

**CNCL B.V.**

**Responsible Gaming Policy**

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## **Play Responsibly**

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### **1. Underage Players**

Casino Prive does not allow anyone under 18 years of age to open an account. Any minor who attempts to open an account with us or anyone who assists an underage person to open an account with us breaches our Terms & Conditions. You can take the following measures to help protect minors:

- Do not share your log-in details with anyone.
- Do not enable the 'remember password' function on the log-in screens.
- Do not share your credit card or bank account details with minors.
- Install parental control software or internet filter software on your computers if there are persons under 18 in your household. Such software can be obtained at [www.netnanny.com](http://www.netnanny.com) and [www.cyberpatrol.com](http://www.cyberpatrol.com).

### **2. Gaming Problem**

There are lots of activities which can become a problem if not done in moderation (for example, alcohol consumption, shopping, playing video games). The same can occur with gaming. Signs of addiction are often hard to see in yourself or in another person and very often may not even be related to money. Gambling can be a symptom of a wider problem.

It may be that a game has become a means of escape or of not confronting another dilemma. It can be that the motivation is so subconscious that the person is not even aware of the real issues and the possible consequences. In that case there is professional help available.

It is critically important to catch this kind of behaviour early before the practical consequences have a chance to impact. Unfortunately for this disease, the symptoms are not just physical but can be financial and social.

Fortunately, most of us can bet and play happily all our lives without it ever becoming a problem.

### **3. How do I tell if I am at risk?**

We have eight rules for safer betting on Casino Prive:

- Casino bets are just fun. They are not and never can be a career.
- Never double up just to win back losses.
- Set a daily, weekly or monthly budget well within the limits of what you can afford to lose.
- Never play cards or casino for money when you are drunk, on drugs, tired or feeling down.
- Keep an eye on how long you are online and keep track of the bets you place at "My Account", "Transactions" and "Gameplay".
- Take breaks to make sure you stay fresh.
- Set a budget before you start and stick to it.
- Enjoy yourself!

If you feel you may be at risk of developing a dependency on gambling, there are many specialist services and websites which can help you. You can find a simple self-assessment test on [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk) which can help you determine whether gaming may be becoming a problem for you.

### **4. Our Service and Tools**

Casino Prive offers a wide range of services which can assist you if you feel that you are developing a dependency towards gambling. Casino Prive has put in place a series of measures so that members can bet and play in a safe environment. Your account has been designed and set up so you can enjoy yourself safely.

When you are playing games of skill and chance that involve money, the outcome by definition is never sure. Even if a coin has been flipped ten times and comes up heads ten times, the chances of it being tails on the next spin are still 50%.

There are certain ways in which you can make your whole experience not just safer but more fun. In order to make use of the deposit limit feature, you must log in to your Account via [www.casinoprive.com](http://www.casinoprive.com). We encourage you to consider these measures when playing on Casino Prive.

### **5. Limits**

#### **5.1. Set a limit**

Deposit limits are part of our Responsible Gaming Policy and can help you to control the amount you spend. You can choose to implement a daily, weekly or monthly limit. Alternatively, you can choose to implement a combination of these limits for extra control. We recommend that members set a limit on the amount of money they spend. You can do this simply at 'My Account' and then 'Responsible Gaming' by inserting an amount in one or more of the 'Daily Limit', 'Weekly Limit' or 'Monthly Limit' boxes. It is a good idea to give

yourself a budget. This means that if you start to play more than you want to, you will be alerted.

If you set a deposit limit, any request by you to increase or remove that limit will not take effect for 168 hours (i.e. 7 days). This is to give you a chance to have a period of time which will allow you to reconsider whether you really want to raise your deposit limit. If you make a request to lower your deposit limit before the relevant period has ended or to set a limit, this request will take effect immediately. You may also want to set Wagering Limits which will allow you to control the maximum amount you agree to wager in a given time period.

Once a limit has been set by our service, you will receive a confirmation e-mail from us.

You can reduce your limit by using the same process. However, if you want to increase your limit, or reset it, a 7-day waiting period will take effect before you can implement your change.

## **5.2. Daily Limits**

Daily limits are set for a period of 24 hours. As with all limits, they take into account the amount deposited during the previous period. For example, if you have already made a deposit of €20 in the past 24 hours and you select a daily deposit limit of €20, you will not be able to deposit again until a further 24 hours have passed since your last deposit. If you have made a deposit of €10 in the past 24 hours and you select a daily deposit limit of €20, you will only be able to deposit a maximum of €10 until 24 hours have passed since your last deposit.

## **5.3. Weekly Limits**

Weekly limits are set for a period of 168 hours. As with all limits, they take into account the amount deposited during the previous period. For example, if you have already made a deposit of €20 in the past 168 hours and you select a weekly deposit limit of €20, you will not be able to deposit again until a further 168 hours have passed since your last deposit. If you have made a deposit of €10 in the past 168 hours and you select a weekly deposit limit of €20, you will only be able to deposit a maximum of €10 until 168 hours have passed since your last deposit.

Note: If you already have a daily limit in place and you set a weekly amount that is less than your daily limit, your daily limit will be deleted and only the weekly limit will be implemented. If your weekly deposit limit is set higher than your daily limit, you will not be able to exceed the weekly limit. For example, if your daily limit is set at €10 and your weekly limit is set at €20, you can deposit up to €10 per day for two days, but you will not be able to deposit more until 168 hours have passed since your last deposit.

## **5.4. Monthly Limits**

Monthly limits are set for a period of 720 hours. As with all limits, they take into account the amount deposited during the previous period. For example, if you have already made a

deposit of €50 in the past 720 hours and you select a monthly deposit limit of €50, you will not be able to deposit again until a further 720 hours have passed since your last deposit. If you have made a deposit of €20 in the past 720 hours and you have set a deposit limit of €50, you will only be able to deposit a maximum of €30 until 720 hours have passed since your last deposit.

