

RESPONSIBLE GAMBLING POLICY AS AVAILABLE ON OUR WEBSITE AND MOBILE SITES

1. Footstock and responsible gambling

- 1.1. Gambling is a legitimate form of entertainment, and a leisure activity that is enjoyed by millions worldwide. However, for a small number of people, gambling can cease to be fun, or it may have assumed a disruptive and harmful role in their life. We want to help and protect customers who are concerned about, or affected by, gambling and gambling-related harms.
- 1.2. We are committed to ensuring responsible gambling on Footstock and work very hard to be compliant with all legislation and guidelines provided by online gaming regulatory bodies in the UK and other parts of the world. All our customer support team members have been trained on our responsible gambling policy and procedures, as well as how to recognise the signs of gambling addiction.
- 1.3. We support Gambleaware and make a donation annually.

2. Protecting children and other vulnerable persons

- 2.1. It is illegal for anyone under the age of 18 to open an account. Footstock does not allow anyone under the age of 18 to play on its website or mobile app. We require new customers to declare that they are over the age of 18, and we use third party software by which we may verify your age . We are also required to obtain the name, address and date of birth of all our customers. You will not be able to use your account if we are unable to verify that you are 18 years of age or older.
- 2.2. If anyone playing on Footstock is found to be under the age of 18 years old, all pending transactions will be voided and any winnings forfeited. Other legal ramifications may also apply.
- 2.3. To avoid underage gambling, we recommend and encourage the use by parents of online software created to prevent underage children from accessing online gambling sites. Examples of such software can be found at netnanny.com, or cyberpatrol.com.
- 2.4. The following tips may also be useful to parents:
 - 2.4.1. Never leave your computer unsupervised when your gambling software is running.
 - 2.4.2. Keep all account numbers in a safe place, away from underage children.
 - 2.4.3. Always password protect your gambling software programs.

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- 2.4.4. Do not encourage underage gambling.
- 2.4.5. Never leave your payment card information lying around – keep it securely hidden or out of reach.
- 2.4.6. If need be, set limitations on online activity, and always make sure the online software protector is enabled when minors are surfing the web.

3. Staying in control of your gambling

3.1. We take responsible gambling very seriously. We want you to enjoy gambling on our sites and to be entertained. If you stay in control of your gambling, you will have more fun.

3.2. Our services offer the following features to help you stay in control:

1.1.1. Financial Limits - you can set a limit to the amount you deposit with Footstock on a daily, weekly or monthly basis. Please note that:

- (a) Daily limits will take into account any activity already recorded on your account on the day of the request;
- (b) Daily limits are refreshed on a daily basis at midnight, weekly limits are calculated from 00:00 on Monday to midnight on Sunday, and monthly limits are calculated from 00:00 on the day of the month of the request to midnight on the same day in the subsequent month.
- (a) Financial limits are implemented per account. Requests to decrease any limit you have imposed will be implemented within 24 hours where possible.
- (b) Before increasing your limits, you should carefully consider if you can afford to do so. Never decide to increase your limits because you have lost money and think that you will win it back by gambling more. All requests to increase your limits will only take place after a period of 24 hour cooling-off period;
- (c) We will not accept any further transactions from you if any of your limits have been reached.

To access these tools and set a financial limit, please go to the Responsible Gambling section via the main menu. You can also set deposit limits on the deposit page, which will also show you any pending changes, and the amount you have available under your chosen limit.

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- 1.1.2. Reality Checks/Timers** - you can set session duration reminders to help you keep track of the time you spend playing on Footstock. These reminders will provide a link to your account history so that you can see how long you have been playing and how much you have been spending, and will give you the option to log out. You will have to set a reality check each time you log in or begin a gaming session. To access this tool and set a reality check or a timer, please go to the Responsible Gambling Section.
 - 1.1.3. Account Time Out** - if you are feeling worried or concerned about your gambling, you can take a break from our sites by using our 'time out' tool. Time outs can last for a period of time between 24 hours, one week, one month or up to a maximum of 6 weeks. During this time, we will not allow you to log in to your account. This tool can be found in your account settings.
- 1.2. To help you stay in control, we also offer you:

 - 1.2.1. Trained Staff** - all our staff are trained to be aware of gambling problems and are available to provide free help and support between the hours of 9am and 5pm on weekdays. If you have any questions, queries or concerns you should not hesitate to contact us at any time.
 - 1.2.2. Access to Account History** - we encourage all our customers to check their account history regularly. Click 'Transaction History' in the main menu to view the history of your deposit and withdrawal transactions, as well as cards purchased (and price), cards sold (and price) information on games played, tournament buy-ins, tournament pay outs and information on bonuses. You can also access information here about your net deposits - the net deposit is simply the difference between what you have deposited and what you have withdrawn.
 - 1.2.3. Self-Exclusion** - at your request, we will close your account for a period of your choosing from a minimum period of 6 months up to 7 years. You can also close your account permanently at any time.

