

# GLOBAL POKER™

## RESPONSIBLE GAMEPLAY POLICY

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Global Poker is committed to endorsing responsible gameplay as a policy of customer care and social responsibility.

We believe it is our responsibility to you, our customers, to ensure that you enjoy your experience on our platforms, while remaining fully aware of the potential risks that can be associated with computer gameplay if you don't remain in control.

To ensure that you continue to enjoy safe and manageable play, we fully support responsible gameplay and have put measures in place to assist players who wish to control their play and we reserve the right to activate these measures unilaterally if, in our sole discretion, we consider them necessary.

### 1. KEEPING TRACK OF YOUR PLAY

1.1 Playing computer games should be treated as a fun pastime. Here are some tips to help you maintain control of your gameplay:

Keep it fun

1.2 Playing computer games is a form of entertainment, but they should be played in moderation and not to escape reality or to generate income through winning prizes.

Don't spend too much

1.3 Set a budget for your entertainment and stick to it. Only purchase Gold Coins if you can afford to. You can always make use of free play via Global Poker's alternative methods of entry (see [Sweeps Rules](#)).

Keep track of the time

1.4 We're thrilled you're here and we hope that you can continue playing, but don't let gameplay take up too much of your time. Just like going to the movies, we're here when you need some entertainment.

Make use of our gameplay management tools

1.5 If you need some time out, you can take a break from playing at any time by following the steps in section 2.

1.6 If you think you may be playing too often, consider the self-assessment questions in section 3 below.

## 2. STAYING IN CONTROL

2.1. We encourage our customers to game responsibly, so we offer a variety of responsible gameplay features.

### Session Reminders

2.2. Global Poker can assist you to game responsibly by operating a Session Reminder each hour.

2.3. The Session Reminder:

- (a) suspends play and indicates how long you have been playing;
- (b) displays your play history since logging in; and
- (c) allows you to end the session or continue playing.

### Set Daily Limits

2.4. The daily limits function provides you with options to pre-set how many Gold Coins you can purchase each day;

2.5. To pre-set a limit, once you have signed in select the “Contact Us” link on the platform, select “Responsible Gameplay Options” enter your email address, and select “Request Limiting Purchases” in the drop-down menu, complete the remainder of the form and submit it ([Set Your Limits Feature](#)). Each day refers to a 24-hour period.

2.6. We will endeavour to apply your limits as soon as practically possible, however, please note that this process takes a reasonable working period to implement. The limits will not come into effect until they have been fully implemented and this has been communicated to you. If after this you find that the limits have not taken effect, it is your responsibility to inform us immediately.

2.7. You can change or revoke the limits you have set by sending us a request by selecting the “Contact Us” link on the platform, selecting “Request Support” from the drop-down menu, and completing the form provided ([Request Support Feature](#)).

### Self-Exclusion and Account Closure Options

2.8. If you want to pre-emptively exclude yourself from the platform so that you are unable to create a Customer Account, you can email your request to [selfexclude@globalpoker.com](mailto:selfexclude@globalpoker.com).

2.9. If you feel like you want to take a break, or that your gameplay has become problematic, you may voluntarily exclude yourself from the Global Poker platform via the [Set Your Limits Feature](#). You may request to exclude yourself from the Global Poker platform:

- (a) for a definite period (Definite Self-Exclusion) by selecting the “Contact Us” link on the platform and choosing “Responsible Gameplay Options” from the drop down menu, add the email address that is attached to your Customer Account then choosing “Taking a break”. You can then select one of the suggested timeframes for your desired duration of the self-exclusion, as set out in the example below, and hit “Submit”:

## Submit a request

Please choose your issue below

Responsible Gameplay Options

Your email address \*

Responsible gameplay option \*

Take a break

Please specify your preferred responsible gameplay option from the given list.

