

Gambling with responsibility

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The aim of this Responsible Gaming Policy is to support a safe, transparent, and fair gaming environment.

This Policy forms part of the Terms and Conditions.

chexx.bet is owned and operated by Continent Gaming N.V., a limited liability company registered in Curacao with company registration number 159857, with registered address at Zuikertuintjeweg Z/N (Zuikertuin Tower), Curacao ("Company"), that is licensed and regulated by the Curaçao Gaming Authority to offer games of chance under license number OGL/2024/1332/0669.

Continent Gaming N.V. hereinafter referred to as "Company", "We", "Us", "Our" or "CHEXX" and the Player and the registered Account Holder shall be referred to as "You", "Yours", "User", "Player" or "Account Holder", as and where appropriate.

Definitions

For the purposes of this Policy:

- **Games of Chance** means any game in which one or more players, in exchange for the payment of money or monetary value, compete for prizes in the form of money or monetary value, and the outcome of which is determined either by chance only or by a combination of chance and players' insight or skill, with no possibility for players to significantly influence the outcome, including sports betting and poker
- **CGA** - Curaçao Gaming Authority: The supervisory body responsible for licensing, monitoring, and enforcing compliance under the National Ordinance on Games of Chance (**LOK**).
- **Vulnerable Person** is defined in the Clause 1.1 (h) of the LOK as
 - Under eighteen years of age.
 - Has no, or insufficient, control over his or her gambling behaviour, because of which he or she is, or threatens to become, addicted to one or more Games of Chance and, as a result, may cause harm to himself or herself or to other people.
 - Has been banned from playing any Game of Chance either by force or at his or her own request.
 - Has been declared bankrupt.

Introduction

Gambling means for the majority of our Users entertainment, fun and excitement. Gambling may have benefits but also has well documented negative consequences. Internet gambling is no exception. In the medical science is pathologic gambling since many years as serious sickness recognized.

Since our first day we think about this problematic and try out best to help. Under “Responsible Gambling” We understand multiple steps of measures, with which a gambling provider can help to lower the possibility of negative side effects appearing. In case they already appear we also try to take active steps against them.

The most important instrument against negative side effects from gambling are knowledge and education about the risks of gambling too support our Users self-control in order to make sure they do not suffer from negative side effects.

The most ethical and cost-effective response to gambling addiction issues is a comprehensive public health strategy that includes prevention, education, treatment, enforcement, responsible gambling, research and recovery services. Responsible gambling standards are an important aspect of this approach.

We reserve the right to decide at any time to implement enhanced measures regarding responsible gaming.

Take care of yourself and play responsibly!

Information and contact

Our Support will help you via email at all time without any additional costs for you:

- support@chexx.bet

Our Support will of course not give out any information about You without Your consent to anyone else.

In addition, you also can take a self-test, if You are already gambling addicted at:

<https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/>

And you can also find additional information about gambling addictions at:

<https://www.begambleaware.org/safer-gambling/>

Helpful hints for responsible gambling at CHEXX

We recommend you think about the following hints, before gambling in order to insure gambling stays fun for You and without any negative side effects:

- **Set yourself a deposit limit**
Before you start to gambling think about how much you can afford to gamble with according to Your financial situation. Play with amounts which are for fun and for Your entertainment.
- **Do not try to win back a loss at every cost**
Try to not take to huge risks to win back what You lost before at any cost. Play for Entertainment and not to earn money.
- **Set yourself a time limit**
Set yourself a time limit and do not break it. Keep in mind gambling should stay in balance with your other hobbies and not be Your only hobby.
- **Play smart**
It is smarter to not play, when You are extremely stressed, depressed or under to much pressure. Also do not play when you are under the influence of Medications, Drugs or Alcohol.
- **Take breaks**
You should take breaks when You notice, that You get tired or can't concentrate anymore
- **Only one account**
To make it easier to have an overview how much time and money You spend on gambling it is prohibited to create more than one Account per person.

