

Self-exclusion policy

Before you participate in gambling and make bets, House of MTT SPORTS Limited emphasize once again that forms of recreational activity should not turn into an obsessive idea, be considered as a source of income or a means to pay off debt. We encourage our current and prospective players to set a gambling budget and monitor how much money and time they spend on online gaming or sports betting and whether it is having a negative impact on their lives.

If you feel yourself getting into financial or emotional trouble, we suggest taking a break from the game to distance yourself from the activity and cool down your ardor. However, some of us are more prone to losing control and are at risk of developing gaming addiction. In this case, the player should resort to more drastic measures, and one of these measures is to request a voluntary self-exclusion for a certain period of time or indefinitely.

House of MTT SPORTS Limited responsible gaming policy framework is the basis for identifying risky behavior through the backline of customer relationship management software applications. This program keeps statistics on customers who experience repeated losses, who are at increased risk of financial or mental health problems, or who behave inappropriately when speaking with or in relation to staff. These individuals are contacted by Customer Support to assess the situation and discuss activating self-restriction and/or self-exclusion options.

If you feel that your sense of control is slipping away from you, we invite you to immediately contact our customer support department via email or live chat and ask to self-exclude yourself from any gambling / betting for a certain period of time. Upon request, we will also take all reasonable steps to prevent the sending of any advertising or marketing material.

We also recommend that you make an appointment with a psychologist to control your gambling addiction or contact one of the gambling addiction treatment centers such as:

Gamblers Anonymous at <https://www.gamblersanonymous.org.uk>

Gambling Therapy at <https://www.gamblingtherapy.org>

Self-exclusion means the inability to create a new gaming account with the operator, place bets or play on an existing account and/or deposit funds. The exclusion period may vary depending on your situation. After activating the self-exclusion option, you will not be able to shorten the blocking period or change its conditions. When the self-exclusion period ends, we will notify you by email and your account will be reactivated shortly thereafter.

House of MTT SPORTS Limited reserves the right to block the account of a player whose speech is slurred and whose behavior is unpredictable, if there are signs of mental deviation or if there is an excessive addiction to gambling, based on the recommendations of the Customer Support Service, which communicates with the customer.