Timeout period

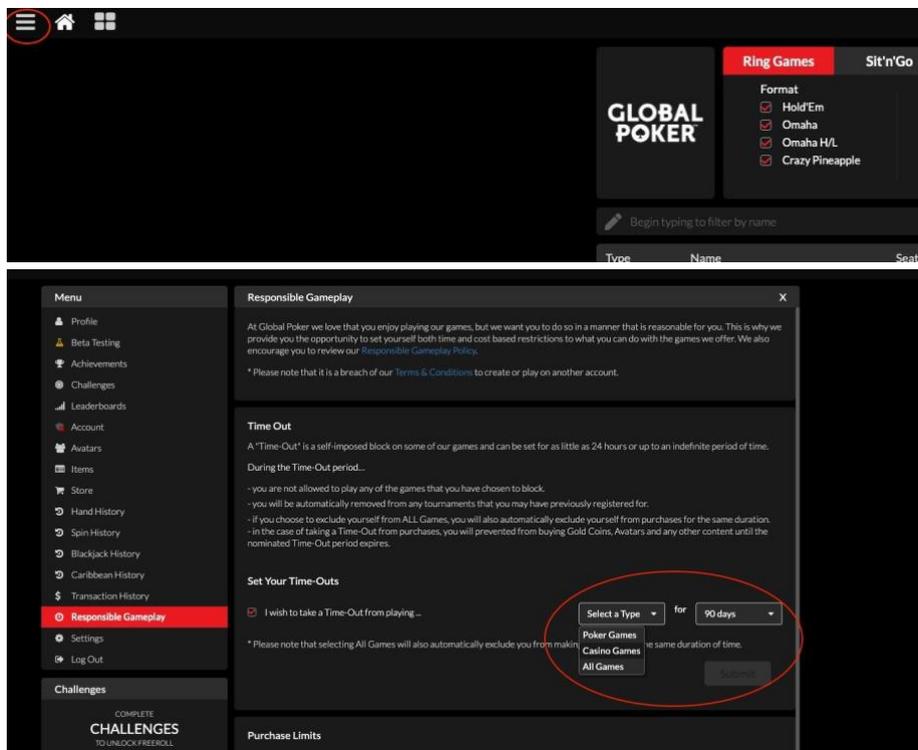
90 days

Choose your preferred duration of your account timeout.

*Please note that you can set an timeout period instantly through the in-game menu via the Responsible Gameplay section.*

Submit

(b) you can also use the in-game menu to select a Definite Self-Exclusion from: i. Poker style games;ii. Casino style games; or iii. All games



(c) for an indefinite period (Indefinite Self-Exclusion) by selecting the “Contact Us” link on the platform and then choosing the “Responsible Gameplay options” from the drop down menu, add the email address that is attached to your Customer Account, choose “Indefinite Self-Exclusion” and then choose the reason for the indefinite account closure from the options available in the drop down menu, as set out in the example below, and select “Submit”:

2.10. We will endeavour to apply your self-exclusion as soon as practically possible, however, please note that this process takes a reasonable working period to implement. We will not consider the self-exclusion period as having commenced until it has been implemented by us and communicated to you. If after this you find that you can still access the Global Poker platform, it is your responsibility to inform us immediately.

**Submit a request**

Please choose your issue below

Responsible Gameplay Options

Your email address \*

Responsible gameplay option \*

Please specify your preferred responsible gameplay option from the given list.

Reason for indefinite account closure

I would like to close my account temporary, I will use it again later.

Submit

2.11. During a self-exclusion period, you will not be able to play the Games or make any purchases.

2.12. At the conclusion of a Definite Self-Exclusion, your access to the Global Poker platform will be reinstated.

2.13 When an Indefinite Self-Exclusion is applied, it will only be possible to re-open your account by making a written email request to Customer Support via this [form](#). The Indefinite Self-Exclusion will only be lifted 3 months after the email request is received by us.

2.14. Once the self-exclusion is applied, you will no longer receive any further marketing materials from us. We strongly recommend that you also seek exclusion from all other computer gameplay platforms you have an active account with. If you use social media channels, you should take steps to ensure that you don't receive our news or updates.

2.15. We may exclude you from the Global Poker platform for a definite or indefinite period at our sole discretion if there are reasons to indicate that you may have a computer gameplay problem.

#### Amending or Revoking Limits and Self-Exclusions

2.16. Where you contact us to change any daily limits you have set:

- (a) a request for an increase to a limitation will come into effect immediately;
- (b) a request to decrease or remove a financial limitation will be effective only after the lapse of 5 days from the date we receive the request; and
- (c) a request to decrease or remove a time limitation will come into effect only after the lapse of 5 days of our receipt of the request.

2.17. Where you contact us to make changes to a self-exclusion which is in effect:

- (a) a request for an increase of a self-exclusion will be effective immediately upon our receipt of the request;
- (b) a request for a decrease of a definite period of self-exclusion will be effective only after the lapse of 5 days from the date we receive the request; and

(c) a request to revoke a period of self-exclusion will be effective only after the lapse of 7 days from the date we receive the request to self-exclude for a definite period and after a lapse of three months from the date we receive the request to self-exclude for an indefinite period.

