

# Responsible Gambling

Viral Interactive Limited (“the Operator”) and its related sites (“the Website”) offer you outstanding online entertainment by creating an enjoyable online gaming platform.

We know that most of our players play for pure entertainment purposes, however, there are a few players who may lose control over their gaming. We fully support and promote Responsible Gambling, to help ensure that you continue to enjoy safe and controlled gaming, keep the following points in mind:

- Online gaming should only be considered as a mode of entertainment and not as means to generate income
- Always keep a good check on time and money spent on gaming
- Give priority to your usual activities or hobbies like spending time with friends and family
- Never play to recover your losses or to get out of financial trouble
- Never borrow money, sell possessions or leave bills unpaid in order to play
- Never lie or hide your gaming from your family and friends

If you are worried and find it hard to control, or stop the gaming, contact our support team. There are also other organizations offering anonymous advice and support, like:

- [gamblersanonymous.org.uk](http://gamblersanonymous.org.uk)
- [gamblingtherapy.org](http://gamblingtherapy.org)
- [helpguide.org](http://helpguide.org)

## Username and Passwords

The Operator suggests every player to keep their Username and Password confidential and never share it with anybody. You are solely responsible for all the transactions and activities conducted in relation to your Player Account.

## Underage gambling

It is illegal for anyone under the age of 18 to open an account or to gamble on Luck.com. To comply with the law, we carry out age verification checks on all customers using payment mechanisms that are available to under-18s.

If you are worried that someone underage is using our site, please do not hesitate to contact us, and we will take the necessary steps. If you share your computer with anyone under the legal age required to register with or gamble on our site, or anyone who has requested self-exclusion from gambling sites, please consider installing filtering solutions such as:

- Net Nanny™ [www.netnanny.com](http://www.netnanny.com)
- CyberPatrol [www.cyberpatrol.com](http://www.cyberpatrol.com)

## Tools

If you are concerned about your gaming activities and feel that you may no longer be fully in control, the Operator strongly recommends you to contact our customer support or via live chat.

We provide all our players with tools to help them control their gambling activity and ensure that their time on Viral-operated sites is fair and entertaining. Please have a look below at the different types of tools we offer to make sure your gaming is enjoyable and controllable.

## Limits

We know how easy it may be to lose yourself in all that fun; so setting limits can add an extra level of control over your gambling. If you think you could benefit from one or more of these limit options, please do not hesitate to contact us or simply set the limits available in your profile settings.

### Deposit Limit

Be in control of your spending by using deposit limit. You will not be allowed to continue to deposit after you have reached the deposit limit. This tool will ensure you are not exceeding your budget and you are not spending the previously determined amount.

### Loss Limit

Losses happen but prevention is the key! By using the loss limit, you will be limiting the amount of your money which you are able to lose. If you choose a loss limit, the system will make sure you are not losing more than you intended to.

### Wagering Limit

You have an option to limit the amount of money which you wish to wager over a period of time by choosing wagering limit. This will help you control exactly how much money you're willing to play over a day, a week or monthly basis.

### Session Limit

Time really does fly when you're having fun. If you feel like you may have spent more time playing than you intended, take back control by setting a session limit. If you are close to exceed the set limit, you will receive a pop-up message informing you about the session time.

## Limits Management

You are also given the option to amend or completely remove limits. If you wish to lower your limit, this will happen instantly. Increasing and cancelling a limit will take additional 7 days to process before the change can take effect.

If you are playing from UK, the process time will be 24 hours and the limit can be increased only after a cooling off period of 24 hours has elapsed. You have to take a positive action at the end of the cooling off period to confirm your request. Please call our support helpline to implement this.

### More questions about limits?

Contact one of our Customer Support agents who will be more than happy to answer any questions you may have.

### Time-out

If you feel like taking a short break from your gambling, you can choose a time-out of between 1 day to 6 weeks. Simply contact our Customer Support or go into your player's account settings. During this cooling-off period you will not be able to log in to your account.

When the selected time passes, you can log in back to your account and continue your play.

### Self-exclusion

Self-exclusion is a longer break from gambling. Should you choose to self-exclude, this will effectively close your account for a minimum of 30 days. Only after the period of your choice passes, you will be able to access your account.

If you are playing from the UK, the minimum period of self-exclusion will be 6 months and maximum 5 years. If you wish to re-open your account with us, this can be done only by contacting our customer support by email or chat. Your request to re-open your account will not be granted before the selected self-exclusion period terminates.

Please note that an additional 24-hour cool-off period will be applied before you can log in and gamble again.

### **Self-exclusion will apply to all our operated websites.**

If you wish to self-exclude please get in touch with our Customer Support or go into your account settings by clicking the button in the upper part of the website which will direct you to your profile details.

If you are thinking about self-exclusion, it is important you contact all other gambling companies with whom you have accounts and make the request to self-exclude with them too. It is also worth installing some filtering software so that you can block access to internet gambling websites. Filtering software allows you to regulate internet access, depending on your chosen criteria. Such filters can be used to prevent children from accessing, amongst other things, gambling websites.

If you are considering self-exclusion, you may wish to register with **GAMSTOP**.

GAMSTOP is a free service that enables you to self-exclude from all online gambling companies licensed in Great Britain. To find out more and to sign up with GAMSTOP please visit [www.gamstop.co.uk](http://www.gamstop.co.uk).

We want to make sure that gambling is fun and entertaining for all our players. If you feel like you could use any of the above mentioned tools, we highly recommend you to do so!

For any further questions or assistance please feel free to contact our Customer Support.