

Helpful Organisations

Seeking support or want to ask a question about gambling? There are a range of helpful organisations available to you.

Customers experiencing gambling problems and others affected by problem gambling should seek help. The following organisations are available to provide free and confidential advice on matters of problem gambling.

Helpful Organisations

Contact Details



www.jugadoresanonimos.org

670 691 513

Jugadores Anónimos provide confidential telephone support and face-to-face counselling to anyone who is affected by problem gambling.

[Find out more](#)

✓ Face-to-Face ✓ Telephone

Contact Details



www.jugarbien.es

JugarBIEN is a website managed by the General Directorate for Gaming Regulation, which provides information, advice and support on responsible gambling.

[Find out more](#)

✓ Online

Contact Details



www.gamblingtherapy.org

iOS and Android

Gambling Therapy offer online support to anyone addicted to gambling and those who show problematic gambling behaviour. The Gambling Therapy app is free to download on iOS and Android devices.

[Find out more](#)

✓ Live Chat

Contact Details



www.gamblersanonymous.org/ga

Gamblers Anonymous provide confidential telephone support and face-to-face counselling to anyone who is affected by problem gambling.

[Find out more](#)

✓ Face-to-Face

✓ Telephone

www.mscbs.gob.es/organizacion/sns/home.htm

<https://pnsd.sanidad.gob.es/profesionales/prevencion/home.htm>

In addition to the above organisations, the above links supply information on the structures of the National Health System that provide prevention and care services in relation to disorders associated with gambling.

✓ Online

Protecting Minors

It is against the law for those under the age of 18 to gamble and bet365 takes its responsibility for protecting minors very seriously.

We carry out age verification checks on all customers and ask for documentary proof of age where checks are inconclusive. The accounts of anyone under the age of 18 found to be gambling with bet365 will be closed and any winnings will be forfeited.

Is someone under 18 gambling with bet365?

If you suspect that someone under the age of 18 is gambling with bet365 please [Contact Us](#) to report this so we can take appropriate action.

[Report underage gambling](#)

Website Blocking Software

Specifically for gambling websites.

[gamblock](#)

[betfilter](#)

Available on



[Net Nanny](#)

General blocking software that protects children from inappropriate web content.

[CYBERSitter](#)

Filtering software allowing parents to choose their own sites to block.

Available on



bet365 does not accept any liability in respect of any third party software.

[Parental Controls](#)

You may also want to familiarise yourself with the built-in parental controls on your mobile, tablet, PC or TV.

Helping Others

We understand that problem gambling not only affects the gambler, but also affects their family and friends.

Warning signs

If you are concerned that a friend or family member has developed a gambling problem, here are some of the possible warning signs:

1. Uncontrolled spending
2. Spending significant amounts of time gambling
3. Concealing or lying about gambling behaviour
4. Borrowing or stealing in order to gamble
5. Gambling impacting on relationships or causing arguments
6. Withdrawal from activities with family and friends
7. Loss of interest in hobbies or leisure pursuits
8. Neglecting work or studies

What should I do?

If anyone you know is showing any of the warning signs above we recommend that you encourage the individual to [contact](#) bet365 to discuss their gambling behaviour and to [seek help](#).

You can of course [contact](#) our customer service team to discuss the matter. There are also [support services](#) that are available to help people affected by problem gambling.

Our customer care team are trained in dealing with problem gambling issues and are available to talk to you 24/7.

Our staff receive dedicated training on dealing with problem gambling issues and are available to listen and to support you in keeping control. bet365 has mechanisms in place for detecting risk behaviour. Where risk behaviour has been detected, bet365 will interact with customers to make them aware of their recent activity and the tools available.

Live Chat

Chat to a helpful advisor, available 24/7.

[Open Live Chat](#)

Email

Feel free to email us with any questions.

[Email us](#)

Telephone

Speak to one of our team 24 hours a day, 7 days a week:

[900 811 365](#)

[+441782 684 757](#)