



## RESPONSIBLE SOCIAL GAMEPLAY POLICY

**Version 1.0**

**Last Updated: January 2026**

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### 1. INTRODUCTION

GoldPlay.bet (“GoldPlay,” “we,” “us,” or “our”) is committed to promoting **responsible social gameplay** and providing a safe, transparent, and controlled entertainment environment for all players.

We recognize that while social casino gameplay is designed for entertainment, some individuals may experience difficulty maintaining control over their gameplay habits. As part of our commitment to player care and social responsibility, we provide tools, information, and resources designed to help players make informed decisions and manage their gameplay responsibly.

This Responsible Social Gameplay Policy (“RSG Policy”) describes the control tools, access restrictions, educational information, and support resources available to players on the GoldPlay.bet platform (“Platform”).

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### 2. SCOPE AND INCORPORATION

- 2.1. This RSG Policy forms part of the **GoldPlay.bet Terms and Conditions**.
- 2.2. Capitalized terms not defined in this Policy have the meanings given to them in the Terms and Conditions.
- 2.3. By creating an account or using the Platform, you acknowledge and agree to this RSG Policy.

2.4. We may amend this RSG Policy at any time. Updates will be published on the Platform and become effective immediately.

2.5. Where changes materially affect your rights or available tools, you may be required to re-confirm acceptance before continuing to play.

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### **3. GOLDPLAY RESPONSIBLE SOCIAL GAMEPLAY PROGRAM**

3.1. The GoldPlay Responsible Social Gameplay Program is based on the following principles:

- (a) Providing players with **control tools** to manage gameplay
- (b) Promoting **informed decision-making**
- (c) Encouraging gameplay as **entertainment only**
- (d) Preventing and mitigating **problematic gameplay behavior**

3.2. The RSG Program is designed to support players at all stages of their journey, including registration, gameplay, purchases, promotions, and prize redemption.

3.3. GoldPlay does **not** provide counseling or treatment services. Our role is to provide tools, information, and access controls that allow players to make responsible choices.

3.4. GoldPlay reserves the right to activate certain protective measures unilaterally where we reasonably believe it is necessary to protect the player or the integrity of the Platform.

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### **4. PLAYER CONTROL TOOLS**

GoldPlay provides a range of **voluntary control tools** that allow players to manage their activity.

#### **4.1. Activity Reminders**

4.1.1. Players may enable activity reminders to monitor session duration.

4.1.2. Activity reminders:

- Display how long you have been logged in
- Prompt you to continue or end your session

- Temporarily pause gameplay during notification

4.1.3. Players may select reminder intervals, where available.

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## **4.2. Account History**

4.2.1. Players may access their account history, including:

- Purchase history
- Gameplay activity
- Redemption history

4.2.2. Account history is provided for transparency and self-monitoring purposes.

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## **4.3. Gameplay and Purchase Limits**

Players may request limits to control gameplay and spending.

### **(a) Purchase Limits**

4.3.1. Purchase limits restrict the amount of Gold Coins that may be purchased within a defined period.

4.3.2. Available periods may include:

- Daily
- Weekly
- Monthly

4.3.3. Reductions to limits take effect immediately.

4.3.4. Increases or removals may be subject to a **cooling-off period** before taking effect.

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### **(b) Play Amount Limits**

4.3.5. Players may limit the amount of Sweepstakes Coins played within a defined period.

4.3.6. Once the limit is reached, gameplay will be restricted until the period resets.

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#### **(c) Time Limits**

4.3.7. Players may request daily time limits on gameplay sessions.

4.3.8. Upon reaching the limit, the player will be logged out until the next period.

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## **5. ACCESS RESTRICTION TOOLS**

Access restriction tools are available for players who feel their gameplay may be becoming problematic.

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### **5.1. Taking a Break (Temporary Break)**

5.1.1. A temporary break allows players to suspend access to their account for a defined period.

5.1.2. Available durations may include:

- 1 day
- 3 days
- 7 days
- 14 days
- 30 days

5.1.3. During a temporary break:

- Account access is disabled
- Gameplay and purchases are blocked

5.1.4. Accounts cannot be reactivated until the selected period ends.

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## 5.2. Self-Exclusion

5.2.1. Self-exclusion allows players to suspend access for an extended period.

5.2.2. Available self-exclusion periods may include:

- 6 months
- 1 year
- 3 years
- 5 years
- Indefinite

5.2.3. During self-exclusion:

- Account access is disabled
- Marketing communications are stopped
- Gameplay and purchases are prohibited

5.2.4. Where an indefinite self-exclusion is selected:

- A minimum exclusion period applies
- A cooling-off period may be required before reactivation

5.2.5. Sweepstakes Coins may expire during exclusion. Players are encouraged to review their balances before activating self-exclusion.

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## 5.3. Permanent Account Closure

5.3.1. Players may request permanent closure of their account.

5.3.2. Permanent closure is **irreversible**.

5.3.3. If closure is requested due to gameplay concerns and confirmation is not provided, an indefinite self-exclusion may be applied instead.

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## **6. SELF-ASSESSMENT AND AWARENESS**

6.1. Players are encouraged to regularly assess their gameplay habits.

6.2. Consider whether gameplay is:

- Interfering with finances
- Affecting relationships
- Impacting work or health
- Causing stress or anxiety

6.3. If concerns arise, players are encouraged to use the tools described in this Policy.

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## **7. EDUCATIONAL INFORMATION**

### **7.1. Understanding Game Mechanics**

- (a) Outcomes are random
- (b) Past outcomes do not influence future results
- (c) Gameplay should not be viewed as a source of income

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### **7.2. Common Misconceptions**

- (a) “I am due for a win” – outcomes are random
- (b) “Playing longer increases chances” – time does not affect odds
- (c) “Strategies guarantee success” – no strategy alters randomness

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### **7.3. Tips for Responsible Gameplay**

- Play only for entertainment
- Set budgets and time limits
- Take regular breaks
- Avoid playing while stressed or emotional
- Never chase losses
- Do not view gameplay as financial support

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## **8. PROBLEMATIC GAMEPLAY INDICATORS**

Problematic gameplay may include:

### **8.1. Financial Indicators**

- Spending beyond means
- Difficulty paying bills
- Borrowing to continue playing

### **8.2. Social Indicators**

- Withdrawing from relationships
- Missing important events
- Concealing gameplay behavior

### **8.3. Health Indicators**

- Anxiety or depression
- Sleep disruption

- Increased stress

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## 9. SUPPORT ORGANIZATIONS

Players seeking professional assistance may consider contacting independent organizations, including:

- **Gaming Addicts Anonymous (GAA)**
- **National Foundation for Credit Counseling (NFCC)**
- **Financial Counseling Association of America (FCAA)**

These organizations are **independent** and not affiliated with GoldPlay.bet.

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## 10. PROTECTION OF MINORS

- 10.1. The Platform is strictly for individuals **21 years of age or older**.
- 10.2. GoldPlay employs verification measures to prevent underage access.
- 10.3. Players who share devices are encouraged to use parental control software.

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## 11. GOLDPLAY'S COMMITMENT

GoldPlay is committed to:

- Transparency
- Player education
- Responsible gameplay tools
- Continuous improvement of player protections

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## 12. CONTACT AND ASSISTANCE

Players who wish to:

- Activate gameplay limits
- Take a break
- Self-exclude
- Permanently close an account  
may contact GoldPlay support through official Platform channels.

Please contact [support@goldplay.bet](mailto:support@goldplay.bet) to access these features