

Responsible Gaming

Betway is committed to doing everything possible to give its customers an enjoyable playing experience, whilst recognising that gambling can cause problems for a minority of individuals. It is important to note that gambling should be for fun and never to make money or to escape from your problems. Gambling might cause certain risks such as physical, mental or economic problems. We want you to make a good use of our platform, therefore you should always be aware of the amount of money and time spent gambling, and please familiarise yourself with the responsible gambling tools available to you to help minimise any potential risk of gambling.

To ensure that you continue to enjoy safe and manageable play we fully support Responsible Gambling and have numerous measures in place to ensure customer safety. Please contact the following number to hear a full list of responsible gambling tool information: 800 30 00 98.

Registration procedure

To play at Betway, you are required to enter your personal details during the Customer registration process. Personal details include, but are not limited to: First Name, Surnames, Date of Birth, DNI/NIE, Address, etc.

Betway does not accept non-Spanish residents.

To carry out the registration of Your Customer account, Betway:

- verifies that You are not registered in the General Register of Gaming Access Bans,
- checks the identification data provided through either the tool of Identity Verification System of the participants of the DGOJ or through other third party systems or alternative means of verification, and
- verifies the data provided by You through a documentary verification.

Acceptable identification documentation includes, but is not limited to:

- DNI, NIE, passport or driving licence;
- copy of a recent utility bill confirming residence, such as an electricity bill, telephone bill etc. (important: the utility bill must not be older than 3 months); and

- copy of a recent credit / debit / bank account statement (note: the account statement must relate to a financial method used and must not be older than 3 months).

The registration process of Your Customer account is as follows:

- While Your identity has not been validated in the Identity Verification Service of the participants of the DGOJ or in any other identity verification service, You will not be able to participate in the Games, nor make deposits or withdrawals.
- Once You are correctly identified through any identity verification system and the documentary verification is pending, You may deposit, up to a joint limit of 150 euros, and participate in the Games, but may not withdraw the prizes, regardless of their amount or nature.
- Once You are identified through documentary verification correctly, You may participate in the Games and make deposits and withdrawals. Thereafter, the status of Your gaming account is active.

Protection of Minors

With the Internet so readily accessible in homes around the world, responsible online gambling relies heavily on responsible parenting. In order to ensure child safety on the Net, Betway encourages its customers to make use of filtering software to prevent minors from accessing inappropriate online material. Underage gambling is not only illegal but can also result in gambling dependencies and huge gambling debts incurred by unsupervised children.

Betway aims to protect vulnerable people and minors. Any person under 18 years old will be prevented from registering on our gaming platform. Our technical implementations ensure that minors are not allowed to register on our website. However, in the case a minor was able to register on our website using fake data, the minor won't be allowed to participate in our gambling offer.

Tips for Parents:

- Do not leave your computer unattended when your casino software is running.
- Password-protect your casino software.
- Do not allow persons under 18 to participate in any gambling activity.

- Keep your Casino account number and credit card(s) out of the reach of children.
- Do not save passwords on your computer. Write them down instead.
- Limit the amount of time your children spend online and make use of software to prevent your children from accessing inappropriate material.
- Please note, you can use parental control systems like [Cyber Sitter](#) or [Net Nanny](#) as a form of prevention to stop underage persons from accessing gambling websites. These are, however, paid platforms so there is a cost involved.

The NODS Diagnostic Screen for Gambling Disorders

If you want to evaluate whether to modify or seek help for your gambling behaviour, please click [here](#).

If you or someone you know has a gambling problem, we advise you consider assistance from one of these recognised organisations:

- Azajer – www.azajer.com
- Gamblers Anonymous – www.gamblersanonymous.org/ga
- Gambling Therapy – www.gamblingtherapy.org/en

Jugarbien offers an interactive map showing associations/institutions that offer help for gambling problems. Please access this link to find the National Health System structures that you can use according to your place of residence: <https://www.jugarbien.es/contenido/ayuda-cerca-de-ti>

General Register of Gaming Access Bans (RGIAJ)

The General Register of Gaming Access Bans (RGIAJ) is a register containing the details of all Spanish citizens who have either voluntarily excluded themselves or who are prohibited by court order from participating in gambling activities. The register is managed by the Directorate General for the Regulation of Gambling.

