



Updated: July 2, 2025

Clubs Casino is fully committed to promoting responsible social gameplay. We aim to provide the most fun, social, and rewarding experience possible while taking appropriate measures to ensure this is done responsibly.

We believe it is our responsibility to our customers to ensure that you enjoy your experience using our products, while remaining fully aware of the potential risks that can be associated with online and mobile social games if you don't remain in control.

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

1. Player Tools

a. Set Daily, Weekly, or Monthly Purchase Limits

- i. Player can set a maximum gold coin purchase limit for a daily, weekly, or monthly period by contacting support@clubscasino.com
- ii. Purchase limit will be in effect for the specified duration, and any requests to increase the limit will be rejected during that period starting from when the limit request was made. Please note that weekly limits run from Monday-Sunday and monthly limits run from the 1st day of the month through the end of the month
- iii. Requests to decrease the current limit will take effect immediately and at any time
- iv. Players have the option to ban making any purchases, and this will persist for the specified duration
- v. Clubs Casino will have a default monthly purchase limit of \$2,000 for unverified accounts, and \$10,000 for verified accounts.

b. Self-Exclusion (Take a Break)

- i. Players can self-exclude themselves from all play for a period of time determined by the player
- ii. During the self-exclusion period, players cannot log into their accounts and will not be sent any emails/communications from Clubs Casino
- iii. Players can select a time period to be self-excluded on ClubsCasino.com, or may choose a permanent self-exclusion, which will be verified by our Support team

c. Daily Play Limits

- i. Players can set a limit on how much time during the day they can play on Clubs Casino
- ii. Once the total time of play limit has been reached in a given day, players will be logged out of Clubs Casino without the ability to log into their account until the next day

- iii. If the play limit has concluded and the player is in a tournament or a ring game, that player will be transferred to the “Sit out” status and subsequently logged out of their account until the following day.

2. Company Tools

a. Funding Checks

- i. A “source of wealth check” enables us to determine if a player is purchasing Gold Coins outside of their means. These checks will be performed at the discretion of our Risk and Payments team based on player behavior.
- ii. A "source of funds check" enables us to verify that funds used to purchase Gold Coins on our platform originate from a legitimate source. This process aids in distinguishing lawful funds from illicit sources.

3. Player Protection Policy

a. Protection of the vulnerable

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

b. Protection of Minors

- 1. Clubs Casino has identity checks in place to mitigate and prevent the risk of underage gameplay on our Platform.
- 2. 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:
 - a. [Netnanny.com](https://www.netnanny.com) - filtering software that protects children from inappropriate web content.
 - b. [Cybersitter.com](https://www.cybersitter.com) - filtering software that allows parents to add their own sites to block

Below is a list of resources you can use to help manage your gameplay safely and responsibly.

4. Keeping Track of Your Play

- a. Playing online and mobile games should be treated as a fun experience. Here are some tips to help you maintain control of your gameplay:
 - i. Keep it fun
 - 1. Playing online and mobile games is a form of entertainment, but they should be played in moderation and not to escape reality or for the purpose of generating income through winning prizes.
 - ii. Don't spend above your means
 - 1. Set a budget for your entertainment and stick to it. Only purchase Gold Coins if you can afford to. You can always claim Gold Coins to play for free and play with Sweeps Coins via alternative methods of entry (see our Clubs Casino [Sweepstakes Rules](#)).
 - iii. Keep track of your playing time
 - 1. We're happy you're here and we hope that you can continue to enjoy playing, but don't let games take up too much of your time.
 - iv. Make use of our responsible gameplay management tools
 - v. If you need a timeout, you can take a break from playing at any time by following the steps in section 1.
 - vi. If you think you may be playing games too often, consider the services in Section 5 below

5. Self Assessment

- a. If you think your or someone else's computer gameplay is becoming problematic, then it may be handy to consider the self-assessment questions available [here](#).
- 6. Support Organizations - 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: [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 Clubs 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 at support@clubsCasino.com

7. Education Information on Responsible Social Gameplay

a. Principles of Gameplay

- i. Randomness: Remember that game round outcomes are completely random. Results cannot be predicted and are independent of past or future outcomes.
- ii. 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 a **5%** advantage, then the average RTP will be **95%**.
- iii. Advantage: All casino-type games are designed with a slight advantage that favors the operator.

b. Common Misconceptions

- i. "I'm due for a win" - You cannot predict when you're going to win. All outcomes are random.
- ii. "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.
- iii. "The longer I play, the more chance I'll win" - Time spent has no impact on your chances of winning. All outcomes are random.

c. Tips for Safe Gameplay

- i. Avoid gameplay while upset or emotional.
- ii. Take frequent breaks during your gameplay sessions.
- iii. Avoid gameplay while intoxicated.
- iv. Remember that gameplay is only a form of entertainment, it should not be seen as a source of income or an escape from reality.
- v. Purchase only with money that you can afford to spend.
- vi. Set a budget and don't go over it.
- vii. Set a time limit before playing.
- viii. Understand how games work before playing and remember that the results are random.
- ix. Never let gameplay affect your employment, relationships, health or commitments.

d. What is Problem Gameplay?

- i. Financial
 1. Cannot pay bills
 2. Borrowing money to maintain life expenses
 3. Eviction or loss of home
 4. Repossession of car and valuables.
- ii. Family
 1. Unhappy home environment
 2. Missing family events and gatherings
 3. Disconnect and disassociation of family members.
- iii. Employment

1. Missing work
2. Reduction in productivity and competence
3. Loss of employment.

iv. Health

1. Anxiety
2. Depression
3. Isolation
4. Increases stress.

v. Know the Signs

1. Purchasing beyond one's means
2. Not being able to pay bills due to excess spending
3. Staying home from work to play
4. Feeling frustrated on days when not playing
5. A constant need to increase the level of play to reach the same levels of fulfillment and excitement
6. Playing in order to escape from the stress of life
7. Lying about the amount of money or time that is spent
8. Hiding play behavior from significant others
9. Putting gameplay above one's family, friends, or other interests
10. Lying, borrowing, stealing, or committing fraud to get money to play
11. Depressive or even suicidal feelings during or after playing.