Player Safety Policy

Version 1.1

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Win Bonanza is committed to ensure that all its End Users ("You") enjoy social gaming responsibly. We want to ensure that while you enjoy the social gaming experience on Win Bonanza Website ("Website" or "Our Website"), You should remain fully aware and well informed of the potential risks associated with online gaming. We believe that it is our responsibility to help You enjoy our games in a safe and responsible manner and to ensure that social gaming continues to remain an enjoyable and affordable experience for You. Accordingly, we have put measures in place to help You control your play, if You desire. We reserve the right to put in place these measures without your permission or desire, in our sole discretion, if we deem necessary.

1. Introduction to Player Safety Policy (Policy)

1.1. This Policy refers to the controls and measures available to You through the Websites program to help you maintain control of your social gaming.

1.2. This Policy must be read in conjunction with Website's Terms and Conditions and any reference to these Terms and Conditions has the same meaning as in this Policy.

1.3. We may update this Policy at any time. Any updates or changes to the Policy shall become effective from the date it is updated or last updated. Such updates or changes to the Policy shall be binding in addition to the Terms and Conditions, the Privacy Policy, and any other applicable Documentation.

1.4. Any material changes to the Policy which may affect your use of the Website, such as limiting your access to the products or services available on the Website, You will be notified of such changes upon your next visit to the Website. You may be required to confirm and accept these changes prior to accessing the Website. If you disagree with any such changes to the Policy, you must immediately stop using the Website.

2. Player Safety Policy Overview

2.1. The Policy is designed to ensure that You as a social game player, is supported throughout Your engagement with the Website. This Policy ensures that you make informed and affordable choices, while enjoying the social gameplay to the fullest extent.

2.2. The Policy enables You to be incharge of Your engagement with the Website and the gaming content available through it. You may use the tools available through this Policy to help achieve a balanced social gaming experience.

2.3. In addition to the Policy, we have our dedicated customer support available 24/7 to help and guide you through every step of the way. You may reach them at any time if you require any assistance to enable the any program provided under this Policy and manage your social gameplay on Our Website.

3. Keeping Track of Your Play

3.1. Playing social games should be treated as a fun and entertaining activity, similar to other activities which you may enjoy (such as walking, cycling, swimming). As a result, social games should be played in moderation. Social games should not be used to escape from a situation or reality, or treated as a means to generate prizes or gameplay wins.

3.2. You do not have to make any purchases in order to play on the Website. You can always make use of Website's free play through alternate means of entry. However, if You do purchase Virtual Coins to enhance your gaming experience, you should set a budget for your entertainment and stick to it.

3.3. You should manage your time spent on the Website, and do not let online gaming take too much of your time. Remember that social casino is like any other activity which you may engage in for your entertainment.

4. Helping You Stay in Control

4.1. Although most people enjoy social gaming in a safe and responsible way, for some it can become a problem. If you are concerned with your or someone else's social gaming, please consider the following questions to better understand if your gaming is problematic:

(i) Does social gaming keep you from performing necessary tasks, such as work or school?
(ii) Do you miss appointments, gatherings, or other deadline related tasks due to your social gaming habits?
(iii) Have you ever been criticized by others about your social gaming habits?
(iv) How do you react to criticism of your social gaming habits?
(v) Have you seen relationships with family, friends or significant others deteriorate due to your social gaming habits?
(vi) Have your social gaming habits replaced other hobbies of yours?
(vii) Do you ever lie about or hide your social gaming habits?
(viii) Are you ashamed, embarrassed or depressed about your social gaming habits?
(ix) When you are stressed or upset, do you turn to social gaming to help yourself feel better?
(x) Do you lose sleep over social gaming?

The more questions you answer 'yes' to, the more likely you are to develop or already have developed a problem with social gaming.

4.2 The following are some general guidelines that can help you enjoy our games safely and responsibly:

(i) Social gaming is meant to be fun. Make sure that you are still enjoying yourself while playing our games.
(ii) Set limits on the amount of time you spend playing our games.
(iii) Set limits on the amount of money you spend playing our games.
(iv) Consider whether you need to take some time away from our games.
(v) Refer to the questions in Section 1 if you believe your social gaming habits have become a problem.

5. Available Support Services

5.1. If you are concerned about your gaming habits or you believe you have developed or are likely to develop a problem with social gaming, we encourage you to contact the following (or similar) organizations:

(i) Gaming Addicts Anonymous - an organization to support individuals with problems resulting from excessive gaming.