Note: If you already have a daily and/or weekly limit in place and your monthly limit is set as an amount that is less than those limits, those limits will be deleted and only the monthly limit will be implemented. If your monthly limit is set higher than your daily and weekly limits, you will not be able to exceed the monthly limit. For example, if your daily limit is set at €10 and your weekly limit is set at €20 and your monthly limit is set at €50, you can deposit up to €10 per day for two days, but you will not be able to deposit further until 168 hours have passed since your last deposit.

If you would like further examples or help with setting deposit limits, please contact our Customer Services Team at [support@email-casinoprive.com](mailto:support@email-casinoprive.com).

## **6. Track your Activity**

Your account gives you a complete record of all the bets you have ever placed so it is easy and simple to keep track of what you are doing, how long it is taking and whether you are betting sensibly or not.

## **7. Contact our Customer Service Team**

All members of our Customer Service team have been trained by our Responsible Gaming Officer, in social responsibility and are aware of the risks of compulsive gambling. If you feel you might be at risk, they are here to help by explaining the measures you can take on Casino Prive to restrict your gambling and by pointing you in the direction of specialist organisations which can help you. You can contact our Customer Service team by emailing [support@email-casinoprive.com](mailto:support@email-casinoprive.com).

## **8. Self-Exclusion**

If you feel

that you may be becoming dependent on gambling, you should consider excluding yourself from all gambling environments, both offline and online. If you take the decision that you no longer want to play at Casino Prive, you can permanently block your access by contacting our Customer Service team by emailing [vip@email-casinoprive.com](mailto:vip@email-casinoprive.com). If you wish to self-exclude yourself for a set period of time, you can do this by changing your account status to "Temporary self-exclusion" for a period of '7 days, 1 month, 6 months, 1 year or indefinitely' at 'My Account' and then 'Play Safe'. Once your chosen self-exclusion period has passed, you will be eligible to regain access to your account. We will send you an email upon expiry of the period. If you wish to play with Casino Prive again, you must confirm this by replying to the reactivation email and agreeing to the Terms & Conditions related to the reactivation of your account.

We have measures in place to ensure that, as soon as your self-exclusion request is processed, we will no longer allow you to play on Casino Prive, via a computer, mobile or tablet device, and you are not allowed to open a new account on casinoprive.com during your temporary self-exclusion period. While we provide our best endeavours to offer you a variety of tools so that you can gamble responsibly, kindly note that we take no responsibility and exclude any and all forms of liability whatsoever in cases where you violate our terms and conditions by opening or attempting to open multiple accounts with us and/or by providing false and/or misleading data and/or personal details. In the event that you succeed in opening a new Account by using false data, or via any similar means, you agree that all liability for any losses subsequently incurred by you as a result of using our Services will fall on you and will not fall on Casino Prive. Should we become aware that you have used false data, or any similar means, to open an Account with us, we reserve the right to immediately close that Account and forfeit any winnings. You will need to send us a withdrawal request if you have any balance outstanding on your account but we will not allow you to bet. Once you have self-excluded, we will use our best endeavours not to send you any further marketing materials and, in any event, will ensure that we will not send you any further marketing materials after 48 hours of account closure.

## **9. Limitation of Liability**

We trust you understand that all of the responsible gaming tools listed here have been developed over years to assist our customers to gamble responsibly. While we use our best efforts to ensure that the measures which we implement as part of our commitment to responsible gaming are error-free, we trust you understand that human error cannot be completely excluded and we therefore solicit your full collaboration at all times. We take no responsibility for, and exclude any and all forms of liability whatsoever, in cases where you violate our terms and conditions by opening or attempting to open multiple accounts with us and/or by providing false and/or misleading data/personal details and/or attempting to bypass limits, functionalities, exclusions and/or other responsible gaming tools previously set and/or requested by you.

## **10. Treatment**

If you feel that you would like professional help with your gambling, or if you know someone who may be at risk, there are a number of counselling services available which can help. Please note that Casino Prive is in no way affiliated with the following services:

Gamcare: [www.gamcare.org.uk](http://www.gamcare.org.uk)

This website has Live Help and an online forum where you can find help and information  
Helpline : 0845 6000 133

Gamble Aware: [www.gambleaware.co.uk](http://www.gambleaware.co.uk)

Gamble Aware is managed by the Responsibility in Gambling Trust, an independent charity which funds treatment, research and education about responsible gambling. It was set up by the UK Gambling Commission in conjunction with other organisations such as the National Consumer Council and the Department of Health.

Gamblers Anonymous: [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

There are 20 questions on the Gamblers Anonymous site that you can use to determine whether or not you might have taken your gambling too far. You can undertake a simple self-assessment test here.

The site also has live chat rooms and an online forum.

Harvard Medical School: [www.gamblingselfchange.org](http://www.gamblingselfchange.org)

Harvard Medical School runs a website which has links to further sources of help and advice and another questionnaire to assess your own risk.

### **11. Blocking Software**

If you feel that you may be at risk of developing a dependency on gambling or would like to be certain that no one, including you, can access gambling sites, you may consider installing software with the sole purpose of preventing users from accessing any gaming sites. There are non-affiliated sites that offer an installable product that is aimed at only blocking gambling related sites or software. One example of these services is Betfilter (<http://www.betfilter.com/>). This software cannot be removed from a device once installed; this is to ensure maximum protection to those affected by gambling problems. Betfilter also works on existing downloadable clients currently on your device.