

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, loss limits, and time alerts - to help you manage your activity.

Self-exclusion, loss limits, and time alerts can be activated, adjusted, or removed directly from the Responsible Gambling page in your account. Any request outside the standard tools described in this Policy, remains available by contacting our support team at 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 platform provides self-service tools to implement self-exclusion measures, and our support team remains available by email to assist with account closure or any request that falls outside the standard tools.

Self-Exclusion

"Self-Exclusion" refers to your voluntary decision to restrict your access to gambling activities and services offered by Qzino for a specified period. You may choose the scope of your Self-Exclusion:

- **Full Exclusion (All):** blocks access to your entire account (you will not have the opportunity to login). Your real account balance is frozen for the duration of the exclusion and becomes accessible again once the period ends.
- **Casino Only:** blocks your ability to place bets in casino games, while other areas of your account remain accessible.
- **Sports Only:** blocks your ability to place sportsbook wagers, while casino access remains available.

Self-Exclusion can be activated directly from the Responsible Gambling page in your account, or by contacting our support team at support@qzino.com. When activated through your account, the restriction takes effect immediately once you confirm your selection. When requested by email, the restriction takes effect once your request has been processed by our support team.

Once activated, a Self-Exclusion cannot be cancelled, reversed, or shortened, whether through your account settings or by request to our support team, for your own safety and protection. It may, however, be expanded as described in "Expanding a Product-Specific Exclusion" below.

Self-Exclusion Periods

You may choose from the following periods:

Standard periods (take effect immediately upon activation):

- 1, 3, 6, 12, or 24 hours;
- 3 days, 1 week, or 1 month.

Custom Date Range:

- allows you to select specific future dates, starting from the day after confirmation and up to 7 days in advance. The exclusion takes effect starting the following day. Once confirmed, this option may only be edited once every 12 hours before it's activated.

Indefinite Exclusion:

- available only for Full Exclusion. It blocks all betting on both sports and casino products for an indefinite period and constitutes the first, mandatory step toward permanently closing your account (see "Account Closure" below).

Expanding a Product-Specific Exclusion

If you have an active Casino Only or Sports Only Self-Exclusion and decide that you need a broader restriction, you can expand it to a Full Exclusion directly from the Responsible Gambling page by selecting "Expand Limit".

When expanding your exclusion, you may only select a period that is equal to or longer than the period of your active exclusion. Shorter periods will not be available. Once you confirm your selection, your active exclusion is replaced by a Full Exclusion, which takes effect immediately. The new exclusion period starts from the moment of confirmation, and you will be logged out of your account.

This option can only increase the scope and duration of your restrictions. It cannot be used to reduce, shorten, or cancel an active Self-Exclusion.

Example: If you activate a 24-hour Casino Only Self-Exclusion on Monday at 10:00 AM (active until Tuesday at 10:00 AM) and select "Expand Limit" on Monday at 2:00 PM, you will be able to choose any period of 24 hours or longer. If you confirm a 24-hour period, a Full Exclusion covering both casino and sports will take effect immediately and remain active until Tuesday at 2:00 PM, and you will be logged out of your account.

If you require an exclusion period that is not listed above, or any other adjustment to your Self-Exclusion that is not available through your account, please contact us at support@qzino.com, stating your preferred timeframe and the reason for your

request. Please note that requests to shorten, reduce, or cancel an active Self-Exclusion will not be accepted. For information on closing your account, please see "Account Closure" below.

Funds During Self-Exclusion

Before you confirm a Full Exclusion, you will be notified that your real balance will be frozen for the duration of the exclusion. While a Full Exclusion is active, your real account balance is frozen and will remain inaccessible for deposits, wagering, or withdrawal until the exclusion period ends. Once a fixed-term exclusion period ends, access to your account, including your balance, is restored automatically. Indefinite Exclusion does not end automatically and instead proceeds to account closure, as described below.

During a Casino or Sports Only Self-Exclusion, your account balance remains accessible and you may continue to make deposits and withdrawals, provided that wagering is disabled for the excluded product.

Bonus Funds & Promotional Rewards

- Full Self-Exclusion restricts account access but does not pause, freeze, or extend promotional timers. All bonus terms and expiration dates continue running uninterrupted.
- The bonuses that require manual claims (e.g., daily calendar bonuses, cashback) will not accumulate and will be forfeited if their claim window passes during exclusion.
- For all other promotions and special bonuses, expiration timers continue running as normal. (e.g., A 7-day Free Spin offer will expire on day 7, even if a 1-month Self-Exclusion is active).
- Expired bonuses, free spins, or missed promotional opportunities are permanently forfeited and will not be re-issued or extended upon return.

