

# Responsible Gaming Policy

Last updated: 14.08.2025

This Responsible Gaming Policy is developed by Qintara Limitada, the company established under the laws of Costa Rica, with its registered address at Provincia 06 Puntarenas, Canton 11 Garabito, Jaco, Costado Este De La Municipalidad Garabito, Bufete Sanchez Chavarria, 61101, Costa Rica and company number: 3-102-935655. Qintara Limitada is referred hereto as "Administration", "we", "us" or "Website" and "you" or "your" means you as a user of our website.

Gaming is a fun and exciting entertainment. Gambling is an attractive option if you want to try your luck. Most casino visitors enjoy this kind of entertainment without any problems, but there are a small number of people who lose control over their gambling activity. Play responsibly!

## Compulsive gambler

Signs indicating a disorder include the person's inability to stop gambling, borrowing money for gambling, changes in the character of the player, risking their employment or family for the sake of gambling.

If you are not sure, whether you are addicted to gambling, we recommend you pass an anonymous test via the following link:

<https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/>

## Limits

Loss limit allows a player to set the maximum loss limit for a selected period. There is always a possibility to change the loss limit, but it takes effect accordingly:

Changing the limit to more restrictive takes effect immediately

Changing the limit to less restrictive takes effect 48 hours after the change.

Please write to [helpdesk@olimp.com](mailto:helpdesk@olimp.com) in order to establish a limit.

## Self-exclusion

You can also inform us about your decision to stop gambling by contacting [helpdesk@olimp.com](mailto:helpdesk@olimp.com)

We will take measures to limit access to your account and exclude you from receiving promotional offers.

### **Gambling Problem.**

Test yourself to see if you might have a gambling problem, by asking yourself the following questions:

1. Does gambling prevent you from attending work or classes?
2. Do you gamble to pass the time or to stop boredom?
3. Do you gamble alone for long periods of time?
4. Have others ever criticized you for your gambling?
5. Have you lost interest in family, friends, or hobbies due to gambling?
6. Have you ever lied to cover up the amount of money or time you spend gambling?
7. Have you lied, stolen, or borrowed in order to maintain betting habits?
8. Are you reluctant to spend "gambling money" on anything else?
9. Do you gamble until you lose all your money?
10. After losing, do you feel that you have to try and win back the losses as soon as possible?
11. If you run out of money when gambling, do you feel lost and in despair and feel the need to gamble again as soon as possible?
12. Do arguments, frustrations or disappointments make you want to gamble?
13. Does gambling make you depressed or even suicidal?

*If you answered "yes" to several questions, please consider contacting one of the Gambling Counselling Organisations listed below for advice and support.*

### **Help from external sources**

The following organizations offer consultation and support in regard to gambling addiction:

[Gambling Therapy](#)

[Gamblers Anonymous](#)

[GamCare](#)

### **Underage gambling**

We do not tolerate underage gambling.

However, due to the nature of the internet, there is still a chance that individuals under the legal age may register and play.

We strongly advise parents to protect their children from accessing online gaming websites by using special software:

[Net Nanny](#)

[Safetonet](#)

[GamBlock](#)