Stop playing/Close your account

2.18. You may choose to close your account. If you wish to do so, make a written email request to Customer Support via this [form](#).

2.19. We reserve the right to refuse or close a Customer Account in our sole discretion, but any contractual obligations already made by us will be honoured accordingly.

Exclusion by unregistered players

2.20. You may also voluntarily exclude yourself from the Global Poker platform if you do not have a customer account. If you wish to do so, you must send an email to Customer Support via this [form](#) including your full name, full residential address, email address and age to allow us to block you from registering and playing on the Global Poker platform in the future. The self-exclusion will only be lifted 3 months after we receive your written email requesting to ignore your previous request of self-exclusion.

### 3. SELF-ASSESSMENT

3.1. If you think your or someone else's computer gameplay is becoming problematic, then it may be handy to consider the self-assessment questions below.

- (a) Do you often re-live gameplay experiences or think about future ones?
- (b) Do you hide or lie about your gameplay?
- (c) Do you get very angry when someone or something interrupts a game?
- (d) Have you ever taken a break from gameplay and binged uncontrollably upon your return? (e) When upset, do you soothe yourself with games or plans to game? (f) Do you find yourself playing casino or poker games in the early morning?
- (g) Do you find ways to game when away from home?
- (h) Do you set limits to your gameplay and then break them, playing hours longer than intended?
- (i) Do you lose hours of sleep to gameplay?
- (j) Have you called in sick or late to work or skipped classes to game? (k) Have you sworn off a game, uninstalled it, and later returned to it?
- (l) Do you feel guilt and shame around your gameplay?
- (m) Does your gameplay contribute to arguments in your relationships?
- (n) Has your gameplay taken the place of any hobbies or sports you used to enjoy?
- (o) Do you forget appointments, responsibilities or deadlines in work or school when playing online?
- (p) Do you become irritated and defensive when people suggest you might be playing online too much?

- (q) Have your hours spent playing online increased over time?
- (r) Do you blow off social events to game?
- (s) Have you lost contact with friends and family since playing online?
- (t) Do you have intense feelings (highs, lows, anger, fear) while playing online?

3.2. The more questions that you answer “yes” to, the more likely it is that you are having difficulties with your gameplay.. To speak with someone who can give you advice and support, please contact the Support Organisation referred to in 4.

#### **4. SUPPORT ORGANISATION**

4.1. Should you wish to access help and support services for people who have been adversely affected by gameplay, we advise you to get in touch with the Computer Gaming Addicts Anonymous (CGAA) using the following email address: [helpline@cгаа.info](mailto:helpline@cгаа.info).

4.2. Important: Please note that the CGAA is an independent problem gameplay support service and is NOT in any way affiliated with Global Poker. The CGAA does NOT provide customer support or dispute resolution services. Should you wish to discuss any matter or complaint related to your account, you can do so by contacting us using this [form](#).

# PLAYER PROTECTION POLICY

## 1. PROTECTION OF MINORS

1.1. With the internet accessible via mobile devices and in homes around the world, responsible online gameplay relies heavily on parental control and supervision. In order to ensure child safety on the internet, we encourage our customers to make use of filtering software to prevent minors from accessing inappropriate online material.

## 2. TIPS FOR PARENTS

2.1. We offer the following tips for parents:

- (a) Keep your username and password safe.
- (b) Do not leave your computer or device unattended when logged in to your account.
- (c) Do not use the "Remember Me" feature on a shared computer or device, especially if you share your computer or device with children.
- (d) Take particular care regarding the use by minors of all electronic and mobile devices.
- (e) Keep your bank cards and bank account details out of reach of children.
- (f) Do not allow minors (under 18 years) to participate in any gameplay activity meant for adults (+18 years).
- (g) Make use of filtering software to prevent your children from accessing inappropriate material online.

2.2. If you share your device or computer with friends or family who are under the legal age to participate in online social gameplay, we recommend that you restrict their access to gameplay platforms. There are third-party services available that may be able to assist with this, such as:

- (a) Netnanny.com
- (b) Cybersitter.com(c) Cyberpatrol.com

## 3. TIPS FOR PLAYERS

3.1. Make sure that the decision to play Global Poker is your own personal choice. 3.2. Determine how much you will spend before playing.

3.3. Before you start playing, familiarise yourself with the rules of the games. 3.4. We suggest that you don't play on our platform if:

- (a) it interferes with your daily responsibilities;
- (b) you are being treated or are in recovery for any type of dependency
- (c) you are under the influence of alcohol or any other substance; or (d) your primary purpose is to pay debts using prizes you might win