

Responsible Gaming Policy

1. Our Commitment to Responsible Gaming

We are committed to promoting responsible gaming and providing a safe, fair, and enjoyable experience for all our players.

We believe that gambling should remain a fun and recreational activity. To ensure this, we provide tools and resources to help players stay in control and make informed decisions. Our policies are designed to prevent problem gambling, protect vulnerable players, and ensure a secure gaming environment.

2. Preventing Underage Gambling

Underage gambling is illegal, and we do not permit individuals under the legal gambling age to create accounts or engage in gambling activities on our platform. To enforce this, we require all players to complete an age verification process by submitting valid identification (e.g., passport, ID card, or driver's license). Accounts found to belong to underage players will be immediately closed, and any remaining balances (excluding winnings) will be refunded.

We encourage parents to take proactive measures to restrict children from accessing gambling websites by using parental control software such as:

- **Betblocker**

<https://www.betblocker.org/>

- **Netnanny:**

Netnanny offers protective measures which varies from website and app blocks to parental controls.

Website: <https://www.netnanny.com/>

- **Gamblock:**

Gamblock is a mobile app that blocks access to thousands of gambling websites and provides access to useful resources. Website: <http://www.gamblock.com/>

3. Identifying Problem Gambling

Problem gambling can have serious consequences. Signs of problem gambling include:

- Spending more time and money than intended.
- Chasing losses.
- Neglecting personal and professional responsibilities.
- Borrowing money to gamble.

If you recognize any of these signs, we encourage you to seek help.

4. Player Protection Tools

We offer a range of responsible gaming tools to help players manage their gambling activity:

- **Deposit Limits:** Players can set daily, weekly, or monthly deposit limits.
- **Reality Checks:** Regular reminders are available to inform players of their gaming session duration.
- **Cooling-Off Periods:** Players can opt for a temporary break from gambling for 24 hours, 3 days, or 7 days.
- **Self-Exclusion:** For those needing a longer break, players can request self-exclusion for 6 months, 1 year, 3 years, or permanently. Self-excluded accounts will be restricted from gameplay and promotional offers.

Players can configure these settings directly through their account dashboard or by contacting our support team at **support@wlscasino.com**.

5. Monitoring and Intervention

We actively monitor player activity to identify signs of problematic gambling.

Our system evaluates patterns like unusual deposits, extended play sessions, or repeated withdrawal issues.

If we detect such behaviors, our Responsible Gaming Team will intervene, providing support and recommending appropriate measures such as account limits, temporary suspension, or account blocking if necessary.

6. External Support and Resources

For players who feel they may have a gambling problem, we recommend seeking professional support from trusted organizations:

- **GamCare:** www.gamcare.org.uk
 - **Gambling Therapy:** www.gamblingtherapy.org
 - **Gamblers Anonymous:** www.gamblersanonymous.org
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We encourage all players to treat gambling as a form of entertainment, not a way to make money or solve financial problems. If you ever feel that gambling is affecting your life negatively, please take advantage of the tools we provide and seek professional help.

For any questions or support regarding responsible gaming, contact us at **support@wlscasino.com**.

Stay in control. Play responsibly.