

## Limit Your Account

Use these tools to help you stay in control of your gambling.

### Deposit Limits

When you first become a bet365 customer, the following Default Deposit Limits will automatically apply to your account in order to limit the amount of money that you are able to deposit in any given period:

- €600 24 hour
- €1,500 7 days
- €3,000 31 days

You are able to reduce the above Default Deposit Limits at any time by going to Services, Members, selecting Gambling Controls and choosing Deposit Limits when logged into your account. Any chosen reduction in Deposit Limits will be effective immediately.

If you request an increase to the Default Deposit Limits or to delete any deposit restriction then you will be required to take the "Responsible Gambling Test" established by the General Directorate for Gaming Regulation referred to below:

This test consists of answering YES or NO to the following ten questions, namely:

1. Do you often find yourself remembering past gambling experiences, planning for the next time you are going to gamble and/or think of ways to get money to gamble?
2. Have you ever gambled more money than you had initially planned?
3. Do you try to control, interrupt or stop the game?
4. Does trying to interrupt or stop the game make you feel restless or irritable?
5. Do you gamble to escape from problems?
6. When you gamble money, do you play again to chase your losses?
7. Do you think you have gambling problems?
8. Do you finance your gambling activity through your family's money, loaned money, forgery, fraud or theft?
9. Have you ever missed work or studies due to gambling?
10. Have you asked for help due to financial problem arising from gambling?

After completing the "Responsible Gambling Test", the new Deposit Limits will come into force after three days have elapsed.

No increase in, or removal of, any Deposit Limits set by you can be requested until 90 days have elapsed since the last increase in the Deposit Limits.

### [Set up Deposit Limits](#)

#### **Reality Checks**

To help you manage the amount of time you spend playing at bet365, a Reality Check alert is applied to your account. Once set, a pop-up alert will be displayed as a reminder that you have been logged into your account for the specified period of time. The pop-up alert will also display details of your activity for the current session.

If you wish to receive the alerts more often, then any changes will be applied straight away. Any decrease in alerts will take 24 hours before they are applied, you are unable to receive the alerts less frequently than one hour.

### [Set up Reality Checks](#)

#### **Gaming Session Limits**

We offer Gaming Session Limits to help manage your gambling activity on our gaming products. Clicking on a game will present you with the Set Up Your Session form. This form allows you to limit the time spent playing and the amount of your balance you can spend in the session. Meeting either of these limits will cause the session to come to an end. You will be presented with the Set Up Your Session form whenever you start a new session.

You can only have one active gaming session at one time, and sessions are separated between Slots/Casino/Live Casino, Poker and any Gaming titles on the Sports product. You will need to close your active session in order to start a new session. So, for example, if you switch to Poker or Instant Games on Sports from an active session in Slots, Casino, or Live Casino, a new session limit window will appear.

You will also be asked how often you wish to receive Activity Reminders, which inform you of the amount staked and the time spent playing in your session.

An additional option you have is to set Restrict Access to Future Sessions time period. This allows you to restrict the period of time when you can start a new session if you hit any of the limits selected on the Set Up Your Session form.

## Recognising a Problem

Take our self-assessment to help you to identify whether you have a gambling problem.

### Do you have a gambling problem? Ask yourself the following questions:

1. Do you feel guilty about the amount of money you spend gambling?
2. Do you need to gamble with larger amounts of money to get the same feeling of excitement?
3. Do you find it difficult to stop gambling after a loss?
4. Does your gambling cause any financial problems for you or your household?
5. Does gambling negatively affect your personal relationships, your job or studies?
6. Does your gambling cause you any health problems, including stress or anxiety?
7. Do you become restless if you are not gambling?
8. Do you feel that you might have a gambling problem?

### Studies On Safer Gambling

The Spanish Ministry of Health (Ministerio de Sanidad) have conducted comprehensive studies that address the topic of gambling and associated behavioural disorders. More information can be found [here](#).

### Did you answer 'yes' to any of the questions?

If so, we recommend that you speak to our customer service team. They are trained in dealing with problem gambling issues and are available to talk to you 24 hours a day, 7 days a week.

[Contact Us](#)

## **Track Your Activity**

Think about how much time and money you spend gambling. Keep regular track of your activity.

### **My Activity**

My Activity allows you to keep track of your activity with a visual dashboard providing statistics, recent bet times and a graphical representation of your account history. You can view your account activity across a 7 day, 30 day or 12 month period.

[See My Activity](#)

### **Online Account History**

To enable you to keep track of your activity, you can access a history of your transactions, deposits and withdrawals in our Members area and your balance is always visible in the top right corner of the page when logged in to bet365.

[See your Account History](#)

## **Time-Out**

Gambling continuously can cause you to lose track of time and perspective - Make sure you take regular breaks.

### **Time-Out**

If you want to take a short break from betting and gaming with us, you can do so by taking a Time-Out for a period of 24 hours, 48 hours, 7 days or 30 days or Custom.

### **Custom Time-Out**

You can set a Custom Time-Out Period on a one-off or recurring basis. For example, you can apply a Time-Out to start on Monday 09:00 until Friday 17:30.

Once you begin your Time-Out, you will not be able to use your account for betting and gaming, although you will still be able to log in to withdraw any remaining balance. It will not be possible to reactivate your account until your chosen period has ended.

[Setting up a Time-Out](#)

## Self-Exclusion

Use a Self-Exclusion if you feel you are at risk of developing a gambling problem.

### Self-Exclusion

If you feel you are at risk of developing a gambling problem or believe you currently have a gambling problem, please consider using Self-Exclusion which prevents you gambling with bet365 for a specified period of 6 months, 1 year, 2 years or 5 years.

If you want to stop playing for other reasons, please consider a [Time-Out](#) or using [Account Closure](#).

### What happens when you self-exclude?

During a period of Self-Exclusion you will not be able to use your account for betting and gaming, although you will still be able to login and withdraw any remaining balance. It will not be possible to re-open your account for any reason, and bet365 will do all it can to detect and close any new accounts you may open.

You also have the option of selecting which areas of the site you would like to limit your access to, for example, Sports, Poker or all Gaming products.

### Next steps

Whilst we will remove you from our marketing databases, we also suggest that you remove bet365 from your notifications and delete/uninstall all bet365 apps and downloads as well as blocking/unfollowing bet365 social media accounts. You may also wish to consider installing software that blocks access to gambling websites, [click here](#) for more information.

We recommend that you seek support from a problem gambling [support service](#) to help you deal with your problem.

You can self-exclude your account in the Gambling Controls section in the Account Menu by choosing [Self-Exclusion](#).

Alternatively you can [contact](#) our customer care team for assistance and further information.

[Set up Self-Exclusion](#)

## AUTOPROHIBICION

Should you opt to self-exclude from bet365, we strongly recommend that you also opt to restrict your access to being able to bet or play online games in Spain by way of the Spanish General Register of Gaming Access Bans (RGIAJ).

For further details of how to do this please click [here](#).