

Responsible game

The www.betesporte.com is committed to endorsing responsible betting among its clients, as well as promoting awareness of gambling problems and improving prevention, intervention and treatment. The Responsible Game Policy of www.betesporte.com establishes its commitment to minimize the negative effects of gambling problem and to promote responsible gambling practices. The www.betesporte.com offers online clients a wide variety of games and entertainment. We also take responsibility for our product portfolio. The goal of www.betesporte.com is to provide the world's most innovative and most innovative gaming platform for adults. The products and services allow each user to play within their financial means and receive the highest quality service. Integrity, justice and reliability are the guiding principles of www.betesporte.com. Therefore, it is clear that www.betesporte.com should do its best to help clients who show signs of gambling problems, especially in cases of rampant gambling. At the same time, it is important to respect the rights of those who participate in lucky games to a reasonable extent and treat them as a form of entertainment. Responsible Game in www.betesporte.com is based on three fundamental principles: player safety, game security, and protection from game issues. Together with research institutes, associations and therapy institutions, www.betesporte.com works on creating a responsible, safe and reliable framework for online gambling.

Player safety

The www.betesporte.com assumes responsibility for the safety of its players. Player protection is based on preventing underage players from participating in games and privacy protection, which involves responsible data processing and personal payments. The justice and random nature of the products offered are closely monitored by independent organizations. Marketing communications are also created with player protection and justice in mind.

Protection against gambling problem: research - prevention - intervention

Most players who place sports betting, bets on casinos and other games offer games in moderation for entertainment. Certain habits and patterns of behavior (such as shopping, playing sports, eating or consuming alcohol) that are considered normal and do not cause concern, can become addictions for some people and cause them problems. Similarly, betting on sports and gambling in general can lead to problems for a small percentage of clients. Clients who show signs of gambling problems may be prohibited from reproducing certain products or even all together. In addition, clients who show signs of problems with the game receive contacts from organizations where they can receive professional advice and support.

Responsibility is the most sustainable form of prevention

The basic principle promoted by www.betesporte.com is to create a safe and responsible online environment where clients can take advantage of their betting experience. While www.betesporte.com can provide tools to help clients control their games, clients responsibility plays an important role in using the tools we offer and is the most effective way to protect against gambling problems. The www.betesporte.com sees its responsibility in helping clients by providing transparent products, game control tools, and complete

information about where clients facing game issues can find professional advice and support.

Protection of minors

Bets placed by minors are prohibited by law and constitute crime (punishable offense). SA Sports Group takes its responsibility for bets placed by minors very seriously and, as such, reserves the right to request proof of age from any client and to suspend their accounts until the necessary documents are provided. Anyone under the age of 18 or legal age in their jurisdiction using this website will have their winnings confiscated and will be reported to the competent authorities.

SA Sports Group considers that the prevention of bets placed by minors works best in the form of a shared responsibility with the parents/guardians of the minor and, as such, encourages the use of Internet filters to reduce the chance of bets placed by minors at home.

To block minors from accessing home betting pages, consider using Internet filters:

- [CyberPatrol](#)
- [Contentwatch](#)
- [Netnanny](#)
- [Netmom](#)

Responsibility for problems

The www.betesporte.com offers a variety of games and bets that are a form of entertainment for most of the clients. At the same time, the company takes responsibility for its clients, providing support and tools to maintain a safe and fun environment, taking into account the associated risks. Clients who have difficulty assessing risks, recognizing their own limits, or those suffering from gambling problems cannot potentially appreciate the product line responsibly and do not see it as a form of entertainment. The www.betesporte.com may assume responsibility for these users by blocking their access to certain products for their own protection.

Be informed about the main problems!

Most people play for pleasure and enjoy moderate participation in games within their financial capacity. However, for a small amount of people, game is not a form of entertainment and it is a challenge that should be considered seriously.

What is the problematic behavior of the game?

The problematic behavior of the game is considered that one which interferes with the the life, work, financial position or health of the person or his/her family. Prolonged participation in the game is counterproductive for that person, as it can lead to negative consequences. In 1980, addiction to pathological gambling was officially recognized and listed on the list of psychological diseases of the international classification system DSM-IV and CID-10. It is defined as a long, repeated and often amplifier inclination of the game, despite existing negative personal and social circumstances such as debt, breakdown of family relationships and delay in professional growth.

What kind of gambling behavior can be considered problematic?

While problem game diagnostics can only be expertly qualified, the material presented on this web page will help clients estimate and define their own gaming behavior. Addictions that are not associated with any substance are very difficult to define the line between pleasure and problem. However, there are some diagnostic signs that may indicate existing problems. Clients who experience at least five of the following symptoms are more likely to suffer from gambling problems:

1. The player is fully immersed in the game and seems to think of nothing else,
2. The bets streaks increase, especially if there is a losing streak,
3. Attempts to interrupt or control the game do not seem to succeed,
4. Shows signs of anxiety, irritation and disappointment when limiting the game,
5. The player treats the game as a means of escaping problems or problems of life,
6. It regularly chases losses,
7. Lying about your gambling behavior,
8. Commits illegal acts,
9. Arguments or relationships tense or broken with family and colleagues,
10. It lends funds to participate in gambling.