(ii) Substance Abuse and Mental Health Services Administration National Helpline - a free, confidential, 24/7, 365-day-a-year treatment referral and information service for individuals and families facing mental and/or substance use disorders.

(iii) Financial Counselling Association of America - a national association representing financial counseling companies that provide services such as (but not limited to) consumer credit counselling, bankruptcy counselling and debt management.

(iv) You can also get access additional advice on Gaming Addicts Anonymous

https://www.gamingaddictsanonymous.org/

6. How We Can Help You Enjoy Our Games Responsibly

We have implemented account options to help you enjoy our games safely and responsibly. You can request an Activity Reminder, Purchase Limit, Taking A Break, Account Time-Out, or Self-Exclusion by selecting the Player Safety tab available under the menu icon and selecting the respective tool.

If you have any suggestions for additional improvements, please contact our Customer Support team by submitting a ticket or sending an email to support@winbonanza.com.

6.1 Activity Reminder

6.1.1 Win Bonanza provides assistance to your play by providing an activity reminder, which is preset by default to 60 minutes.

6.1.2 The activity reminder will:

(i) suspend your play and indicate how long you have been playing; and

(ii) allow you to end the gameplay session or continue playing.

6.1.3 You may adjust the activity reminder period to every 10, 30, 60, 120, or 180 minutes.

6.1.4 This feature is accessible through the 'Player Safety' menu > Activity Reminder

6.1.5 Additional details regarding this feature are provided under the Activity Reminder tab. Kindly review it before using this feature.

6.2 Purchase Limit

6.2.1 Purchase Limit provides the ability to limit the amount of Gold Coins you choose to purchase during your chosen period. Once the purchase limit is reached, you will not be able to make any new purchases until the limit resets. The following are the options available under this feature:

(i) Period options are 1 day, 7 days,14 days and/or 30 days.

(ii) The purchase limit can be adjusted or removed at any time. A decrease to the purchase limit will take immediate effect. An increase to the purchase limit or the removal of the purchase limit will take effect following a 72 hour cooling off period.

6.2.2 Additional details regarding this feature are provided under the Purchase Limit tab. Kindly review it before using this feature.

IMPORTANT: Please be advised that your Gold Coin purchases may be subject to tax depending on your location. Any applicable tax will not be counted towards your purchase limit.

6.3 Taking a Break

6.3.1 This feature allows you to take a short break away from gameplay. During this break you will not be able to access your account.

6.3.2 Available options under Taking A Break are 1 day, 3 days, 7 days, 14 days or 30 days. It will not be possible to reactivate your account until the chosen break period ends.

6.3.3 This feature is accessible through the 'Player Safety' menu > Taking A Break.

6.3.4 Additional details regarding this feature are provided under the Purchase Limit tab. Kindly review it before using this feature.

7. Self-exclusion

7.1. Self-exclusion is a voluntary and confidential program that gives you the opportunity to take a break from your Account. This means that we will use our best efforts to prevent you from opening or reopening an Account with Us and you will not be permitted to win prizes.
7.2. Self-exclusion must last a minimum of six (6) months. You can select self exclusion 6, 12, 24, 36 or 60 months, by Player Safety tab > Self Exclusion.
7.3. Any person who opts for self-exclusion will be unable to open an Account or access their Account during the prescribed amount of time. It cannot be cancelled or changed in any way.
7.4. If a Player would like to request a Self-Exclusion permanently, please submit a ticket by following the guidelines provided here. When a self-exclusion is approved and confirmed, we will use our best efforts to ensure that you will not receive any emails or text messages from us for the duration of the self-exclusion.

8. Closing Your Account

If you would like to close your Account, please email support@winbonanza.com. in order to do so. We reserve the right to request reasonable verification information to confirm that the request has been made by the Account holder.

9. Protection of Minors

You must be the age of majority in your jurisdiction to play any of the games offered on our website.
(i) We recommend parents do the following in order to best prevent access to their Account by a minor:

- Never disclose your Account username or password.
- Never leave your device unattended while logged into our website.
- Never use the “Remember Me” function for our website.
- Do not disclose any of your banking information to your children.

(ii) If any of the devices that you use to enjoy our games are shared with anyone who is a minor, we recommend using Parental control software such as Netnanny, Cybersitter, or Cyberpatrol to prevent any minors from accessing our website.