Betway will automatically verify all its customers against the RGIAJ every hour. Should a customer be found on the register, a message will display and access to the Betway Site will be blocked.

Click [here](#) for more information about RGIAJ and to access the registration form.

For further details about the various self-exclusion options available, please view the section entitled 'Self-Exclusion' below.

Identity Checks

Spanish Residents

In the case of Spanish residents, the verification of your identity will be done automatically using the online Player Verification Service provided by the Directorate General for the Regulation of Gambling.

If the data entered during online registration matches with the data held on the online Player Verification Service, a user register will be created automatically.

The following data is required to be entered to verify your identity:

- DNI or NIE number
- Full name: Name, 1st Surname and 2nd Surname
- Data of Birth

Note: The data entered must match exactly with the details in your DNI or NIE.

If the data provided does not match with the data held on the online Player Verification Service, you will be asked to review the data entered and correct it where necessary. If it is still not possible to verify your data, it will not be possible to create a user register.

Non-Spanish Residents

Betway Casino currently does not accept Non-Spanish Residents.

Any details we request from you are purely to verify your identity – this is a legal requirement for your and our protection. If you have any questions about our identity checks, please do not hesitate to contact us at any time.

If you share your computer with friends or family who are under the legal age to participate in our games and you would like to restrict their access to this site, please click [here](#) to register with this filtering company.

Gaming Contract and Privacy

To play at Betway, it is a legal requirement that you sign the Gaming Contract at registration and submit personal data. Betway is committed to protecting your privacy and ensuring the security of your personal data. For full details, please view our [Privacy Policy](#).

Deposit Limits

In compliance with Spanish regulations, the following deposit limits are automatically implemented on your Betway account upon registration:

- Daily – maximum deposit limit: €600
- Weekly - maximum deposit limit: €1,500
- Monthly - maximum deposit limit: €3,000

At your request, deposit limits can be decreased, increased or even removed. To do so, please click on the 'Limits' tab within the Responsible Gaming tools:

- Enter the new deposit limits in the 'Deposit Limits' section if you wish to decrease or increase your deposit limits
- Click on 'Remove all default limits' if you wish to remove all your deposit limits

Should you wish to increase or remove the deposit limits, the *Test on responsible gaming and the prevention of addictive gaming behaviours* must be taken and passed:

- If the test is passed, an analysis will be performed on your gaming history based on the way the games are played and to ensure that there are no signs of addiction with regards to your behaviour - If the test is not passed, you may request a new increase or removal of your deposit limits 90 days after taking the test

Should you pass the test, and our internal review suggests there are no signs of addiction. the new limits will come into force within 3 days after the analysis is resolved with a positive outcome.

Note: It will not be possible to request an increase or removal on the limits set by a customer if 90 days have not passed since the last modification of their limits.

Decrease on in deposit limits will be implemented immediately.

If you would like to set a deposit limit, please login and then click here. Alternatively, you can contact Customer Service for assistance.

Self-Exclusion

You may, at any time, request temporary or permanent exclusion from play at Betway. The Self-Exclusion options available are:

- Temporary exclusion – you may suspend your account temporarily between 24 hours and 3 months

- Permanent exclusion – the account is suspended indefinitely (note: at a customer's request, the account may be considered for re-activation subject to verification by Betway and following an exclusion period of a minimum of 6 months)

Upon immediate receipt of your Self-Exclusion request, measures will be taken by Betway to ensure you cannot participate in any further game play or perform any deposits until the exclusion period expires.

Please note: In the case of a Permanent Self-Exclusion request, we recommend to also register your details on RGIAJ.

