



LuckyLand Casino Responsible Social Gameplay Policy

VERSION: 1.0

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LuckyLand Casino is committed to the protection of our players and promoting responsible social gameplay as a policy of player care and social responsibility.

We believe it is our shared responsibility with you, our players, to ensure that you enjoy your experience on our platform while remaining aware of the potential risks that can be associated with online gameplay if you don't remain in control. We encourage you to use the responsible social gameplay tools described below available at your disposal.

To ensure that you enjoy fun and affordable play, we fully support responsible social gameplay and have put measures in place to assist players who wish to control their play. We reserve the right to activate these measures unilaterally if, in our sole discretion, we consider them necessary.

1. INTRODUCTION

- 1.1. This Responsible Social Gameplay Policy (**RSG Policy**) describes the control tools, information, and resources available to registered players on LuckyLand Casino.
- 1.2. This RSG Policy forms part of the LuckyLand Casinos Terms and Conditions. Terms that are defined in the Terms and Conditions have the same meaning in this RSG Policy.
- 1.3. We may update the RSG Policy at any time. Any amendments will be published on the Platform and such changes will be binding and effective immediately.
- 1.4. Whenever we amend this RSG Policy in a way that would limit your current rights or which may be detrimental, we will notify you upon your next visit to the Platform and you will be required to re-confirm your acceptance prior to playing any Games. If you do not agree to the amended RSG Policy, you must stop using the Platform.

2. LUCKYLAND CASINO RSG PROGRAM

- 2.1. The LuckyLand Casino Responsible Social Gameplay Program (**RSG Program**) is centered around our guiding principles of providing our players with control tools, information, and help resources needed to:
 - (a) make an informed decision in gameplay; and
 - (b) prevent problem gameplay from occurring on our site.

- 2.2. The RSG Program is designed to support the needs of individuals at any stage of the player journey, from registration to redemption, and any level of gameplay. To do this, the RSG Program offers a range of player education, control tools, and resources for professional help when needed.
- 2.3. LuckyLand Casino also understands that it is a shared responsibility to achieve a fun and affordable gameplay environment and that it is ultimately an individual's choice to play. We do not provide counseling services nor do we police player behavior. Instead, we focus on providing control tools and informing, educating, and supporting informed decisions.
- 2.4. LuckyLand Casino has well-trained staff available to assist you with your gameplay. Our staff are encouraged and empowered to provide information and offer control tools.

3. RSG PLAY CONTROL TOOLS

3.1. Activity Reminder

Accessible through the ***'Responsible Social Gameplay' menu > Activity Reminder***

- (a) **LuckyLand Casino** assists your play by providing you with the ability to activate an Activity Reminder.
- (b) The Activity Reminder:
 - (i) suspends play and indicates how long you have been playing for and how many tokens you played in either Standard or Promotional Play;
 - (ii) displays your play history within each activity session; and
 - (iii) allows you to end the gameplay session or continue playing.
- (c) You may adjust the activity reminder period to every **15 minutes, 30 minutes, 45 minutes, or 1 hour.**

3.2. Account History

Accessible through the ***'My Account' menu > Account History***

- (a) Purchase History:
 - (i) Shows your Gold Coins Purchase History over the last six (6) months.
- (b) Redemption History
 - (ii) Shows your Prize Redemptions History over the last six (6) months.
- (c) Gameplay History
 - (iii) Shows your Gameplay History (Standard and Promotional Play) over the last six (6) months.

IMPORTANT: Should you wish to access any Account History for periods over six (6) months, please [contact player support](#).

3.3. Limits

(a) Purchase Limit

Accessible through the ***'Responsible Social Gameplay' menu > Purchase Limits***.

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



- (iv) **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.

3.4. Communication Preferences

Accessible through the **'Player Profile > Settings'**

- (a) Provides the ability to control the type of marketing and communication you want to receive
 - (i) **Push Notifications:** Controls whether you receive push notifications.
 - (ii) **Email Communications:** Controls whether you receive marketing and transactional emails.
 - (iii) **All Marketing Offers:** Controls whether you receive general marketing communications.

