

Responsible Gaming

- Virtue Poker shall make readily available to you means by which to help you determine if you have a gambling problem.
- Virtue Poker shall provide you with services online which shall include the 'responsible gaming' messaging which provides:
 - i. Information that gaming can be harmful if it is not controlled
 - ii. Information about the player support measures on Virtue Poker
- Virtue Poker shall make information material and contact information readily available on the Virtue Poker client and web site regarding one or more organisations which aid persons with gambling issues. The material shall include information relating to responsible gaming, including a 'responsible gaming' message providing inter alia:
 - i. that gaming can be harmful if not controlled
 - ii. information about support measures available to players
- Virtue Poker offers a procedure by which you may exclude yourself from gaming. This exclusion shall be offered for all games offered and across all the means by which Virtue Poker provides its services. An exclusion may only be offered:
 - i. Upon the request of the player
 - ii. By Virtue Poker if there are sufficient reasons to indicate that you may have a gambling problem.
- You may at your discretion choose to limit the amount you are allowed to place and you may at your discretion choose to limit the amount you are allowed to lose during a period specified by you.
- You may at your discretion choose to set a maximum session time during which you are allowed to be logged into the Virtue Poker client. After this period has expired, you will be logged out of the Virtue Poker client and any game in progress is stopped.
- You may at your discretion choose to limit your ability to access your Account (log in) for an indefinite time. During this time, your account will not be accessible and any funds in your Account are transferred back to your Source of Funds.
- All limitations mentioned above are administered and initiated by contacting Virtue Poker Support by emailing support@virtue.poker.
- Any exclusion implemented shall only be removed upon expiry of the set duration. In the case of self-exclusions, we will not honor any request for early reinstatement.
- If you wish to reduce a limit or increase an exclusion, these shall become effective only after the lapse of not less than twenty-four hours (24) upon notification to Virtue Poker Support. If you wish to remove a restriction or increase a limit set by you, such change shall only take place 7 days or less after the request has been received by the Virtue Poker Support. 9.11 Virtue Poker shall retain the records relating to your exclusion for at least the duration required by the Malta Gaming Commission or other applicable jurisdiction. In no case shall we retain these records for less than two (2) years.