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



National Gambling Helpline - 0808 8020 133

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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.

If you have any questions, contact the support department and they will help you.

Player Protection Tools

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.

GamStop

GamStop is a portal on which you can register yourself, temporarily or indefinitely and once registered you will not be able to gamble on, nor receive any marketing material from any website that is duly licensed in Great Britain. For more information visit www.gamstop.co.uk

Freeze/Cooling-Off 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', or contact customer support who will guide you.

There are a range Player Limitations you can choose from:

- You can choose Freeze/Cooling-Off, which you can choose from the following time frames, 24 hours or 1 to 6 weeks. These restrictions will apply only to the account you place them on.
- You can choose Self-Exclusion, which means that your account will never be active again unless you proactively request it, and you cannot make a request within 180 days of setting the self-exclusion. To increase this period to up to 5 years (you can choose 1, 2, 3, 4 or 5 years) you can contact Support after placing the Self-Exclusion. The Self Exclusion restriction will affect all known accounts you have on the same 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).

Deposit Limits

During the process of creating an account on our UK license you will have the option to restrict your daily, weekly or monthly deposit amount to any amount you want. You can change your deposit limits in the My Account section.

If you set more than one deposit limit, like a daily and a weekly limit, the strictest one will always be the one that counts. For example, if your daily limit is £10 and your weekly limit is £100, you'll only be able to deposit £10 each day. Over the whole week, that means you could deposit a maximum of £70, not £100. This helps make sure your limits actually work and give you full control over your spending.

Game Status Reminder (Reality Check)

You have the option to set a Game Status Reminder message to your account in the My Account section and even select how many minutes there should be between each Game Status Reminder message. If you need any assistance setting it up, please contact the support department and ask them to add a Game Status Reminder message on your account.

When you have this enabled, a message will appear across your game screen each time the number of minutes you choose passes. The message will let you know how long you been playing for. From this message you will have the opportunity to press one of the following buttons, Continue, which will close the message and the game will stay open, Game History, which indicates your history and Close Game, which will close game and will log you out.

Limit Exposure To Advertising

If you feel like the amount of gambling advertising you receive through social media is greater than what you would like, there is something you can do about it. The following link provides useful information on ways and actions you can take to limit your exposure to gambling advertisement across social media (i.e Facebook – Twitter)

https://www.gambleaware.org/tools-and-support/limiting-gambling-ads-online/

Gambling Blocks on Debit Cards

For a list of financial services organisations in the UK that currently offer gambling blocks on debit cards see: www.gamcare.org.uk/block-gambling-transactions.

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

SafeMate

SafeMate is a handy new tool you can find under the 'Responsible Gaming' section in Your Account which allows you to track how much money you've spent, what you've won or lost, and how much time you've spent gambling over the last 6 months

But it's more than just your stats. Think of SafeMate as your Safer Gambling personal assistant who shows you if your playing habits are changing, compares you to other players like you, and gives you a quick health check score.

You can also compare what you think you've spent with what you actually spent, and SafeMate sends you perfectly-timed alerts containing personalised tips for safer play.

VIEW SAFEMATE

Playing Behaviour

Check how long you've played for and what you've deposited, withdrawn and spent overall across a range of time periods. You can also see if you're playing more or less than other players who have a similar profile to you.

Game Types

See how much you've staked on different game types, for example slots, roulette or blackjack.

Trends

Graphs are a quick and easy way to see how your gambling activity has changed over the last 4 weeks. If you spot concerning trends and identify the cause, we can help you take immediate action to manage your gambling.

Self-Assessment

Having a true picture of your gambling behaviour is vital to gambling safely. With the self-assessment test within SafeMate, you can guess how much money and time you've spent recently and compare it against the actual figures. If your guesses are far less than the reality, it's a good indication that you should use tools like deposit limits and time alerts, and even seek further support to manage your play.

Risk Score

Get quick risk scores for your level of gambling activity. The scores are calculated using a range of financial factors including total wagers, deposits and withdrawals, as well as play management factors like the length

of your play sessions and the times of day you play. Most players who play for real money will fall into the No Risk category. If you see any High-Risk scores and would like to know what they mean and how you can respond, please contact our Support team.

Messages/alerts

It's not always convenient to check your activity stats during or after a play session, but you can sign up for personalised alerts which will keep you informed and highlight any activity we think you should be aware of, or any actions you might want to consider.

If you play with other casinos operated by SkillOnNet, the information shown within SafeMate will be a combination of all play on those accounts. If the SafeMate data does not match the information displayed in your 'My Account' section, please treat the information in 'My account' as the latest data.

Get Help

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

- National Gambling Treatment Service

The National Gambling Treatment Service is a network of organisations working together to provide confidential treatment and support for anyone experiencing gambling-related harms, free to access across England, Scotland and Wales.

Learn More

- GambleAware

GambleAware provides information, advice and directs people to support to help keep people safe from gambling harms

Learn More

- GamCare Forums and Chatrooms

GamCare offers a moderated online forum and daily online group chatrooms to enable those affected by gambling harms to connect with others in similar situations, share their experience and support one another.

- National Gambling Helpline

The National Gambling Treatment Service is a network of organisations working together to provide confidential treatment and support for anyone experiencing gambling-related harms, free to access across England, Scotland and Wales.

Learn More

- Gambling Therapy

Gambling Therapy are a global online support service, offering advice in multiple languages for people who have been adversely affected by gambling.

Learn More

- Gamblers Anonymous

Gamblers anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from a gambling problem.

Learn More

- GamCare

GamCare is the leading provider of information, advice and support for anyone affected by gambling harms.

Learn More

- Payplan

Free debt advice and management plans to help problem gamblers overcome financial difficulties.

Learn More

Protecting Minors

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 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.

Protect Your Account

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.