4. RSG ACCESS CONTROL TOOLS

4.1 Taking a Break (TaB)

Accessible through the **'Responsible Social Gameplay' menu > Take a Break**

Allows you to take a short break away from gameplay. During this break you will not be able to access your account.

- (a) Available options are 1 day, 3 days, 7 days, 14 days, or 30 days.
- (b) It will not be possible to reactivate your account until the chosen break period ends.
- (c) **IMPORTANT:** Take a Break (TaB) applies only to the site it was requested on and not any sister sites associated with VGW. Should you wish to activate a TaB on another website associated with VGW, please contact Customer Support for more information.

The access control tool described below is available if you feel your gameplay may have become or is at risk of becoming, problematic (see "What is Problem Gameplay" in section 7.4).

4.2 Self-Exclusion

Accessible through the **'Responsible Social Gameplay' menu > Self Exclusion**

A self-exclusion allows you to suspend your account for a longer period. During this exclusion period, you will not be able to access your account.

- (a) Available period options are Definite (6 months, 1 year, 3 years, 5 years), and Indefinite.
- (b) You will be unsubscribed from receiving any marketing communications taking effect no later than **12** hours from registering into exclusion, however, you may still receive communications from LuckyLand Casino related to:
 - (i) Administrative requests such as account verification or enhanced due diligence that may be required towards a redemption;
 - (ii) responding to service requests you may have initiated while on exclusion; and
 - (iii) advising if a communication or promotion was sent in error.
- (c) Reactivation of your account will not be possible until the chosen period ends.
- (d) Where a definite Self-Exclusion is in effect, your account will automatically reactivate once the chosen period has lapsed.
- (e) Where an Indefinite Self-Exclusion is in effect, a minimum of 6 months must pass before you may request to revoke the tool.
- (f) Where an Indefinite Self-Exclusion is in effect, a 7-day cooling period will apply before the account is reactivated.

- (g) **IMPORTANT:** Sweeps Coins (SC) expire after 60 days. We strongly recommend you redeem any redeemable tokens from your account before activating a Self-Exclusion. If your account has been verified, we will use reasonable endeavors to arrange for any SC remaining in your account that has met our playthrough requirements and minimum redemption threshold to be redeemed.
- (h) **IMPORTANT:** Self-exclusion applies only to the site it was requested on and not any sister sites associated with VGW. Should you wish to activate a Self-Exclusion on another website associated with VGW, please contact Player Support for more information.

4.3 Permanent Closure

Please contact customer support

- (a) You may choose to permanently close your account. If you wish to do so, send a written email to Customer Support via this [form](#) requesting a “Permanent Account Closure” and state the reason for the closure. Please note that, unlike an indefinite self-exclusion, a permanent closure is irreversible and cannot be reactivated under any circumstances.
- (b) You will be required to provide a “confirmation of understanding” to permanently close your account.
- (c) If you do not provide a ‘confirmation of understanding’ and the reason for closure is related to issues with gameplay control, an indefinite self-exclusion will be applied with the terms of 4.2 being enforced.

5. SELF-ASSESSMENT

If you think your social gameplay is becoming problematic, then it may be handy to consider the self-assessment questions available [here](#).

6. SUPPORT ORGANISATIONS

If your gameplay may have had, or is at risk of having, a negative impact on your mental health, finances or relationships with friends or family, we encourage you to get in touch with the following help and support organizations:

- (a) Counseling
 - (i) [Gaming Addicts Anonymous \(GAA\)](#) is a fellowship of people who support each other in recovering from the problems resulting from excessive game playing.
- (b) Credit Counseling
 - (i) [Financial Counseling Association of America \(FCAA\)](#) is a professional association of financial counseling agencies that assist consumers with financial counseling services of all kinds, as well as debt management plans for the repayment of unsecured debts.
 - (ii) [National Foundation for Credit Counseling \(NFCC\)](#) is one of the oldest networks of non-profit financial counseling agencies. The NFCC helps people to defeat their debt and look forward with confidence.
- (c) Please note that these organizations are independent support services and are NOT in any way affiliated with LuckyLand Casino. They do NOT provide customer support or dispute resolution services. Should you wish to discuss any matter or complaint related to your account, you can do so by contacting us using this [form](#).

