



## **Golden Ticket Online Arcade Responsible Social Gameplay Policy**

Last Updated: September 2025

Golden Ticket Online Arcade is committed to the protection of our players and promoting responsible social gameplay as a policy of player care and social responsibility.

We believe it is our shared responsibility with you, our players, to ensure that you enjoy your experience on our Platform while remaining aware of the potential risks that can be associated with online gameplay if you don't remain in control. We encourage you to use the responsible social gameplay tools described below, available at your disposal.

To ensure that you enjoy fun and affordable play, we fully support responsible social gameplay and have put measures in place to assist players who wish to control their play. We reserve the right to activate these measures unilaterally if, in our sole discretion, we consider them necessary.

### **1. Introduction**

1.1. This Responsible Social Gameplay Policy (RSG Policy) describes the control tools, information, and resources available to registered players on Golden Ticket Online Arcade.

1.2. This RSG Policy forms part of the Golden Ticket Online Arcade Terms and Conditions. Terms that are defined in the Terms and Conditions have the same meaning in this RSG Policy.

1.3. We may update the RSG Policy at any time. Any amendments will be published on the Platform and such changes will be binding and effective immediately.

1.4. Whenever we amend this RSG Policy in a way that would limit your current rights or which may be detrimental, we will notify you upon your next visit to the Platform and you will be required to re-confirm your acceptance prior to playing any Games. If you do not agree to the amended RSG Policy, you must stop using the Platform.

### **2. Golden Ticket Online Arcade RSG Program**

2.1. The Golden Ticket Online Arcade Responsible Social Gameplay Program (RSG Program) is centered around our guiding principles of providing our players with control tools, information, and help resources needed to:

- (a) Make an informed decision in gameplay
- (b) Prevent problem gameplay from occurring on our site

2.2. The RSG Program is designed to support the needs of individuals at any stage of the player journey, from registration to redemption, and any level of gameplay. To do this, the RSG Program offers a range of player education, control tools, and resources for professional help when needed.

2.3. Golden Ticket Online Arcade understands that it is a shared responsibility to achieve a fun and affordable gameplay environment and that it is ultimately an individual's choice to play. We



do not provide counseling services nor do we police player behavior. Instead, we focus on providing control tools and informing, educating, and supporting informed decisions.

2.4. Golden Ticket Online Arcade has well-trained staff available to assist you with your gameplay. Our staff are encouraged and empowered to provide information and offer control tools.

### **3. RSG Play Control Tools**

#### **3.1. Activity Reminder**

Will be accessible through the 'Responsible Social Gameplay' menu > Activity Reminder

(a) Golden Ticket Online Arcade will assist your play by providing you with the ability to activate an activity reminder.

(b) The activity reminder will:

(i) suspend play and indicate how long you have been playing for and how many coins you played in either Standard Play or Promotional Play.

(ii) display your play history within each activity session

(iii) allow you to end the gameplay session or continue playing.

(c) You will be able to adjust the activity reminder period to every 15 minutes, 30 minutes, 45 minutes, or 1 hour.

#### **3.2. Account History**

Will be accessible through the 'My Account' menu > Account History

(a) Purchase History

(i) Will show your Gold Coin purchase history over the last six (6) months.

(b) Redemption History

(i) Will show your Reward redemption history over the last six (6) months.

(c) Gameplay History

(i) Will show your gameplay history (Standard Play and Promotional Play) over the last six (6) months.

(d) IMPORTANT: Should you wish to access any account history for periods over six (6) months, please contact player support.

#### **3.3. Limits**

##### **(a) Purchase Limit**

Will be accessible through the 'Responsible Social Gameplay' menu > Purchase Limits



(i) Will provide the ability to limit the amount of Gold Coins you choose to purchase during your chosen period. Once the purchase limit is reached, you will not be able to make any new purchases until the limit resets.

(ii) Period options will be 1 day, 7 days, and/or 30 days.

(iii) The purchase limit will be adjustable or removable at any time. A decrease to the purchase limit will take immediate effect. An increase to the Purchase Limit or the removal of the purchase limit will take effect following a 72-hour cooling-off period.

**(b) IMPORTANT:** Please note that your Gold Coin purchases may be subject to tax depending on your location. Any applicable tax will not be counted towards your purchase limit.

#### **4. RSG Access Control Tools**

The access control tools described below are available if you feel your gameplay may have become or is at risk of becoming problematic (see “What is Problem Gameplay” in section 7.4).

##### **4.1. Taking a Break (TaB)**

Will be accessible through the ‘Responsible Social Gameplay’ menu > Take a Break

Will allow you to take a short break away from gameplay. During this break, you will not be able to access your account.

(a) Available options will be 1 day, 3 days, 7 days, 14 days, or 30 days.

(b) It will not be possible to reactivate your account until the chosen break period ends.

(c) **IMPORTANT:** Take a Break (TaB) will apply only to the site it was requested on and not any sister sites. Should you wish to activate a TaB across all sites, please contact Customer Support for more information.

