

RESPONSIBLE GAMBLING

1. Upon opening of a Personal Account and any time thereafter, a player may refer to the various responsible gaming tools provided by the Company. Limits to deposits may be set on a daily, weekly, or monthly basis in a section of Responsible Gambling on the Website. The Client can apply for a definite self-exclusion and Reality check mode. In order to apply for an indefinite self-exclusion, it is required that the player contacts customer service on responsible@betmaster.io. For further information and assistance players are encouraged to visit the Company Responsible Gambling site and/or contact customer service.
2. Before the Client self-excludes from use of the Website, he/she must close any open gaming sessions. In this case the Company also recommends the Client to delete all Company's Website related applications from all Client's devices. The self-exclusion comes into full effect once all pending Bets have settled or have been cancelled and the final balance on the Personal Account is zero on the respective Website. Within the self-exclusion period, the Client has the right to request the Company to re-open the Personal Account on the Website. In the aforementioned circumstances, the Company has the right to refuse re-opening the Personal Account on the Website without providing any justification.
3. If the Client wants to restrict his/her gambling for a specific limited time period, the Client must send a request on restriction his access to his Personal Account using the Responsible Gambling feature. The request to restrict access to their Personal Account must include the desired restriction period. The minimum restriction period is 1 (one) day. Once the Personal Account has been self-excluded, the Client shall not be able to reactivate his/her Personal Account under any circumstances until the expiry of the period chosen due to this clause. Once the exclusion period has lapsed, the Client is able to resume betting on the Personal Account after contacting support service and requesting reactivation of the Personal Account. In this case reactivation of the Personal Account will be carried out within 24 hours from the request to support service.
4. Refunds of unused balance are subject to the rules set out in section H of the Agreement. During the self-exclusion period the Client cannot make any transactions, including payments. Transactions made before the self-exclusion will be considered valid for the Event to which transactions have been placed. All attempts to open a Personal Account after or during the self-exclusion period will be rejected, and deposit and current Bets will be tied up.
5. If a player wishes to reduce or remove a limit or remove an exclusion, these shall become effective only after the lapse of not less than twenty-four (24) hours from notification to Company's customer support service. If a player wishes to remove an indefinite exclusion, such change shall only take place 7 days after that player's request has been received by the Company's customer support.
6. Company retains all records relating to players' requests for exclusion and his consequent exclusion for the duration of the self-exclusion period plus a further period of at least six (6) months from expiry of the self-exclusion period.
7. By registering on the Website and placing a bet you confirm that you have reached the age of 18 or the age required for this type of activity as the minimum or higher age limit at the jurisdiction of your location. By clicking "Join now", you acknowledge that you are confirming that you are 18 or the required age and indicate your acceptance of our terms and conditions.
8. The Company does not permit anyone under the age of 18 or of the age to open a Personal Account or utilise any of the services the Company provides. We take our responsibility in this matter extremely seriously. The Company reserves the right to verify any Client's age and to exclude Clients from its services if there are doubts regarding the attainment of the required age. As part of the registration process, individuals are from time to time required to provide a copy of the Client Account holder's driver's license to prove the Client is 18 or older.
9. The Company instructs Clients who have any minors living in their household to review the following parental control software links, which could prove a useful tool, regarding control and restrictions of the content accessible on the devices they have access to, such as:

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

<https://www.cyberpatrol.com/>

<https://www.cybersitter.com/>

<https://www.saferinternet.org>

10. Also those who have minors living in your household, please do not save your login details so that anyone using the computer can access these or use these. We also advise you not to have your child access your identity documents or bank cards without your knowledge.

11. For purposes of fraud prevention and restricting underage gambling when making payments, including by bank cards or by other payment means, disputing on payments by third parties and investigating such cases, the Company can verify all payments. In such case the Client must provide upon request the following documents:
 - for establishing your identity and/or verification of your age, your identification documents: ID card, driving license, passport, etc
 - for verification of your address: a bank statement, utility bill, or other documents;
 - for the validation of a payment transaction or a withdrawal of funds: the documents requested by our partners - payment systems or agents, in accordance with the professional requirements for combating money laundering and illegal financial transactions;
 - verification process usually may take up to 14 business days, in rare cases more.

PLEASE NOTE THAT ANYONE UNDER THE AGE OF 18 OR THE AGE REQUIRED IN YOUR DOMICILE JURISDICTION FOUND TO BE USING THIS SITE WILL HAVE ANY WINNINGS FORFEITED AND MAY ALSO BE REPORTED TO THE POLICE. IN CASE YOU ARE UNDERAGE AND PLAY ON THIS SITE WITH SOMEONE ELSE'S IDENTITY DOCUMENTS YOU HAVE COMMITTED A CRIME AND WILL BE REPORTED TO THE POLICE. IN CASE THIS HAPPENS MORE THAN ONCE ALL OF YOUR WINNINGS AND DEPOSITS WILL BE FORFEITED.