

Safer Gambling

When a gambler loses the sense of fun that casual gambling is meant to generate it means that he has a problem. He may begin to look at gambling as a way to make money or worse still he keeps on gambling to try and win back money he had previously lost. He often believes that he has special luck or abilities or that his luck may be about to change. When you gamble not just for that rush and you find yourself chasing losses and betting more, the result is a vicious circle of increasing losses and increased betting to recover the losses.

Betonalfa is committed to Safer Gambling. We promote gambling as an enjoyable leisure activity and we believe that gambling can only remain this way if you stay in control and gamble responsibly. However, we know that for some people gambling can stop being a harmless leisure activity and become a problem.

Betonalfa clearly states its commitment to protecting players from being harmed or exploited while engaging in betting. Betonalfa will make every effort to inform and warn its players, and to provide a safe environment within which players can enjoy and safely conduct their betting activities.

To assist you we offer a range of advice and account options to help you manage your gambling. These give you control of both the time and money you spend gambling.

1. Safer Gambling Tips

- Decide on a loss limit ahead of time and stick to it
- Low-risk gambling is a way of playing with very little chance of losing control. The key to low-risk gambling is to realize that “it’s only a game.”
- Never borrow money to gamble
- Set a time limit
- Take frequent breaks
- Balance gambling with other activities
- Don't gamble when highly stressed, depressed, intoxicated or troubled in some other way
- Only gamble with money set aside for entertainment, never with money for everyday expenses

You can realize you have a problem:

- If you are leaving your family alone for long periods of time, in order to gamble
- If you arguing frequently with your partner about spending too much time and money on gambling and find that you cannot stop or limit yourself.
- If you are gambling family money needed for rent/mortgage, schooling, medical purposes, groceries, clothes, or heat.
- If you feel you have to gamble to get to spend time with people you understand?
- When you are with your family, at work or at social events, you find that your are constantly thinking about your next bet
- If you look at gambling as a way of making money fast.

If your answer to any of the above is “YES” then we suggest that you take action immediately BEFORE it becomes a worse problem. There are many organizations that may help you to control your problem. (<https://www.gamcare.org.uk>, <https://www.gamblersanonymous.org.uk>). There is also a new website created by the National Betting Authority of Cyprus that may help you to control you problem (<https://safergambling.gov.cy/>).

The National Self-Exclusion Platform www.exclusion.cy provides the player with the free opportunity to monitor his betting activity and self-exclude himself from all online betting providers operating legally within the Republic of Cyprus

You may also control yourself by taking immediate action and put limits on what you can do with your account with us.

2. Actions to take

- If you think you have a serious gambling problem you should take the necessary steps to temporarily suspend your account until you resolve your issues. Full details of how to get in touch with us can be found on our [contact page](#). Alternatively you may login to your account and through the "My Profile" function change your settings in the Player Protection area.
- Should you not wish to suspend your account but just better control your spending you may choose to place limits on your bet or losses amounts. You can do this by logging into your account and through the [Profile](#) link insert limits as required in the player protection area.
- You can also place a limit on the time that you may spend in any one session, or enable an hourly "Reality Check".
- For your benefit we will not be allowed to remove or decrease any restrictions placed on your account until seven days have elapsed from when we receive your request.

How to set limits to your account:

If you have any reason to believe that you should apply a partial or total restriction to your account, please follow the instructions below.

Log in to your account, select "Profile" and then "Safer Gambling".

You can choose the type of restriction you want to apply to your account.

Wager Limits

- Maximum Bet Limit: Select the maximum amount you can bet per betslip.
- 24 hour Wager Limit: Select the maximum amount you can bet in 24 hours.
- Weekly bet limit: Select the maximum amount you can bet in 7 days.
- 30 day Wager Limit: Select the maximum amount you can bet in 30 days.
- To apply betting limits fill in the amount (€) in the appropriate field, fill in your password and click "Save Limits".

Loss Limits

- 24 hour Loss Limit: Choose the maximum amount you can lose in 24 hours.
- Weekly loss limit: Choose the maximum amount you can lose in 7 days.
- 30 day Loss Limit: Choose the maximum amount you can lose in 30 days.
- To apply loss limits, fill in the amount (€) in the appropriate field, fill in your password and click "Save Limits".

Deposit Limits

- Choose the maximum amount you can deposit per transaction.
- 24 hour Deposit Limit: Choose the maximum amount you can deposit within 24 hours.
- Weekly deposit limit: Choose the maximum amount you can deposit within 7 days.
- 30 day Deposit Limit: Choose the maximum amount you can deposit within 30 days.
- To apply deposit limits, fill in the amount (€) in the appropriate field, fill in your password and click "Save Limits".

Access Limit

- Select which days and times of the week you would like to access the site.
- To apply access limits select the appropriate hours and days, fill in your password and click "Save Access".

Self-Exclusion

- You can choose the type and duration of self-exclusion you want to impose on your account.
- For temporary self-exclusion, select the "Temporary" self-exclusion type and enter the number of days that you want your account to remain blocked. Then fill in your password and click "Suspend Account".

- For permanent self-exclusion, select the “Permanent” self-exclusion type, then fill in your password and click “Suspend Account”.
- Note: In all cases of limit revocation limitations or any modification thereof in a way that results in reduced protection, may only be made after the expiry of seven (7) days. While any modification brings increased protection, it has immediate effect and application.
- In the event of permanent self-exclusion, your account will for any reason not be able to be reactivated at any future time. By closing your account you will not receive any bonuses or newsletters from us.

Site blocking

- There are a number of applications that you can use to detect or limit your access to the internet if you consider that none of the above does not help you troubleshoot your problem.
- <https://www.netnanny.com>-General blocking software
- <http://www.gamblock.com>-Specific blocking software for betting websites. Also available on Android devices.