
2. RESPONSIBLE GAMING POLICY — VERSION 1.1

2.1 Policy Statement

Bet N Play Solution B.V. is committed to providing a safe, fair, transparent and responsible gaming environment.

Gambling must be treated as entertainment and not as a source of income, a solution to financial problems or a substitute for employment or financial planning.

This Policy applies to all domains, brands, platforms, player interfaces, mobile applications, employees, affiliates, marketing partners, influencers and service providers acting for or on behalf of Bet N Play Solution B.V.

2.2 Protection of Minors and Vulnerable Persons

The Company prohibits gambling by:

1. persons under 18 years of age or any higher minimum age required by applicable law;
2. self-excluded players;
3. players identified as vulnerable where participation must be restricted;
4. players who are legally prohibited from gambling;
5. players located in prohibited jurisdictions.

The Company shall verify age and identity as required and may restrict accounts, suspend activity, block withdrawals or close accounts where age, identity or eligibility cannot be verified.

2.3 Accessibility of Responsible Gaming Information

The Company shall maintain a Responsible Gaming section accessible from the website footer, account area and relevant public pages.

The section shall include:

1. risks associated with gambling;
2. signs of gambling-related harm;

3. responsible gaming tools;
4. self-assessment questionnaire;
5. deposit limits;
6. cooling-off periods;
7. self-exclusion;
8. support resources;
9. complaint channels;
10. contact details.

2.4 Self-Assessment

The Company shall provide a self-assessment questionnaire to help players identify gambling-related harm.

Where a player indicates distress, loss of control, financial difficulty, chasing losses or thoughts of self-harm, the Company may escalate the matter internally and take protective action, including contact, account restriction, cooling-off, self-exclusion or referral to support resources.

2.5 Deposit Limits

Players may set deposit limits for:

1. daily periods;
2. weekly periods;
3. monthly periods.

A decrease in limits shall take effect immediately.

An increase in limits shall only take effect after a minimum waiting period of seven days or any other period required by applicable law or internal policy.

2.6 Cooling-Off

A cooling-off period is a short temporary break from gambling activity.

Available cooling-off periods:

1. 24 hours;
2. 7 days;
3. 1 month;
4. 3 months.

During cooling-off, the player shall not be permitted to:

1. deposit funds;
2. place bets;
3. participate in gambling activities;
4. claim bonuses or promotions.

Marketing communications shall be suspended during cooling-off unless the Company determines that technical implementation requires additional time, in which case reasonable measures shall be taken to suppress marketing communications.

2.7 Self-Exclusion

Self-exclusion is a formal extended exclusion from gambling activity.

Available self-exclusion periods:

1. 1 year;
2. 3 years;
3. 5 years;
4. 10 years;
5. lifetime.

Self-exclusion takes effect immediately upon activation and cannot be revoked before the selected period expires.

During self-exclusion, the player shall not be permitted to:

1. access the account for gambling purposes;
2. deposit funds;
3. place bets;
4. participate in promotions;
5. receive marketing communications;
6. open a new account.

The Company shall take reasonable measures to prevent self-excluded players from opening duplicate accounts.

Any attempt to open a new account during self-exclusion may result in closure of all associated accounts and investigation.

2.8 Reopening After Self-Exclusion

After expiration of a self-exclusion period, the player must submit a written request for reactivation.

The Company may:

1. deny reactivation;
2. request a cooling-off review period;
3. request confirmation from the player;
4. apply deposit limits;
5. conduct responsible gaming review;
6. conduct AML or fraud review before reinstatement.

Lifetime self-exclusion shall not be lifted unless permitted by law and approved under a documented internal review.

2.9 Behaviour Monitoring and Early Intervention

The Company shall monitor indicators of gambling-related harm, including:

1. increased deposit frequency;
2. increased deposit amounts;
3. long or frequent sessions;
4. chasing losses;
5. repeated cancelled withdrawals;
6. financial distress statements;
7. requests to increase limits;
8. repeated failed deposits;
9. multiple payment methods;
10. emotional distress communications.

Where risks are identified, the Company may:

1. contact the player;
2. provide responsible gaming information;
3. suggest limits;
4. apply restrictions;
5. impose cooling-off;
6. impose self-exclusion where appropriate;
7. refer the matter to the complaints or compliance team.

2.10 Marketing and Advertising

Marketing shall not target:

1. minors;
2. self-excluded players;
3. vulnerable persons;
4. players who have opted out;
5. prohibited jurisdictions.

Marketing shall not:

1. present gambling as a source of income;
2. suggest financial success is likely;
3. misrepresent chances of winning;
4. encourage excessive gambling;
5. exploit financial vulnerability;
6. use content primarily appealing to minors.

Affiliates, influencers and marketing partners must comply with this Policy and may be suspended or terminated for non-compliance.

2.11 Training

Employees, customer support, marketing staff, affiliates, influencers and relevant service providers shall receive responsible gaming training appropriate to their function.

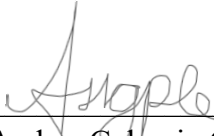
Records of training shall be maintained

2.12 Records and Review

The Company shall maintain records of:

1. deposit limits;
2. cooling-off requests;
3. self-exclusion requests;
4. responsible gaming contacts;
5. interventions;
6. complaints related to responsible gaming;
7. marketing suppression;
8. reactivation requests;
9. training.

This Policy shall be reviewed annually or after any regulatory or operational change.



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