

Responsible Gambling Policy

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Operated by Blockdance S.R.L., including its subsidiaries and affiliates, 300 Este de la Iglesia Católica, Granadilla, Curridabat, San José, Costa Rica (the “Operator”, “we”, “us”, “our”).

BitVegas.gg is an entertainment product for adults. Gambling should be fun, budgeted, and always under your control. This Policy describes the tools we provide to help you stay in control, the protections we apply, and where to get help. It forms part of the Terms & Conditions.

1. Our Commitments

- No persons under 18 (or the applicable higher legal age): age verification is enforced and underage accounts are closed with wagers voided.
- Clear game information: rules, RTP, and provably-fair verification are published for our games.
- Self-control tools available to every player, free of charge, directly in account settings or via support.
- Marketing suppression for self-excluded players.
- Trained support staff who can discuss limits and exclusion confidentially.

2. Play Safely

- Treat gambling as entertainment, never as a way to make money or recover losses.
- Only wager money you can afford to lose; never gamble with funds needed for essentials.
- Set a budget and a time limit before you play, and stick to both.
- Never chase losses, and never gamble when upset, intoxicated, or under pressure.
- Balance gambling with other activities and take regular breaks.

3. Warning Signs

Consider whether any of the following apply to you: spending more time or money than intended; chasing losses; borrowing to gamble; hiding your gambling; neglecting work, family, or health; feeling restless or irritable when not gambling; gambling to escape problems. If any apply, use the tools below or contact support.

4. Player Protection Tools

4.1 Deposit, Loss, and Wager Limits

Set daily, weekly, or monthly limits on deposits, losses, or total wagers. Limit decreases take effect immediately; limit increases take effect only after a 24-hour cooling period.

4.2 Session Reminders and Time Limits

Configure on-screen reality checks showing time played and net result, and set maximum session lengths after which you are logged out.

4.3 Cooling-Off (Take a Break)

Suspend your account for 24 hours, 7 days, 30 days, or 90 days. During cooling-off you cannot deposit or wager, and marketing is paused. Cooling-off cannot be shortened once activated.

4.4 Self-Exclusion

Exclude yourself for 6 months, 1 year, 5 years, or permanently. During self-exclusion: your account is blocked, you will be removed from all marketing lists, and we will take reasonable steps to detect and close new accounts you attempt to open. Self-exclusion cannot be reversed before the selected period ends; permanent exclusion is irreversible. Any remaining verified balance is returned to you in accordance with the Terms & Conditions. Wagers placed on evaded accounts during an exclusion are void.

4.5 Account Closure

You may close your account at any time via support.

5. Requesting Tools

5.1 All tools can be activated in account settings where available, or by contacting support@bitvegas.gg with the subject line “Responsible Gambling”. Requests are actioned as soon as practicable and confirmed by email.

6. Protection of Minors

6.1 Keep your credentials and devices secure and out of reach of minors. Consider installing parental-control software such as Net Nanny or Qustodio on shared devices.

7. Blocking Software

Independent tools can block access to all gambling sites across your devices: Gamban (gamban.com), BetBlocker (betblocker.org, free), and GamBlock (gamblock.com).

8. Support Organizations

- Gambling Therapy — free international support and live chat: gamblingtherapy.org
- Gamblers Anonymous — international meetings directory: gamblersanonymous.org
- GamCare — information and support resources: gamcare.org.uk

If gambling is causing you distress, support is available from the organizations above; local helplines can be found through Gambling Therapy's international directory.