

Our Approach

Millions of customers around the world bet with us every year — they like the excitement of having a small flutter and the thrill of winning. Betting and gaming are an enjoyable, sociable and memorable way to spend time; that’s why it continues to be so popular. However, unfortunately, for a small percentage of people, gambling ceases to be entertainment and can cause personal, social, financial and even health problems.

It is our responsibility to help our customers gamble safely and responsibly, and reduce the risk of harm and help people who need treatment to get it.

This is why we have developed a new, safer gambling strategy, ‘Changing for the Better’.

The guiding principle of our safer gambling campaign is to be the most trusted and enjoyable betting operator in the world. We are putting customers at the heart of our business by ensuring they are protected from harm while enjoying their regular flutter. For more information about our strategy, please see our policy page.

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Our Policy

The guiding principle of our safer gambling campaign, Changing for the Better, is to be the most trusted and enjoyable betting operator in the world. This strategy is based around 7 pillars;

- **Understanding the problem and best solutions** –we have announced a five year, multi-million dollar project with the Division on Addiction, Cambridge Health Alliance, a Harvard Medical School teaching hospital.
- **Educating our key stakeholders** –including the national rollout of youth education programmes with gambling charities as well as state-school awareness campaigns.
- **Promoting responsible attitudes** –leading the industry in agreeing responsible marketing campaigns.
- **Empowering customers** –rolling out ‘markers of harm’ algorithms and additional safer gambling mechanisms for early detection and prevention of problem gambling.
- **Funding treatment for those in need** –increasing our donation to research, education and treatment on problem gambling ten fold, from 0.1% to 1% of gross gaming revenue (GGR).
- **Championing responsible product design** –developing more responsible product design principles.
- **Drive cultural change within our business** – ensuring that a safer gambling approach underpins all aspects of our business

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Helping You Stay in Control

Whilst the majority of people do gamble safely and responsibly, for some, gambling can become a problem. When gambling, always remember the following

- Gambling should be entertaining and fun and not seen as a way of making money
- Only gamble what you can afford to lose
- Avoid chasing losses
- Keep track of the time and amount you spend gambling

If you are concerned about your gambling, then honestly answering the questions below may give you an idea of whether your gambling is problematic:

- Do you stay away from work, college or school to gamble?
- Do you gamble to escape from a boring or unhappy life?
- When gambling and you run out of money, do you feel lost and in despair and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone, even the fare home or the cost of a cup of tea?
- Have you ever lied to cover up the amount of money or time you have spent gambling?
- Have others ever criticised your gambling?
- Have you lost interest in your family, friends or hobbies?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you feel depressed or even suicidal because of your gambling?

The more you answer 'yes' to these questions, the more likely you are to develop a gambling problem. It is recommended to request a self-exclusion and seek [professional help](#).

If you are concerned about your gambling, why not take an independent and anonymous survey to help you understand more? You can complete the following [jugarBIEN Test](#), and moreover, if you have answered YES to any of those questions, we suggest that you take any of the following Self-Assessment Tests to evaluate your behaviour:

- [South Oaks Gambling Screen Test](#)
- [National Opinion Research Center DSM Screen for Gambling Problems Test](#)

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Deposit Limits

Personal deposit limit

PartyCasino offers all its customers initial regulatory daily, weekly and/or monthly deposit limit. The daily, weekly and monthly deposit limits are as follows: € 600 per day (00:00 to 24:00); €

1,500 a week (from Monday at 00:00 to Sunday at 24:00) and € 3,000 per month (first day of the month at 00:00 until the last day of the month at 24:00).

All requests for limit decreases will be implemented immediately; the following rules are applicable for requests for limit increases:

- In the case of a first request to increase or remove the limits, the player must successfully complete and pass the latest version of DGOJ's [self-evaluation test](#). After the test is passed, the new limits will become effective after seven days.
- In the case of a second request or subsequent requests to increase or remove limits made by the same player, we shall carry out a historical analysis of participation in games and behavior. The new limits will become effective three days after the analysis is positively resolved. We reserve the right to decline such requests if deemed appropriate, as well as to request additional clarification from the customer.

Please note we will not be able to process an increase of the limits, if three months have not elapsed since the last modification of deposit limits.

To set a deposit limit, please click [here](#).

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Other types of limits

Stake Limits

In addition to deposit limits, PartyCasino users have the option to apply weekly stake limits on their sports bets and/or casino bets. All requests for a limit decrease will be implemented immediately; requests for a limit increase will become effective after 72 hrs.