Account Closure

You may request to close your account either temporarily or permanently by contacting our support team at support@gzino.com. Requests for account closure submitted via the Chat function will not be processed; only requests sent by email to our support team will be considered valid.

In your email, please include your account username, registered email address, and any additional information necessary to verify your identity, together with a clear explanation of the reason for your request.

Temporary Account Closure

If you wish to take a break from your account without closing it permanently, you may request a temporary account closure. In your request, please specify one of the following:

- **Fixed period:** a closure period of your choice (for example, 2 weeks, 3 months, or until a specific date). Your account will be reopened automatically once the selected period ends.
- **Indefinite period:** your account will remain closed until you contact us by email at support@qzino.com to request its reopening. Reopening requests are subject to identity verification and will be processed no earlier than 24 hours after receipt.

While your account is temporarily closed, you will not be able to log in, deposit, place bets, or make withdrawals.

Please note that a temporary account closure is not a responsible gambling measure. If you are requesting a break because of concerns about your gambling, we strongly recommend activating a Self-Exclusion instead, as it cannot be cancelled, reversed, or shortened once activated (see "Self-Exclusion" above).

Permanent Account Closure

Permanent account closure is only available following activation of an Indefinite Exclusion. If you wish to close your account permanently, you must first activate an Indefinite (Full) Exclusion through your account, and then submit a request to close your account by email to support@qzino.com, including the information listed above.

Your account will be closed within twenty-four (24) hours of us receiving your email.

Permanent account closure is final and irreversible. Once your account has been permanently closed, it cannot be reopened or reactivated under any circumstances, including by request to our support team.

Circumventing Self-Exclusion

Qzino will take all reasonable steps to enforce your Self-Exclusion and to prevent you from creating new accounts or accessing our gambling services during the exclusion period, whether on this Website or any other website operated under the same license.

Creating a new account, or attempting to bypass or manipulate your Self-Exclusion status in any way, constitutes a serious violation of our Terms of Service and may result in a permanent ban from Qzino. Any winnings associated with such accounts may be confiscated, and the accounts will be blocked.

Loss Limits

A Loss Limit allows you to set a limit on how much you are comfortable losing over a chosen period - daily, weekly, or monthly. This feature tracks your net losses: any profits made during the active period do not count toward your limit, and winnings can be used to continue playing without affecting it.

Once confirmed, your Loss Limit takes effect immediately. The platform automatically monitors your bets and losses and will block any bet that could push your net losses past your set limit. Once the limit is reached, all further wagering is suspended until the limit period resets.

Loss Limits can be updated or removed, but only once every 12 hours. When you set or edit a limit, your settings are locked for the next 12 hours; once that window expires, you may make a new adjustment, which will start a fresh 12-hour lock.

Example:

If you set a \$20 Daily Loss Limit at 6:00 PM and your net loss reaches \$15 during the evening, a new \$6 bet will be blocked automatically, because a loss on that bet would bring your net loss to \$21, exceeding your limit. Once your net loss reaches your set limit, all further betting is disabled until the limit resets at the start of the next day, week, or month, as applicable.

You can activate, edit, or remove your Loss Limit from the Responsible Gambling page in your account.

Time Alerts

A Time Alert is a self-service feature that allows you to monitor the amount of time you spend in an active gaming session by setting a periodic reminder. Once activated, a pop-up notification will interrupt your active session at your chosen interval and pause your session, prompting you to consciously acknowledge your session duration before deciding whether to continue.

Available Time Alert intervals:

- 15, 30, or 45 minutes;
- 1, 2, or 3 hours.

Once set, a Time Alert may be edited once every 30 minutes; any change you make starts a new 30-minute lock before the next adjustment becomes available. You can activate, edit, or remove your Time Alert from the Responsible Gambling page in your account.

The use of Time Alerts is provided for your convenience, and choosing to use them is entirely your decision. 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 and Resources

Qzino is committed to promoting responsible gambling. If you believe you may be developing a gambling problem, need support to overcome addiction, or simply wish to learn more about responsible gaming, we encourage you to seek information and assistance through reputable, independent organizations, including:

- [Gamblers Anonymous](#) — a worldwide fellowship of individuals who share their experiences and support each other in overcoming gambling-related difficulties.
- [BeGambleAware](#) — independent advice and tools to help you stay in control;
- [Gambling Therapy](#) — free multilingual online support for problem gamblers and their families.

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.