7. EDUCATION INFORMATION ON RESPONSIBLE SOCIAL GAMEPLAY

7.1 Principles of Gameplay

- (a) Randomness: Remember that game-round outcomes are completely random. Results cannot be predicted and are independent of past or future outcomes.
- (b) Return to Player (RTP): This is the average return on the winnings and prizes over the lifetime of a slot-type game. I.e., if a slot type has an 8% advantage, then the average RTP will be 92%.
- (c) Advantage: All casino-type games are designed with a slight advantage that favors the operator.

7.2 Common Misconceptions

- (a) "I'm due for a win" - You cannot predict when you're going to win. All outcomes are random.
- (b) "I always win with my lucky charm and pre-game ritual" - Although they might be fun, charms and rituals don't affect your chances of winning. All outcomes are random.
- (c) "The longer I play, the more chance I'll win" - Time spent has no effect on your chances of winning. All outcomes are random.
- (d) "These Games have been rigged" - A Random Number Generator (**RNG**) is used in all LuckyLand Casino games. An algorithm generates number sequences that are unpredictable, non-repeatable, and uniformly distributed. All outcomes are random.

7.3 Tips for Safe Gameplay

- (a) Avoid gameplay while upset or emotional.
- (b) Take frequent breaks during your gameplay sessions.
- (c) Avoid gameplay while intoxicated.
- (d) Avoid canceling redemptions.
- (e) Remember that gameplay is only a form of entertainment, it should not be seen as a source of income or an escape from reality.
- (f) Purchase only with money that you can afford to spend.
- (g) Set a budget and don't go over it.
- (h) Set a time limit before playing.
- (i) Understand how games work before playing and remember that the results are random.
- (j) Never let gameplay affect your employment, relationships, health or commitments.

7.4 What is Problem Gameplay?

- (a) Financial
 - (i) Cannot pay bills
 - (ii) Borrowing money to maintain life expenses
 - (iii) Eviction or loss of home
 - (iv) Repossession of car and valuables
- (b) Family
 - (i) Unhappy home environment

- (ii) Missing family events and gatherings
 - (iii) Disconnect and disassociation of family members
- (c) Employment
 - (i) Missing work
 - (ii) Reduction in productivity and competence
 - (iii) Loss of employment
- (d) Health
 - (i) Anxiety
 - (ii) Depression
 - (iii) Isolation
 - (iv) Increases stress
- (e) Know the Signs
 - (i) Purchasing beyond one's means
 - (ii) Not being able to pay bills due to excess purchasing
 - (iii) Staying home from work to play
 - (iv) Feeling frustrated on days when not playing
 - (v) A constant need to increase the level of play to reach the same levels of fulfillment and excitement
 - (vi) Playing in order to escape from the stress of life
 - (vii) Lying about the amount of money or time that is used for purchases
 - (viii) Hiding play behavior from significant others
 - (ix) Putting gameplay above one's family, friends, or other interests
 - (x) Lying, borrowing, stealing, or committing fraud to get money to purchase
 - (xi) Depressive or even suicidal feelings during or after playing.

8. PLAYER PROTECTION POLICY

8.1 Protection of the vulnerable

- (a) Make sure that the decision to play on our Platform is your own personal choice and responsibility.
- (b) We do not recommend playing on our platform if you:
 - (i) are being treated or are in recovery for an addiction/dependency
 - (ii) are under the influence of alcohol or any other substance
 - (iii) are currently experiencing financial difficulty or a traumatic life event
 - (iv) do not understand how to play the games
 - (v) have any mental health concerns, cognitive impairment or brain injury.

8.2 Protection of Minors

- (a) LuckyLand Casino has identity checks in place to mitigate and prevent the risk of underage gameplay on our Platform.
- (b) If you share your mobile phone, tablet, laptop or computer with friends or family who are under the legal age to participate in online social gameplay, we recommend that you restrict their access to our Platform by using one of the below services:
 - (i) [Netnanny.com](https://www.netnanny.com) - filtering software that protects children from inappropriate web content.
 - (ii) [Cybersitter.com](https://www.cybersitter.com) - filtering software that allows parents to add their own sites to block.