

### **Play responsibly**

Online gambling is mostly done for entertainment purposes. However, there are a certain percentage of people who lose control over themselves while gambling. Before starting to play, it is important to realize that gaming shall not be viewed as a source of income or means of recovery from debts. It is useful to keep track of the time and the amount of money spent at an online casino daily.

### **Assistance with problem gambling**

If you think that you start spending more money than you can afford, or in case gaming starts interfering with your normal daily routines, we strongly advise to consider several measures that can help, such as setting personal limits on your gaming activities, opting for self-exclusion, and seeking help and support from trusted independent bodies.

### **Setting up a Cooling Off Period**

To help our customers stay in control, we encourage them to take breaks from gambling by setting up a Cooling Off option. This option will let you freeze your account for between 24 hours and 90 days. Any player with an active Cooling Off period is still allowed to login and withdraw available funds. No deposits, betting or gaming can be made during an active Cooling Off period. The Cooling Off period is applied to your account immediately.

### **Self-exclusion by request**

You may also contact our Support Team at [responsible@betmaster.com](mailto:responsible@betmaster.com) and inform us about your decision to stop gambling at the website for a certain period of time or permanently. We will take all measures to block your access to your user account and make sure that you receive no promotional materials. You can contact us at any time of day or night and one of our specialists will guide you through the process. Please kindly note that it may take up to 48 hours to fulfill your self-exclusion requests.

### **External help**

You may contact any of the following organizations for consultation and support if you think that you start spending more money than you can afford, or in case gaming starts interfering with your normal daily routines:

<http://www.gamblersanonymous.org>

<https://www.gamblingtherapy.org>