To download a copy of this policy, please click here.

WE ENCOURAGE YOU TO PLAY RESPONSIBLY

Gambling is a form of entertainment, but it should be enjoyed responsibly. It´s not a way to earn a quick buck. You should always avoid chasing losses, never play with money that you can't afford to lose, and never gamble for money that should go towards rent, bills or other expenses. You should check your activity regularly in the Balance page to keep on top of your money spent.

If you start to feel uncomfortable in any way due to your gambling, you should take a break from playing or even consider self-exclusion.

Risks and Impacts of Gambling and Gambling Addiction

For many people, gambling is harmless fun and a form of entertainment. However, playing for money bears the risk of gambling becoming problematic as a person becomes unable to control how much time and money, he/she spends on gambling. This type of compulsive behaviour is often called "problem gambling or gambling addiction."

It can be difficult to determine whether a person's gambling has become problematic though. One rule of thumb, nevertheless, is that there is a problem if the gambling has started to cause negative consequences on the life quality of the person.

Gambling Addiction:

Gambling addiction is diagnosis usually made by a doctor or psychologist. You can have gambling problems regardless of whether you have been diagnosed or not.

Below you can find a number of traits/behaviours associated with gambling that may indicate you are facing a gambling problem or gambling addiction:

1. Constantly thinking of gambling.
2. Needing to gamble for ever greater sums of money to achieve the desired feeling of excitement.
3. Having failed several times to control, limit or stop gambling.
4. Feeling restless or irritated at attempts to limit one's gambling or as a result of stopping gambling.
5. Gambling so as to avoid thinking about one's problems or to seek relief from feeling low, including feelings of helplessness, guilt, anxiety, depression.
6. Trying to win back money lost on gambling.
7. Lying to relatives, therapists and other people to conceal the extent of one's gambling.
8. Having jeopardised or lost an important personal relationship, job, chance to study or career opportunity because of gambling.
9. Relying on others organising the money to resolve a financial crisis which has arisen because of gambling.

Gambling addiction, gambling abuse or problems with gambling, whatever we call it, it is a public health problem which affects hundreds of thousands of people and their relatives. Gambling addiction can have serious implications on different aspects on someone's life for example:

- Health-related consequences: anxiety, depression, sleeping problems or suicidal thoughts. They may also be problems related to alcohol or other drugs.

- Social consequences: conflicts with relatives and friends, problems coping at work or school, or resorting to crime.

- Financial consequences: problems paying ongoing expenses or debts as a result of gambling.

You can change your gaming habits and there are several different things you can do about it by taking advantage of our Responsible Gambling measures or seeking professional help from non-for profit organizations offering free help and support around gambling problems and gambling addiction.

If you have any questions or concerns, please contact the Customer Support staff who are available 24/7 and they will help you.

Responsible Gaming and Protection Measures

It's important that our customers enjoy themselves in the casino, but we also understand that for some players, gaming can become a problem.

We pride ourselves of being fair, transparent and socially responsible and want to protect our players from playing irresponsibly and safeguard you, so you can have a playful, yet responsible gaming experience. This is why we have the ability for you to set deposit limits or entire play limitations, these tools can help you keep control of your gambling and can be found in the My Account section of the casino.

Cooling-Off, Temporary Suspension and Self-Exclusion

If you need to take a break from playing, and don't trust yourself to stay away, then use our Player Limitation options which can be found on the Player Limitation page of 'My Account'.

There are a range Player Limitations you can choose from:

- You can choose Cooling-Off, which you can choose from the following time frames, 24 hours, 48 hours or 7 days. This Limitation will effect only the account you apply it on.
- You can choose Temporary Suspension, which you can choose from the following time frames, 30 days, 60 days or 90 days. This Limitation will effect only the account you apply it on.
- You can choose Self-Exclusion. If you choose to Self-exclude and would like it to be an indefinite exclusion or increase the length please contact support following placing your exclusion. Please note that you can choose whether any Self-Exclusion set will also apply to any other account you have on our license

During any Self-Exclusion you will not be able to gamble or deposit, nor will you receive any marketing material (it can take up to 24 hours to remove you from all marketing databases).

To Self-Exclude click here.

If you have an active exclusion period and would like to revoke it, please follow the instructions following logging into the casino.

Implementation of Deposit Limits

During the process of creating an account on our Malta license you will have the option to restrict your daily, weekly or monthly deposit amount to any amount you want.

Time Limit Control

We have a feature available that will automatically log you out of the casino after a certain amount of time. If you would like this feature enabled please contact the support department and let them know the number of minutes you would like to be logged out

Game Status Reminder

You can set the number of minutes you will receive a pop-up notification while playing a game, displaying the duration of your gameplay, the amount of your bets, and your winnings/losses. With each notification, you will have the option to either continue playing or log out of the casino.
You can set yourself a Game Status Reminder within your Personal Area of our software. Game Status Reminders can be set for the following periods:

- 15 minutes
- 30 minutes
- 45 minutes
- 60 minutes

Self-Assessment

A self-assessment test is just as it sounds… a test where you can check if your gambling is starting to become an issue for you. By doing a self-assessment test, you can easily understand if gambling is becoming an issue for you and act before it gets out of hand.

If you're concerned about your gaming or just want to control it, you can click here and take the Self-Assessment Test

Keeping a watchful eye

You can also view the information at the below websites which may be able to provide support and advice in overcoming problems with gaming:

GamBan

Gambling Therapy Helpline

Responsible Gaming Foundation

We say NO to Underage Gambling

We do not allow players under the age of 18 to gamble. This is stated in our Terms and Conditions.

We use both automated and manual processes in order to verify the age of the customer registering the account and any player under the age of 18 who registers an account will have their account closed immediately.

Prevent Underage Gambling

We recommend that parents install filtering programs on their computer to block certain software and websites. This will allow you to control the programs your children view and use.

Our recommended filtering programs are: Cyber Patrol, GamBlock and Net Nanny.

We also advise taking the following precautions:

- Children should not be left unattended in front of a computer.
- When they reach the correct age, your children should be educated as to what gambling is and how it can affect them if it is not controlled.
- Due to the emotion that can be emitted whilst gambling, do not allow children to watch or hear you while you are playing any of our games.
- If any children have access to your computer, we recommend you do not use the check-box for remembering your password.
- Do not allow children to access your credit card or any other payment information.
- A different profile that only contains appropriate software and website access can be created on your computer for children. Parents playing our games can then use a different profile.
- Parents should educate themselves on the dangers of underage gambling and act accordingly.

Unauthorised account access: How to prevent it and How to spot it

There's a lot to enjoy here at your favorite online casino, and while you can rest assured we do everything we can to keep your gaming experience here a safe one, there are a few things you can do to make it even safer.

Here are a few simple but effective ways you can prevent unauthorized access to your account:

- Never tell anyone your username or password
- Leave the "Remember Password" box unchecked
- Always make sure you've logged out when you've finished playing
- Never tell anyone your email username or password
- Leave the "Remember Password" box for your email account unchecked
- Always make sure you've logged out of your email account when finished
- Be extra vigilant on the above when using a shared computer

Here are a few things to look out for if you think someone has accessed your account:

- Bankroll: make a note of it when logging in and out and report any discrepancies
- Game history: keep track of the games you've played (you can get a log of games played each session by contacting support)
- Cashier: make sure all transactions have been made by you
- Receipts: look out for transaction receipts in your email inbox when you know you haven't been playing
- If you suspect your account has been accessed by someone else, get in touch with support immediately.