##### **4.2. Self-Exclusion**

Will be accessible through the ‘Responsible Social Gameplay’ menu > Self Exclusion

A self-exclusion will allow you to suspend your account for a longer period. During this exclusion period, you will not be able to access your account.

(a) Available period options will be finite (6 months, 1 year, 3 years, 5 years), and indefinite.

(b) You will be unsubscribed from receiving any marketing communications.

(c) Reactivation of your account will not be possible until the chosen period ends.

(d) Where a finite self-exclusion is in effect, your account will automatically reactivate once the chosen period has lapsed.

(e) Where an indefinite Self-Exclusion is in effect, a minimum of 6 months must pass before you may request to revoke the tool.



(f) Where an indefinite self-exclusion is in effect, a 7-day cooling-off period will apply before the account is reactivated.

(g) IMPORTANT: Sweeps Coins do not expire, provided your account remains active and in good standing. If you intend to self-exclude, we recommend redeeming any eligible Sweeps Coins before activating the tool. Once a self-exclusion is activated, any remaining GC/SC and unredeemed rewards are forfeited per our Terms and Conditions.

(h) IMPORTANT: Self-Exclusion will apply only to the site it was requested on and not any sister sites. Should you wish to activate self-exclusion across all sites, please contact player support.

#### **4.3. Permanent Closure**

Please contact customer support

(a) You may choose to permanently close your account. If you wish to do so, send an email to Customer Support requesting a “Permanent Account Closure” and state the reason for the closure. Please note that, unlike an indefinite self-exclusion, a permanent closure is irreversible and cannot be reactivated under any circumstances. Upon permanent closure, all Gold Coins, Sweeps Coins, and any pending rewards will be forfeited.

(b) You will be required to provide a “confirmation of understanding” to permanently close your account.

(c) If you do not provide a “confirmation of understanding” and the reason for closure is related to issues with gameplay control, an indefinite self-exclusion will be applied.

#### **5. Self-Assessment**

If you think your social gameplay is becoming problematic, then it may be handy to consider the self-assessment questions available through our support team or on our website.

##### **5.1. Self-Assessment Questions**

Consider the following questions to evaluate your gameplay habits:

(a) Do you spend more time playing than you originally intended?

(b) Do you think about playing when you’re not on the platform?

(c) Have you tried to reduce your playing time but found it difficult?

(d) Do you play to escape from problems or negative feelings?

(e) Have friends or family expressed concern about your playing habits?

(f) Do you feel anxious or irritated when you can’t play?

(g) Have you ever lied about how much time or money you spend on gaming?

(h) Do you neglect other activities or responsibilities to play?



- (i) Have you ever tried to win back losses by playing more?
- (j) Do you play even when you know you should stop?

If you answered “yes” to several of these questions, consider using our control tools or seeking support from the organizations listed below.

## **6. Support Organizations**

If your gameplay may have had, or is at risk of having, a negative impact on your mental health, finances or relationships with friends or family, we encourage you to get in touch with the following help and support organizations:

### **6.1. Mental Health and Wellness Support**

#### **(a) National Alliance on Mental Illness (NAMI)**

Website: [www.nami.org](http://www.nami.org)

Helpline: 1-800-950-NAMI (6264) (Available Monday-Friday, 10 AM-6 PM ET)

#### **(b) Crisis Text Line**

Text HOME to 741741 (Available 24/7)

#### **(c) SAMHSA National Helpline**

1-800-662-HELP (4357) (Available 24/7, 365 days a year)

Treatment referral and information service for individuals facing mental health and/or substance use disorders

#### **(d) Mental Health America**

Website: [www.mhanational.org](http://www.mhanational.org)

Provides mental health resources and screening tools

### **6.2. Credit Counseling**

(a) Financial Counseling Association of America (FCAA) is a professional association of financial counseling agencies that assist consumers with financial counseling services of all kinds, as well as debt management plans for the repayment of unsecured debts.

(b) National Foundation for Credit Counseling (NFCC) is one of the oldest networks of non-profit financial counseling agencies. The NFCC helps people to defeat their debt and look forward with confidence.

### **6.3. General Support Resources**

(a) 211 - Dial 2-1-1 for local community resources and support services

(b) United Way - Connects people to local resources for various life challenges



## **6.4. Important Notice**

Please note that these organizations are independent support services and are NOT in any way affiliated with Golden Ticket Online Arcade. They do NOT provide customer support or dispute resolution services. Should you wish to discuss any matter or complaint related to your account, you can do so by contacting us through our support channels.

## **7. Education Information on Responsible Social Gameplay**

### **7.1. Principles of Gameplay**

- (a) Randomness: Remember that game-round outcomes are completely random. Results cannot be predicted and are independent of past or future outcomes.
- (b) Return to Player (RTP): This is the average return on the winnings and rewards over the lifetime of a slot-type game. I.e., if a slot type has an 8% advantage, then the average RTP will be 92%.
- (c) Advantage: All sweepstakes-style games are designed with a slight advantage that favors the operator.