Minor Protection and age verification

To use our Service, You have to be 18 years or older. To avoid abuse, keep Your login data save from any minors near You.

Principally we recommend a filter program to avoid minors, especially children, to access any context on the internet, which is not healthy for them.

For parents we can recommend a list of internet filters, to support them, from keeping their children from any context, which was not made for them: <https://famisafe.wondershare.com/internet-filter/best-internet-filters.html>

We have developed and implemented a process for verifying the age of players.

When registering an account, the player must confirm that he/she is of legal age. This begins with self-attestation, where the player is required to enter their date of birth and confirm they are over 18 by selecting a designated checkbox.

If We have any doubt whatsoever of a player's age, We are entitled to carry out additional checks to gain sufficient certainty that the individual is not a minor, including but not limited to:

- valid ID check (such as a passport, national ID, or driver's license)
- use secondary verification methods, such as electronic verification systems, payment validation, third party or government database checks, selfie verification,

If the check reveals that the player is a minor, or We have reason to suspect that the player is a minor, access will be denied and the account will be closed immediately.
We maintain records of all age verification processes and their outcomes.

To further prevent minors from gambling, We provide the following links to software that can help restrict access to gambling sites:

Net Nanny – www.netnanny.com

GamBlock – www.gamblock.com

CyberSitter – www.cybersitter.com

Self-Exclusion

In case You are diagnosed with a gambling addiction or try to stay away from gambling for a different reason, we want to assist you to stay away from anything, that does nothing good for you.

“Self-Exclusion” means that You exclude yourself, out of Your own choice, from all gambling services.

If you wish to self-exclude yourself from gambling, please message our support and give them a time span. They also will explain you all future steps and what is needed from you.

- support@chexx.bet

You can choose the duration of self-exclusion: 1 year / 3 years / 5 years / 10 years / Lifetime.

Upon activation of full self-exclusion:

- All gambling activity will be immediately blocked.
- Player's Account will be closed.
- No direct marketing or advertising will be sent to the player.
- During Self Exclusion you are not allowed to create a new Account and every attempt to create a new Account during Self Exclusion is a violation of our Terms and Conditions and may result in the permanent ban of your original account.

Please keep in mind that activation of a self-exclusion by a player is irreversible and irrevocable for the duration of the exclusion period selected.

After the self-exclusion period ends, the player must request in writing (by email or chat) the unblocking of the account.

We will retain records of self-excluded in accordance with the applicable retention periods.

We may exclude a player as intervention measure if the player displays problematic gambling behaviour or attempts or engages in criminal activities through Our platform. Operator-initiated exclusions must be formally documented, and records must be kept for at least five years.

Self-Assessment

We provide players with access to a detailed history of their bets and wagering, including timestamps of transactions from their gaming account of at least the last six months. If you require downloads for longer transaction periods, please contact our support team. We will of course provide you with the requested information if it is reasonably achievable.

We encourage our Players to regularly assess their gaming habits to determine whether their gambling remains within healthy limits by providing self-assessment tools that allow them to answer a series of questions designed to help identify potential problem gambling behaviors. These tools empower players to make informed decisions about their gambling activity.

Please visit our Responsible Gambling Section on the Website, where You can find all available self-assessment tools.

Player Identification and Intervention

We have developed a structured and documented process for responding to identified indicators of problem gambling, according to which we create player profiles and assess individual risk levels.

If we detect that a player is engaging in risky behavior, we reserve the right to take appropriate action:

- Inform the player of available responsible gaming tools
- Apply mandatory deposit limits to the player's account
- Temporarily suspend the account pending further review
- Permanently exclude the player

Marketing and Advertising

We are responsible for ensuring that all marketing, promotional, and advertising activities adhere to responsible gaming principles. Direct marketing activities (including emails, messaging, bonuses or incentives) are prohibited during an active cooling off or self-exclusion period.

Advertising must not mislead, encourage excessive gambling, or target vulnerable individuals.