

Responsible Gaming Policy

Last updated: 09.07.2026

Responsible Gaming Policy

This Responsible Gaming Policy is developed by Unambiguity 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: 3-102-911099. Unambiguity Limitada is referred hereto as "Administration", "we", "us" or "Website", and "you" or "your" means you as a user of our website - jabibet.com.

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!

1. Compulsive gambler

- 1.1. 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.
- 1.2. 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/>

2. Limits

- 2.1. You can set deposit limits to control the amount they deposit over a specific period by requesting our support team support@jabibet.com or by technical adjustment in your profile. These limits can be applied for daily, weekly, or monthly periods.
 - 2.2. Once a deposit limit is reached, you will not be able to deposit additional funds until the limit is reset. Reducing a deposit limit takes effect immediately.
 - 2.3. Loss limit allows you 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:
 - 2.3.1. Changing the limit to a more restrictive one takes effect immediately.
 - 2.3.2. Changing the limit to a less restrictive one takes effect 48 hours after the change.
 - 2.3.3. Please write to support@jabibet.com in order to establish a limit.
 - 2.4. You can also set session time limits by requesting our support team support@jabibet.com or by technical adjustment in your profile. These limits can be modified on your request to the support team.
- ### 3. Reality Check
- 3.1. We encourage you to monitor your gameplay and take regular breaks to ensure gambling remains a fun and entertaining experience. To assist you in maintaining a "reality check" on your

activity, you can always review your transaction, deposit, and betting history directly within your account profile. We strongly advise our players to keep track of the time they spend logged in and to manage their bankroll responsibly.

4. Cooling-off

- 4.1.** We understand that sometimes you may want to take a short break from gaming. If you feel the need to step away for a while, we offer a cooling-off option. You can request a temporary suspension of your account by contacting our support team at support@jabibet.com. Once your request is processed, we will take reasonable steps to restrict your access to our Services for the agreed-upon period.
- 4.2.** Cooling-off may be selected by you by any combination of one or more, or all of the product verticals offered by the Company.

5. Self-exclusion

- 5.1.** You have the right to self-exclude yourself from gaming at any time by making technical adjustments on our Website. You can also inform us about your decision to stop gambling by contacting to support@jabibet.com.
- 5.2.** You can request a self-exclusion period of 6 months, 1 year, 3 years, 5 years, or opt for a permanent exclusion. Once a self-exclusion request is submitted, it will take effect immediately. You will no longer be able to access your account or participate in any gambling activities for the duration of the selected exclusion period.
- 5.3.** A self-exclusion request cannot be revoked or reversed by you before the exclusion period expires. During the exclusion period, you will not be permitted to reopen your account or create a new account.
- 5.4.** We will take measures to limit access to your account and exclude you from receiving promotional offers.
- 5.5.** Once self-exclusion is in effect:
 - 5.5.1.** Your account will be locked for the duration of the exclusion period.
 - 5.5.2.** All marketing communications from the Company will be suspended. We will remove your data from all marketing and promotional lists during your self-exclusion period;
 - 5.5.3.** You will not be able to deposit, place bets, or engage in any gambling-related activities.
 - 5.5.4.** If you have a withdrawable real money balance at the time of self-exclusion, we will process the return of these funds to you using your active payment method, subject to our standard KYC and withdrawal limits as outlined in the Terms and Conditions.

- 5.6.** After the self-exclusion period expires (except for lifetime exclusion), you may request to reopen your account by contacting our support team at support@jabibet.com. This request will be subject to an additional review process to ensure responsible gaming practices.

6. Gambling Problem

- 6.1.** Test yourself to see if you might have a gambling problem by asking yourself the following questions:
- 6.1.1.** Does gambling prevent you from attending work or classes?
 - 6.1.2.** Do you gamble to pass the time or to stop boredom?
 - 6.1.3.** Do you gamble alone for long periods of time?
 - 6.1.4.** Have others ever criticized you for your gambling?
 - 6.1.5.** Have you lost interest in family, friends, or hobbies due to gambling?
 - 6.1.6.** Have you ever lied to cover up the amount of money or time you spend gambling?
 - 6.1.7.** Have you lied, stolen, or borrowed in order to maintain betting habits?
 - 6.1.8.** Are you reluctant to spend "gambling money" on anything else?
 - 6.1.9.** Do you gamble until you lose all your money?
 - 6.1.10.** After losing, do you feel that you have to try to win back the losses as soon as possible?
 - 6.1.11.** 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?
 - 6.1.12.** Do arguments, frustrations, or disappointments make you want to gamble?
 - 6.1.13.** Does gambling make you depressed or even suicidal?
- 6.2.** If you answered "yes" to several questions, please consider contacting one of the Gambling Counselling Organisations listed below for advice and support.

7. Help from external sources

- 7.1.** The following organizations offer consultation and support in regard to gambling addiction:
- 7.1.1.** [Gambling Therapy](#)
 - 7.1.2.** [Gamblers Anonymous](#)

7.1.3. [GamCare](#)

8. Staff training

- 8.1. We provide comprehensive training to all individuals who work with the Website to maintain high standards of responsible gambling.
- 8.2. Employees who interact directly with customers (such as support staff, VIP managers, and responsible gambling specialists) receive specialized training to recognize signs of gambling addiction, respond to self-exclusion requests, and effectively communicate with at-risk players. Additionally, they undergo annual refresher courses to stay updated on new policies and best practices.

9. Marketing and Advertising

- 9.1. We are committed to ensuring that all marketing, promotional, and advertising activities align with responsible gaming principles. We do not engage in direct marketing actions such as emails, messaging, bonuses, or incentives during an active cooling-off or self-exclusion period.
- 9.2. We ensure that its advertising is truthful, does not encourage excessive gambling, and does not target vulnerable individuals. All of our business partners, including affiliates, influencers (both on social media and other platforms), VIP representatives, and marketers, are required to comply with the responsible gaming framework and follow all relevant advertising regulations.
- 9.3. Additionally, marketing materials must not feature minors or depict them engaging with gambling content.

10. Underage gambling

- 10.1. For more detailed information on our procedures and checks regarding the protection of minors, please read our comprehensive **Underage Gaming Policy**.