Responsible Gambling, Limits and Support

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Contents

External resources **3**
Responsible gaming and reference 3
Related documents **5**

- **Self-exclusion steps:** Chat → request from the registered email → selection of one/all products → processing → confirmation of deactivation; restrictions on login, new accounts and withdrawal apply under §30.2. Self-exclusion is not used as a way to speed up a payout.
- **Self-exclusion:** Self-exclusion via chat and registered email; product areas are selected in the request. This is not an ordinary logout from the app.
- **Time limit:** The author's personal limit — 45 min per gaming session; JV-S01 lasted 17,5 min. The limit does not guarantee a financial result.
- **Deposit limit:** The author's personal limit — 200 PLN deposits per calendar week; 70 PLN of the casino episode and 100 PLN of the sports episode give 170 PLN.
- **Changing the limit:** A reduction of a personal limit takes effect immediately upon request; an increase is considered after a 24 h cooling-off period in the personal limits passport.
- **Limits and self-exclusion.** Personal limits are configured via live chat. Self-exclusion can be requested for one or all products: contact chat, follow the instructions, send a request from the registered e-mail and wait for processing and confirmation. Under §30.2, after deactivation login, creation of a new account and withdrawal are blocked. The profile has an "Odpowiedzialny hazard" section, and a separate page shows management of the promo message subscription.
- **Help materials.** The operator suggests limiting spending and time, not increasing bets in an attempt to win back losses and using self-exclusion if necessary. Gambling Therapy is described as an international multilingual service, Gamblers Anonymous — as an international community with regional groups. The mention of Anjouan is in the context of the availability of help organizations. For GamCare §29.3 prints the UK number **0845 6000 133** and describes help with finding services for people outside the UK. The status of the number within the local export was not re-checked. To restrict children's access, the regulations list CyberPatrol, GamBlock, Solid Oak Software and Net Nanny. Links from the corpus are collected below.

External resources

Addresses are given in the form found in the saved materials. The status and scope of each check are described in the thematic sections.

Responsible gaming and reference

- <http://www.gamblersanonymous.org.uk/>
- <https://casino.guru/global-self-exclusion-initiative>
- <https://gamban.com/>
- <https://gamblersanonymous.org/20-questions>
- <https://www.askgamblers.com/responsible-gambling>
- <https://www.begambleaware.org/>
- <https://www.betblocker.org/>
- <https://www.casinomeister.com/how-to/responsible-gambling/>
- <https://www.gambleaware.org/>
- <https://www.gamblersanonymous.org/ga/>

- <https://www.gamblingtherapy.org/>
- <https://www.gamcare.org.uk/>
- <https://www.gamstop.co.uk/>
- www.aboutcookies.org

29. RESPONSIBLE GAMING

29.1. Gambling should be treated as a form of entertainment, not a source of income. While most people are able to gamble recreationally and spend only funds whose loss they can afford, for some players this can be difficult. It is important to monitor daily both the time spent in the online casino and the amounts spent on gaming.

29.2. If you believe that you are spending more money than you can afford, or that gambling is beginning to disrupt your normal lifestyle, we strongly recommend taking appropriate steps, such as setting personal limits, applying for self-exclusion or seeking help from one of the organizations listed below. To apply for self-exclusion, you must contact the live customer support department and follow the instructions received. The account holder must then submit a self-exclusion request from the e-mail address registered on that player's account. Self-exclusion will only take effect after the customer support department has received and reviewed the request sent by e-mail and confirmed that self-exclusion has been applied to the account.

29.3. GamCare offers advice, support and practical help in addressing gambling-related problems in the UK. Visit www.gamcare.org.uk or call the confidential helpline on 0845 6000 133. People outside the UK can contact GamCare for information about support organizations operating internationally.

29.4. Gamblers Anonymous is an international community helping people with a gambling problem. More information can be found at www.gamblersanonymous.org.uk.

29.5. Gambling Therapy offers support and advice to people affected by a gambling problem, providing services both in the UK and worldwide. Visit www.gamblingtherapy.org for more information.

30. PERSONAL LIMITS AND SELF-EXCLUSION

30.1. To help you gamble responsibly, we offer account activity limits, which can be set by contacting customer support on live chat.

30.2. After account deactivation, you will not be able to log in, create a new account or withdraw funds.

31. UNDERAGE PROTECTION

31.1. The Site is available only to players who have reached the age of 18. We use all available means to prevent minors from registering and playing at our casino. We reserve the right to request proof of age, and if a player turns out to be a minor, access to the Site will be blocked.

31.2. We strongly encourage parents to take action to prevent children from accessing gambling sites. Specialized software can help with this. More information can be found at the following sites: CyberPatrol, GamBlock®, Solid Oak Software, Net Nanny.

Responsible Gaming — responsible gaming

INTRODUCTION

JV Casino is promoting responsible behavior in gaming as a part of customer care and social responsibility policy. We see it as our obligation to you, our customers, to guarantee that you have a positive wagering experience on our site while also being mindful of the social and financial consequences of problem gambling.

MAINTAINING CONTROL

Gambling should be regarded as a recreational activity rather than a source of income. While the majority of people view gambling as a recreational activity and spend just what they can afford to risk, for some it may be more challenging. To keep your gambling habits under control, we suggest you keeping in mind the following points:

Gambling should be done moderately and as a source of entertainment rather than a legitimate way of gaining money

Avoid loss-chasing and amplifying your betting – there is always another day

Only bet when you can accept a loss

Keep in mind the amount of time and money you spend

If you need a break from gambling, you can activate self-exclusion from one or all products by contacting Support

If you have any concerns regarding your gambling behavior, please contact one of the organisations which we referred to below.

Gambling Help Organizations

Gambling Therapy. Gambling Therapy offers counselling and support for anyone affected by gambling. They provide services in multiple languages, available to individuals in Anjouan and internationally. Their team operates online and can be accessed at: www.gamblingtherapy.org .

Gamblers Anonymous.This is a global community of men and women who support each other in overcoming compulsive gambling. Regional groups exist worldwide, including in Anjouan. For more information visit the international service site: https://www.gamblersanonymous.org/ga/.

Both states of the promo mailing management are preserved: "Wypisz się z promocyjnych e-maili" and "Zapisz się na promocje e-mailowe".

Related documents

- Operator, Licence and Account Safety (17-11-2026-licence-and-safety.pdf) · section “License, account and security”