RESPONSIBLE GAMBLING POLICY

Gambling can be addictive. Qzino strongly encourages all players to gamble responsibly and only with funds they can afford to lose. Our priority is to ensure that your gaming experience remains safe, enjoyable, and within your control. To support this, Qzino provides a range of responsible gaming tools - including self-exclusion options, deposit and time limits, and session time alerts - to help you manage your activity. As for now all of these tools are available only through the request to the **support@qzino.com.**

If you have been diagnosed with a gambling addiction or wish to voluntarily distance yourself from gambling for any reason, Qzino is committed to helping you. Our team will assist you in implementing self-exclusion measures and ensure that you are protected from any content or activity that could harm your well-being.

Self-Exclusion

“Self-Exclusion” refers to your voluntary decision to suspend yourself from all gambling activities and services offered by Qzino. Once a self-exclusion request has been initiated, it cannot be reversed or shortened for your own safety and protection.

If you wish to self-exclude from gambling, you must contact our customer support team via email at **support@qzino.com** with your request. Our representatives will guide you through the necessary steps and provide detailed information about the process and its implications.

Please note that once your account is self-excluded, the restriction will remain active for the entire duration of the chosen or permanent exclusion period. During this time, you will not be able to access your account or participate in any gambling activities.

Creating a new account or attempting to circumvent the self-exclusion in any way constitutes a serious violation of our Terms of Service and may result in a **permanent ban** from Qzino.

To begin the self-exclusion process or to request permanent account closure, please contact our support team via email at **support@qzino.com**, clearly stating your intent and the reason for your request.

Self-Exclusion Limits and Conditions

You may set specific **self-exclusion limits** for a minimum period of **six (6) months**. These limits are designed to help you control your gaming activity and may include:

1. the maximum amount of time you are allowed to spend on the Website per day, week, or month;
2. the maximum daily, weekly, or monthly deposit amount that can be added to your player account; and
3. the maximum daily, weekly, or monthly spending amount through your player account.

By requesting to activate self-exclusion, you acknowledge and agree to the following terms and conditions:

- The self-exclusion will take effect immediately upon your receipt of a confirmation email sent to your **registered email address**. This email will include the effective date of your self-exclusion and the date of its completion.
- Once self-exclusion is in effect, all access to your account will be suspended, you will not have the opportunity to login and you will not be able to reverse or shorten the exclusion period.
- Qzino will take all reasonable steps to enforce your self-exclusion and prevent you from creating new accounts or accessing gambling services during this period.
- Any attempt to bypass or manipulate your self-exclusion status will be considered a violation of these Terms and may lead to a **permanent account ban**.

Requests for self-exclusion or account closure **submitted via the Chat function will not be processed**. Only requests sent by email to our support team will be considered valid.

Once you submit a self-exclusion or account closure request via email, your account will be closed within twenty-four (24) hours from the time the email is sent. Your email must include your account username, registered email address, and any additional personal information necessary to verify your identity, along with a clear explanation of the reason for your request.

During the self-exclusion period, **you are not permitted to leave any funds in your account**. You will not be able to access your account to deposit, wager, or withdraw any funds until the self-exclusion period has ended.

Once a self-exclusion is applied to your account, it **cannot be reversed, shortened, or canceled** for any reason. Permanent self-exclusion remains in effect indefinitely.

If you wish to limit your deposits without fully self-excluding, you may request to transfer a portion of your account funds to a bank account, making them unavailable for use on the platform. To proceed with such a request, please contact our support team at support@qzino.com.

We will make every effort to ensure that if you have requested self-exclusion from our Website, you will be **prevented from opening a new account** with us or any other website operated under the same license. In the event that you succeed in creating a new account after requesting self-exclusion, whether on this website or any other website under the same license, **any winnings associated with such accounts may be confiscated** and the accounts will be blocked.

Time alert

Time alert is a feature (available via request to the support@qzino.com) that allows you to monitor and control the amount of time spent in an active gaming session on our platform by setting a timer. Once activated, you will receive a reminder when the

chosen session time is ending. The Time Alert tab will display your selected alarm time, which you can change or delete every 30 minutes. Available Time Alert durations include 15 minutes, 30 minutes, 45 minutes, 1 hour, 2 hours, or 3 hours.

You acknowledge that the Time Alert is intended solely to help you manage your time while gaming and to promote responsible gaming practices. If you have any questions or require assistance regarding the Time Alert, please contact our support team at support@qzino.com.

The use of Time Alerts is provided for your convenience and is entirely your choice. Qzino does not, and cannot, be held responsible for any consequences or effects on your health, well-being, or behavior during or after active gaming sessions on the platform.

Underage Gambling

It is strictly prohibited for anyone under the age of 18 (or the legal age for gambling in their jurisdiction, if higher) to open an account or participate in gambling on our Website. Any individual found to be underage will have any winnings forfeited, and Qzino reserves the right to report such activity to the relevant authorities.

Filtering Systems

Parents and guardians can use filtering and parental control tools to regulate internet access based on selected criteria. If you share your device or computer with minors, or with individuals who have requested self-exclusion from gambling services, we strongly recommend implementing such filtering solutions to prevent unauthorized access to Qzino's Website.

Responsible Gambling Support

Qzino is committed to promoting responsible gambling. We encourage all Users to seek information and assistance through reputable responsible gambling organizations. For further support, please consult the Responsible Gaming Foundation at www.rgf.org.mt or other dedicated responsible gambling resources.

Responsible Gambling Support and Resources

If you believe you may be developing a gambling problem, need support to overcome addiction, or simply wish to learn more about responsible gaming, please find links to professional organizations and support resources. You may also contact our customer support team at any time for confidential assistance and guidance.

Qzino is committed to promoting responsible gambling and providing resources to help Users manage their gaming activities. If you feel that you may have a gambling problem or wish to take steps to limit your gambling, you can access support from the following organization:

- **Gamblers Anonymous** – A worldwide fellowship of individuals who share their experiences and support each other in overcoming gambling-related difficulties.

In addition, you may consider using third-party software solutions to block access to online gambling on your devices, such as:

- Net Nanny
- CyberPatrol

Please note that these organizations, products, and services are operated independently, and Qzino is not responsible for their effectiveness or for any issues, losses, or damages arising from the use of these third-party services.