Activity Statement

Information relating to each of your gaming sessions at Betway can be viewed for up to 365 days. The information includes the start date and time of your gaming session plus its duration.

Further information regarding your activity at Betway can also be viewed for a period of 365 days. The information includes details about your account balance, gambling history (including bet amounts, winnings and losses), deposits, withdrawals and other related transactions.

Customer interaction

We have developed a Customer Interaction Program ("CIP") to monitor and analyse customer behaviour. Where there may be indications that you could be at-risk or a potential problem gambler, or have changed your normal gambling behaviour, we will interact with the aim to avoid any potential or further gambling related harm and, if possible, assist the you to moderate your behaviour to reduce the risk of harmful play to a sustainable and safe level.

Time Out

Customer protection is further enhanced by the 'Time Out' feature, which triggers a 'time out' of the casino software and forces a re-connection to continue play. The 'time out' occurs following a set period of inactivity when logged in, which may be selected between 1 and 20 minutes.

Slots

a) Session Limits

When selecting to play any of Betway's Slots, a window will pop up in which the following should be set up:

- Time Limit: It is the time you wish to play Slots.

30 minutes, 1, 2, 6, 12 or 24 hours can be selected.

Please note that if you play at any other game during the Slots session, the time will not stop.

- Loss Limit: It is the maximum amount you may lose during the session.

When the session starts, you must enter the amount you wish to play. This amount will never be over your account balance.

Once the time limit or the loss limit is reached, the session will end.

b) Reminder Period

An alert / reminder message will pop up every set time to remind you of the time spent and the amount lost during the Slot session.

You can select to receive the reminder every 5, 10 or 15 minutes.

c) Temporary Restriction on Playing Slots

When setting up the Slot Session, you will have the option to set a cooling off period during which it will not be possible to access and play Slot games.

You can select to not play Slots for 1 hour, 1 day, 1 week or 1 month.

Please note that you will be able to play at any of the other games available at Betway (including Roulette, Blackjack and Baccarat).

d) Responsible Gaming Reminder

If you wish to start a new Slot Session within sixty minutes of your previous session, a message is displayed to invite you to check Betway's Responsible Gaming policy.

e) Slots Payout Percentage

You may check the Slots payout percentage at Payout Percentages, Minimum and Maximum Bet section.

f) Rules of Play

Before you start playing, we recommend that you read the rules of the games.

g) General Odds of Winning

To ensure the maximum protection of our players, the payout percentages of our games are published on a monthly basis and certified by eCOGRA (eCommerce and Online Gaming Regulations and Assurance).

To see the payout percentages of our games types click [here](#).

h) Odds of Winning for Specific Games

To see the payout percentage ratio of each game, visit our [Payout Percentages](#), Minimum and Maximum Bet page.

jugarBIEN.es

The website jugarBIEN.es is the official website created by the Directorate General for the Regulation of Gambling where information and tools regarding responsible gaming are available. This website can be accessed at: www.jugarbien.es.

Among the tools available, a new video has been published about the General Register of Gaming Access Bans (RGIAJ) and opting out. It may be watched at <https://www.jugarbien.es/blog/nuevo-video-el-juego-y-la-autoexclusion>.

Responsible gambling helpline support

The following Responsible Gaming features are available to you via the My Account section within the Betway software under selection 'Set or View my Responsible Gaming tools'.

Note: Not all the below features are available when accessing Betway from a mobile device or tablet.

There is a hotline number which can be called 24/7 which will explain the Responsible Gaming features and how to use them. More specifically relating to:

1. The risk that gambling activity might create
2. The possibility of carrying out a self-assessment test
3. Possibility of self-ban and self-exclusion
4. Information related to public health institutions related to gambling problems and another associations or institutions the player can use depending on their residence.

It is operated by Betway and the number is 800 30 00 98. This number is also accessible via the FAQs.

Last updated: 31/05/2021 at 10:00 CEST.