Session limits

PartyCasino users also have the option to set a session limit. Once this limit has been reached, said session will automatically finish, disconnecting the session once the game in progress has ended.

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Time Out and Self-Exclusion

Time-out or Cool-Off periods

PartyCasino customers can take a break from gaming at any time. These breaks can go from 1 week, 1 month or any other period up to 1 year. The request to temporarily block access will be imposed during the Cool-Off period chosen by the player and will be irrevocable. The account will be automatically reactivated following the expiration of the period set.

Regulatory self-exclusion

You can exclude yourself with respect to any gambling websites by registering in the General Registry of Gambling Access Interdictions (Registro General de Interdicciones de Acceso al Juego), in the following link -

<https://sede.ordenacionjuego.gob.es/tramite/login/inicio.jjsp?idConvocatoria=10>. The registration in the General Registry of Gambling Access Interdiction will be for an indefinite period, however you can request a cancellation after 6 months from the date when the registration was made.

Self-exclusion with us

Self-exclusion involves a joint commitment from the customer and us. We will take reasonable steps to prevent the customer from re-opening their account or opening new accounts. However, during the period of self-exclusion the customer must not attempt to re-open their account nor try to open new accounts.

Self-exclusion periods have a minimum duration of 12 months. The maximum length of the self-exclusion can be indefinite.

Please note that during a time-out/cool-off or self-exclusion period, customers will not be able to deposit funds or play. Also, they will be excluded from targeted commercial communication.

To set up a time-out/cool-off period or to self-exclude, please click [here](#).

In addition to self-exclusion, access to gambling sites can be blocked with [Gamblock](#). Parental control software like [Cybersitter](#) and [NetNanny](#) can also be used to block access to gambling sites.

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Account Safety and Terms and Conditions

Protection of minors

PartyCasino excludes minors (persons under the age of 18) from gambling by running identification checks which can require copies of various documents. We take our responsibility to prevent minors from playing with us seriously, and to offer the best possible protection we require the shared responsibility of parents.

In addition to the safety procedures described above, you might want to consider Parental control software like [Cybersitter](#) and [NetNanny](#) to block gambling sites from under 18s.

If you know someone under the age of 18 who is registered with us, please contact us immediately [here](#).

Account safety

PartyCasino meets the highest security standards in the industry, with a five-level security system, multiple firewalls, and 256-bit SSL encryption. Early-warning systems in the form of limits on unusually high stakes and winnings prevent manipulation and other criminal activities at an early stage.

However, you can help us to increase the safety of your account even further:

- Configure your computer's auto-lock feature to protect it from unauthorised use.
- Keep your access details safe (user ID, password and your question and answer combination).
- Don't share your gambling account credentials, credit card or bank account details
- Don't leave the computer or device unattended when you're logged in
- Do not use the 'Save password' option on log-in screens
- Create separate profiles for everyone who uses your computer or device, so that nobody else can access your information

Change your password regularly

Changing your password regularly helps to keep your account safe. If you cannot remember logging into your account at the specified date and time, please change your password immediately. If you have forgotten your password, click [here](#). You'll receive an email with further steps to obtain a new one.

Terms and Conditions

You can view the current version of our Terms and Conditions, to which you have agreed [here](#).

If you want to check an older version of our Terms and Conditions, please send a request to our Customer Service team.

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Other Sources of Help and Support

Sources of help

For more information about Responsible Gaming please call 800 098 861, toll-free number for customers located in Spain.

Customers and family members who are experiencing problems with gambling should seek help. If you need to talk to someone about your or someone else's problem gambling, please contact any of the below:



Juega Bien

This is a page managed by the General Directorate for the Regulation of Gambling (General Directorate for the Regulation of Gambling) where you can find useful information on gambling and its associated risks. For more information visit <https://www.jugarbien.es/>



FEJAR

(Spanish Federation of Rehabilitated Gambling Players) is the union of several Associations and Federations of regional Associations, from all over Spain. The primary purpose of the Federation is to unify criteria and actions between Associations for the best defence of the interests of people affected by dependence on games of chance.



Gambling Therapy

Gambling Therapy provides online, multi-language, support and advice. For more information, visit GamblingTherapy.org



Gamblers Anonymous

This is a fellowship of people who share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from a gambling problem. You can find an A-Z international list of locations where meetings are held [here](#)

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