Responsible gambling tips

Clients are encouraged to play only within their reach, not treating the game as a way to make money or as a distraction from day-to-day problems. Clients are advised to follow these simple tips:

1. Don't think of gambling as a way to make money. Think of the game as an entertainment expense,
2. Take regular breaks. Set a time limit, and when the time runs out, leave. Chances are that the more time you spend playing, the more you lose,
3. Just play with money you can lose, not with money set aside for accounts,
4. Set a money limit in advance and stick on it, when you're done, get out,
5. After you set a maximum limit, do not increase further.
6. Never chase your losses; if you set a limit and try to gain some of it again after reaching it, you haven't set a limit yet.
7. Do not play under the influence of alcohol or drugs.
8. Do not play when you are depressed or upset, decision making can be more difficult when you are stressed or emotionally upset.

Risk Limit

If you want to restrict the amount you can spend at stake for a certain period, the client may impose a risk limit of their own. With a risk limit in place, you will not be able to place a bet of an amount that may exceed the defined limit. The amount you have left is shown in the bet slip. Risk over a period is calculated as the amount wagered during that period. For example, when you set the risk limit at €100.00 per week and you've already bet €80.00, the maximum amount you can still bet is €20.00. This remains the same regardless of the balance in your account. See the example below:

Weekly risk limit of €100.00		Account balance	Maximum bet allowed
		200,00 €	100,00 €
Bet	80,00 €	120,00 €	20,00 €

Please note that risk limits are applied to all types of bets, including but not only single, multiple, special and teaser bets. Currently, risk limits are available only for sports betting and not for the casino.

How do I set/change a risk limit?

You can set or change your risk limit at any time by contacting the Client Support Team to select an amount as well as a daily, weekly or monthly recurring period (every 30 days). Please note that when you request an increase in the amount or a smaller period, this request is subject to a 24-hour cooling-off period. If you change your mind during the cooling-off period, you can contact us to cancel your order. Otherwise, the new risk limit will override the current risk limit as soon as the cooling-off period ends. All other requests to change risk limits take effect within 24 hours of your request being received by Client Service.

How do I cancel my risk limit?

If you do not wish to have a risk limit, you can send a request for cancellation from it by contacting the Client Support Team. Please note that your request is subject to a 24-hour cooling-off period. If you change your mind during the cooling-off period, you can contact us to cancel your order. Otherwise, the current risk limit will be revoked as soon as the cooling-off period ends.

Loss Limit

Another way to restrict the amount you can spend in a play during a given period is to impose a limit on your net loss. With a loss limit in place, you will not be able to place a bet for an amount that may exceed the defined limit. The amount you have left is shown in the bet slip. Net loss over a period is calculated as the stake (outbound) amount minus the amount returned (inflow) during that period. For example, when you set the loss limit at €100.00 per week and you've already bet €80.00, the maximum amount you can still bet is €20.00. However, if €50.00 has been returned to your account due to winning bets, your net loss that week is €30.00 (outflow of €80.00 minus €50.00 entry). Therefore, the maximum amount you can still bet is €70.00 (€100.00 - €30.00), regardless of your account balance. See the example below:

Weekly loss limit of €100.00		Net loss	Account balance	Maximum bet allowed
		0,00 €	200,00 €	100,00 €
Bet (exit)	80,00 €	80,00 €	120,00 €	20,00 €
Funds returned (entry)	50,00 €	30,00 €	170,00 €	70,00 €

Please note that loss limits are applied to all types of bets, including but not only single, multiple, special and teaser bets. Currently, loss limits are available only for sports betting and not for the casino.

How do I set/change a loss limit?

You can set or change your loss limit at any time by contacting the Client Support Team to select an amount, as well as a daily, weekly or monthly recurring period (every 30 days). Please note that when you request an increase in the amount or a smaller period, this request is subject to a 24-hour review period. If you change your mind during the cooling-off period, you can contact us to cancel your order. Otherwise, the new loss limit will override the current loss limit as soon as the reflection period ends. All other requests to change loss limits take effect within 24 hours of your request being received by the Client Support Team.

How do I cancel my loss limit?

If you do not wish to have a loss limit, you can send a cancellation request from it by contacting the Client Support Team. Please note that your request is subject to a 24-hour cooling-off period. If you change your mind during the cooling-off period, you can contact us to cancel your order. Otherwise, the current loss limit will be revoked as soon as the reflection period ends.