

The training program shall, at a minimum, cover:

- Responsible gaming principles and the Company's commitment to customer protection;
- Applicable legal and regulatory requirements;
- Recognition of indicators of gambling-related harm and customer vulnerability;
- The responsible gaming tools and customer protection measures available on the platform;
- Procedures for escalating concerns and directing players to appropriate support resources;
- Marketing and advertising restrictions, including prohibitions on targeting minors and vulnerable individuals.
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The Company shall maintain records of all completed training sessions and periodically assess the effectiveness of its training program.

The Company also works closely with affiliates, marketing partners, and social media influencers to ensure that all promotional activities are conducted in accordance with applicable laws, regulatory requirements, and the Company's responsible gaming principles.

Failure to comply with these requirements may result in corrective action, suspension, termination of the business relationship, or other appropriate measures.

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## **General Responsible Gaming Principles Regarding Marketing and Advertising**

The Company is committed to ensuring that all marketing, advertising, and promotional activities are conducted in a socially responsible, fair, and transparent manner.

Marketing communications shall be directed exclusively at individuals who are at least 18 years of age, or any higher minimum age required by applicable laws and regulations. The Company strictly prohibits the targeting of minors, self-excluded players, or vulnerable individuals who may be at risk of experiencing gambling-related harm.

All advertising and promotional materials must be clear, accurate, and not misleading. Marketing communications shall not:

- Portray gambling as a source of income or a solution to financial difficulties;
- Suggest that gambling is a means of achieving financial success, social status, or personal fulfilment;
- Misrepresent the likelihood of winning or the chances of success;
- Encourage excessive or irresponsible gambling behavior;
- Exploit the inexperience, vulnerabilities, or financial circumstances of players;
- Appeal primarily to minors through the use of themes, language, imagery, personalities, or content likely to attract underage audiences.

The Company shall take reasonable steps to ensure that advertising is placed only in media channels, platforms, and environments appropriate for legal-age audiences and shall avoid placement in channels predominantly accessed by minors or vulnerable groups.

All marketing communications shall include clear references to responsible gaming principles and, where appropriate, provide information regarding customer protection tools and available support organizations.

Promotional offers, bonuses, and incentives shall be presented transparently, and all applicable terms and conditions shall be clearly communicated and easily accessible.

Affiliates, marketing partners, and social media influencers acting on behalf of the Company are required to comply with this Policy, applicable laws and regulations, and all responsible gaming standards established by the Company. The Company reserves the right to monitor partner activities and to take appropriate corrective action, including suspension or termination of partnerships, in cases of non-compliance.