

Responsible Gaming Policy

Chillbet (WUNGroup) — chillbet.net

Last updated: 13/10/2025

1. Introduction

The Chillbet brand is owned and operated by WUNGroup B.V., a limited liability company incorporated in Curaçao under company number 160576, with its registered address at Chuchubiweg 17, Curaçao. WUNGroup B.V. has applied for a gaming license (reference number: OGL/2024/1382/0969) issued by the Curaçao Gaming Control Board.

This Responsible Gaming Policy is an integral part of the Terms and Conditions (“T&C”) governing your use of the chillbet.net website (the “Site”). All capitalized terms used herein shall have the same meaning as defined in the T&C. We are committed to providing a fun and entertaining experience while promoting safe and responsible gambling practices. We encourage all our users to view gambling as a form of entertainment, not as a way to make money.

2. Your Tools for Responsible Play

We provide several tools to help you manage your gambling activity:

- Deposit Limits: You can set limits on the amount of money you can deposit on a daily, weekly, or monthly basis. As per clause 7.4 of our T&C, you may set, modify, or remove these limits at any time by contacting our Customer Support at support@chillbet.net. Any confirmed reduction to your deposit limit shall take immediate effect.
- Reality Checks: You can activate session reminders that will notify you of how long you have been playing.
- Self-Exclusion: If you feel you need a longer break, you can choose to self-exclude from our Site for a period of 6 months, 1 year, 2 years, 5 years, or permanently. Please be aware that our Self-Exclusion Policy, part of our T&C, requires you to withdraw all available funds BEFORE the exclusion is activated.
- Cooling-Off Period: You can request a temporary suspension of your account for a short, predefined period.

3. Self-Assessment

Gambling should be enjoyable and under control. If you are concerned that your gambling may be becoming a problem, consider the following questions:

1. Do you gamble to escape from boredom or problems?
2. Have you ever missed work or other important commitments due to gambling?
3. Do you often gamble until all your money is gone?
4. Have you ever lied to friends or family about how much you gamble or how much you have lost?
5. Have you ever tried to win back money you have lost (“chasing losses”)?
6. Have you sold anything or borrowed money to finance your gambling?

7. Do you feel guilt or remorse after gambling?
8. Does gambling cause you to have difficulty sleeping?
9. Have your gambling habits caused any problems with your family or friends?
10. Have you ever considered self-harm because of your gambling?

Answering “yes” to some of these questions may indicate a potential gambling problem. We strongly encourage you to use the tools above or seek external help.

4. Getting Help

If you or someone you know is struggling with gambling, confidential help is available. We recommend reaching out to the following international organizations:

- GamCare: Offers free information, advice, and support for anyone affected by problem gambling. Visit www.gamcare.org.uk or use their live chat.
- Gamblers Anonymous (GA): A fellowship of men and women who share their experience to solve their common problem. Find a meeting near you: www.gamblersanonymous.org/ga.
- Gambling Therapy: Provides free practical support and counselling to anyone affected by problem gambling, regardless of location. Visit www.gamblingtherapy.org.

5. Protecting Minors

It is strictly forbidden for anyone under the age of 18 (or the legal age of majority in your jurisdiction, whichever is higher) to use our Services. We take rigorous measures to prevent underage gambling. We recommend that parents use filtering software to monitor and restrict internet usage. Useful tools include:

- NetNanny (www.netnanny.com)
- Cybersitter (www.cybersitter.com)

6. Our Commitment

We are committed to responsible business practices. We train our staff to identify and assist customers who may be showing signs of problem gambling. We also monitor playing patterns to help identify potential harmful behavior.

7. Contact Us

For more information about responsible gaming, to set limits, or to self-exclude, please contact our dedicated Customer Support team at: support@chillbet.net.