Responsible gambling and self-exclusion

Account limits, risk controls, self-exclusion and support

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Limits and notifications

Limits setup	Procedure and meaning
Deposit Limits	Set maximum top-ups per day, week or month
Loss Limits	Set maximum losses per day, week or month
Wager Limits	Limit the total amount of bets per day, week or month
Reality Check	Show statistics of time and spending in the game every 15, 30, 45 or 60 minutes
Session Limits	Limit session time. When the limit is reached, an automatic logout occurs. Takes effect immediately

In Notifications, the channels Email, Text Messages, Browser Notifications are configured. The Casino News & Promos group includes personal notifications and rewards, tournaments and promotions, deposit and no-deposit bonuses, new providers and game releases, news. Sports News & Promos includes personal notifications and rewards, tournaments and promotions, bonuses and free bets, new betting options, news. Transaction Notifications includes cashback and tournament rewards, successful payout and successful deposit. System Notifications reports changes to password, phone and other main data. System Alerts contains a read mark and clearing. In the capture, a welcome message and a first deposit offer are visible.

Responsible gaming policy

Source - the operator's published text, export dated 20 November 2026. Original language - English.

Gambling is entertainment

Take breaks, manage your time, and maintain balance.

KEY RESPONSIBLE GAMBLING PRINCIPLES

Gambling at an online casino is a form of recreation that should not be viewed as a way of making a living.

We support players who realize this and treat gambling as a hobby and a form of entertainment.

The Company has instituted a Responsible Gambling Policy (“Policy”) in order to prevent the adverse consequences of excessive gambling. We inform users about potential risks, legislative restrictions, the need to prevent underage gambling, and the potential of self-exclusion.

NOTICE OF POTENTIAL RISKS

By publishing information about the Policy, we inform users of the potential financial risks and dangers of gambling addiction, and suggest measures to help prevent adverse consequences.

LEGISLATIVE RESTRICTIONS

Gambling is prohibited in some countries. While we are unable to control or restrict the actions of users under the jurisdiction of such countries, we appeal to players to treat the local, national, or international laws and regulations in force in the territory of their stay and/or residence with respect.

Please make sure that you are not in breach of laws and regulations in force in your jurisdiction by gambling at the online casino. Under no circumstances will the Company offer legal advice or assume responsibility or liability towards you for your compliance or noncompliance with the requirements of regulations applicable to you.

PREVENTION OF UNDERAGE GAMBLING

In accordance with the Policy, underage individuals are barred from using the services of the online casino. The Company may request documented proof of the registered user's age at any time, and may suspend the user's account until the requested information is provided. If a violation is detected, the user's account will be frozen and all winnings revoked.

We use the following approaches to prevent the involvement of underage individuals in gambling:

- Upon registration, users are notified that access to the site is strictly prohibited for underage individuals.
- Upon account creation, we ask the user to prove that they have attained the age of majority (full legal capacity) and specify their date of birth.
- All advertising and marketing promo campaigns at the online casino target adult users exclusively. Any involvement of individuals under the age of 18 contravenes the principles of the Company and provisions of the Policy.

The public accessibility of websites on the Internet makes it impossible to completely prevent visits by underage individuals to online casinos altogether. We call upon all users to treat the safety of underage individuals (who lack full legal capacity) seriously and ask everybody to abide by the following binding rules:

- Monitor the access of underage individuals to devices used to play at the online casino.
- Use software with parental control features to restrict access by underage individuals to unwanted content (CyberPatrol, Contentwatch, Net Nanny, GamBlock®, CYBERsitter, etc.).
- Report any known cases of underage individuals registering on our site.

SELF-EXCLUSION

If you believe that playing at the online casino has stopped being a form of entertainment and adversely affects your life, contact the support service and request a temporary or permanent restriction of your account.

Please answer the following questions:

1. Have you ever spent your time at work or college gambling at a casino (online casino)?
2. Have you neglected the wellbeing of your family for the sake of gambling?
3. Have you ever had to sell or pawn property or borrow money to cover gambling bets?
4. Have you ever lost all of your money?
5. Have you ever contemplated suicide because of gambling?

If you have said yes to at least one of the questions above, we strongly suggest you get in touch with the following specialized communities or organizations: GamCare, Gambling Therapy, Gordon Moody Association, Gamblers Anonymous, etc.

We recommend following these rules to ensure comfortable and safe gambling:

- Do not try to turn gambling into a source of income.
- Gamble only the amount you can afford to lose.
- Do not try to chase or recover losses.
- Do not play in a state of intoxication, depression, or severe stress.
- Alternate playing at the casino (online casino) with other pastimes and forms of entertainment.

It is important to remember and realize that any type of gambling entails risks and requires a responsible approach. By following the rules above you will be able to get the most satisfaction out of gambling without harming yourself or your next of kin.

The Company may revise this Policy. Users will be notified of any changes on the website of the online casino.

Responsible play

How can I contact support team?

You can contact our support team via chat or send a letter via email to help-flagman@support.win.

How do I close my game account on the site?

To close your account and delete your username and password, send a request to help-flagman@support.win.

Responsible gaming - Main parameters

Parameter	Value
Age of admission	From 18 years or higher if the applicable jurisdiction requires such an age. Confirmation at registration and documentary verification upon the operator's request.
Gaming limits	Deposit Limits, Loss Limits and Wager Limits are set per day, week or month. Session Limits limits the session time.
Setting limits	Personal account → Limits → limit type and period, then the value. Reaching the Session Limit results in an automatic logout.
Reminders and pause	Reality Check reminds about time and spending every 15, 30, 45 or 60 minutes. Session Limits ends the session upon reaching the limit. For an arranged pause, support is used.
Self-exclusion and periods	The operator's published policy provides for temporary and permanent self-exclusion upon request. The period of the temporary restriction is fixed in the response to the specific request.
Self-exclusion procedure	Write to support with a request for a temporary or permanent restriction of the account and keep the confirmation for the request.
Disabling marketing	Personal account → Notifications. Advertising Casino News & Promos and Sports News & Promos are disabled separately by email, SMS and browser notifications. Service messages have separate groups.
Helplines	The operator's footer lists BetBlocker and Gamblers Anonymous UK. Third-party materials additionally mention GamCare and Gambling Therapy for their respective areas.

Responsible gaming - Additional parameters

Parameter	Value
National system	Self-exclusion in the FLAGMAN profile is arranged via the operator's support and relates to its account. GAMSTOP is cited in third-party materials as a British service; its scope is separate from the Poland/PLN profile.
Complaint about a restriction	If the requested limit or self-exclusion did not take effect, the complaint to the Customer Success Team is accompanied by the time, account status and the response to the previous request. On escalation, the matter is referred to the administration.

See also

Login and account access - Username, Password, and Security

Operator support and complaints - About Us statements and contacts