 - (a) You can activate self-exclusion via the 'Self Exclusion' page in the menu of your Footstock account, or by contacting us at help@footstock.com (or at any other official Footstock mailing address) or by calling +491 713 577 455.
 - (b) If you decide to self-exclude, we will close your Footstock account and return any funds held in the account to you.
 - (c) During the self-exclusion period, you will not be able to re-open your account for any reason, or create a new account, and Footstock will

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do all it can to detect and close any new accounts you may open. You will also be removed from our mailing lists.

- (d) If you decide to self-exclude, we encourage you to extend your self-exclusion to other gambling operators with whom you hold an account, and to seek support from a problem gambling support service.

1.3. **GAMSTOP**

- 1.3.1. In addition to maintaining our own self-exclusion scheme, we participate in the national multi-operator self-exclusion scheme (GAMSTOP). Consumers who register with this scheme are blocked from most online gambling sites operating in Great Britain (England, Scotland, and Wales). The service offers consumers the choice to exclude from online gambling for periods of 6 months, 1 year or 5 years.
- 1.3.2. Full contact details for the service are available from the website. The GAMSTOP website address is www.gamstop.co.uk.
- 1.3.3. GAMSTOP is an independent scheme and we can only identify a customer has registered when they attempt to log in with us or they notify us. It is therefore important that you let us know if you are registered with GAMSTOP as soon as possible, by sending an email to help@footstock.com so that we can:
 - (a) freeze your account;
 - (b) return any remaining funds to you and arrange for the value of your card collection to be realised at current market value if that's what you want; and
 - (c) stop sending you marketing materials.

2. **Know your limits**

- 2.1. We want you to gamble responsibly and have fun but we do recognise that sometimes gambling can become a problem. Please read the following information very carefully.
 - 2.1.1. Gambling is a pastime and is NOT a way of making money.
 - 2.1.2. Always establish limits for deposits before you start gambling.
 - 2.1.3. Never gamble if it interferes with your daily responsibilities.

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- 2.1.4. Never gamble if you are in recovery for any dependency, are suffering from mental health illness or are under the influence of alcohol or any other substance.
- 2.1.5. Never gamble with funds that you cannot afford to lose.
- 2.1.6. Never gamble if your primary aim is to recover losses.
- 2.1.7. Never gamble if you have borrowed money in order to continue gambling.
- 2.1.8. Take regular breaks during your gambling sessions.

3. If you need help, support or guidance

- 3.1. There is a wide range of organisations that provide help, support and guidance to people who develop a problem with gambling, or just information to help you assess your gambling behaviour. If you feel that you may have a problem controlling your gambling we strongly recommend that you contact one of the following professional organisations for help and guidance:
 - 3.1.1. **Gamble Aware** - provides information on how to gamble responsibly and offers advice on dealing with problem gambling, please visit www.gambleaware.co.uk
 - 3.1.2. **GamCare** is a registered charity that provides confidential telephone support and counselling from trained advisors to anyone who is affected by problem gambling. GamCare can be contacted on 0845 6000 133 (local rate from UK) or by visiting www.GamCare.org.uk
 - 3.1.3. **GamAid** is a service that aims to provide an online safety net to online gamblers wherever they are located. For more information visit GamAid.com
 - 3.1.4. **Gamblers Anonymous (UK)** - Gamblers Anonymous is a fellowship of men and women who have joined together to share their experiences, try and solve their common problems and thereby help others to recover from gambling problems. Gamblers Anonymous can be contacted on 020 7384 3040 (UK only) or by visiting www.gamblersanonymous.org.uk
 - 3.1.5. **Gordon Moody Association** - Gordon Moody Association offers unique and intensive residential treatment programmes in the UK for severely addicted gamblers. For more information visit www.gordonmoody.org.uk
 - 3.1.6. **Gambling Therapy** – Gambling Therapy is a global service offering free practical advice and emotional support to anyone affected by problem gambling. For more information, visit www.gamblingtherapy.org/en

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3.2. If you wish to refrain from gambling, we strongly advise you to install gambling website blocking software. The following offer robust protection:

3.2.1. **GamBlock** - please visit www.gamblock.com

3.2.2. **Gamban** – please visit www.gamban.com

3.2.3. **Betfilter** – please visit www.Betfilter.com

If you have any questions about responsible gambling on Footstock.com, please feel free to contact us at help@footstock.com