### **7.2. Common Misconceptions**

- (a) “I’m due for a win” - You cannot predict when you’re going to win. All outcomes are random.
- (b) “I always win with my lucky charm and pre-game ritual” - Although they might be fun, charms and rituals don’t affect your chances of winning. All outcomes are random.
- (c) “The longer I play, the more chance I’ll win” - Time spent has no effect on your chances of winning. All outcomes are random.
- (d) “These Games have been rigged” - For our proprietary games, a Random Number Generator (RNG) is used by Golden Ticket Online Arcade to ensure fair and random outcomes. For third-party games available on our Platform, the game providers use their own certified RNG systems. In all cases, algorithms generate number sequences that are unpredictable, non-repeatable, and uniformly distributed. All outcomes are random regardless of the game provider.

### **7.3. Tips for Safe Gameplay**

- (a) Avoid gameplay while upset or emotional.
- (b) Take frequent breaks during your gameplay sessions.
- (c) Avoid gameplay while intoxicated.
- (d) Avoid canceling redemptions.
- (e) Remember that gameplay is only a form of entertainment, it should not be seen as a source of income or an escape from reality.

- (f) Purchase only with money that you can afford to spend.
- (g) Set a budget and don't go over it.
- (h) Set a time limit before playing.
- (i) Understand how games work before playing and remember that the results are random.
- (j) Never let gameplay affect your employment, relationships, health or commitments.

#### **7.4. What is Problem Gameplay?**

##### **(a) Financial**

- (i) Cannot pay bills
- (ii) Borrowing money to maintain life expenses
- (iii) Eviction or loss of home
- (iv) Repossession of car and valuables

##### **(b) Family**

- (i) Unhappy home environment
- (ii) Missing family events and gatherings
- (iii) Disconnect and disassociation of family members

##### **(c) Employment**

- (i) Missing work
- (ii) Reduction in productivity and competence
- (iii) Loss of employment

##### **(d) Health**

- (i) Anxiety
- (ii) Depression
- (iii) Isolation
- (iv) Increases stress

##### **(e) Know the Signs**

- (i) Purchasing beyond one's means
- (ii) Not being able to pay bills due to excess purchasing



- (iii) Staying home from work to play
- (iv) Feeling frustrated on days when not playing
- (v) A constant need to increase the level of play to reach the same levels of fulfillment and excitement
- (vi) Playing in order to escape from the stress of life
- (vii) Lying about the amount of money or time that is used for purchases
- (viii) Hiding play behavior from significant others
- (ix) Putting gameplay above one's family, friends, or other interests
- (x) Lying, borrowing, stealing, or committing fraud to get money to purchase
- (xi) Depressive or even suicidal feelings during or after playing.

## **8. Player Protection Policy**

### **8.1. Protection of the Vulnerable**

- (a) Make sure that the decision to play on our Platform is your own personal choice and responsibility.
- (b) We do not recommend playing on our Platform if you:
  - (i) are being treated or are in recovery for an addiction/dependency
  - (ii) are under the influence of alcohol or any other substance
  - (iii) are currently experiencing financial difficulty or a traumatic life event
  - (iv) do not understand how to play the Games
  - (v) have any mental health concerns, cognitive impairment or brain injury.

### **8.2. Protection of Minors**

- (a) Golden Ticket Online Arcade has identity checks in place to mitigate and prevent the risk of underage gameplay on our Platform.
- (b) If you share your mobile phone, tablet, laptop or computer with friends or family who are under the legal age to participate in online social gameplay, we recommend that you restrict their access to our Platform by using one of the below services:
  - (i) Netnanny.com - filtering software that protects children from inappropriate web content.
  - (ii) Cybersitter.com - filtering software that allows parents to add their own sites to block.





### **8.3. Monitoring and Detection**

We actively monitor for signs of problematic gameplay behavior, including but not limited to:

- (a) Excessive session duration or frequency
- (b) Multiple attempts to circumvent control tools
- (c) Patterns of behavior suggesting financial distress
- (d) Attempts to create multiple accounts
- (e) Abusive behavior toward staff or other players
- (f) Irregular redemption patterns

When such patterns are detected, we may:

- (i) Reach out to the player with educational resources
- (ii) Apply temporary restrictions or cooling-off periods
- (iii) Require the player to acknowledge responsible gaming information
- (iv) In severe cases, suspend or permanently close the account

## **9. Enforcement and Compliance**

### **9.1. Responsible Gaming Requests**

All responsible gaming requests are logged and reviewed by our Support and Compliance teams. We maintain detailed records of all such requests and their resolution.

### **9.2. Account Actions**

We reserve the right to suspend or permanently close accounts in cases of:

- (a) Policy abuse or circumvention of responsible gaming tools
- (b) Evidence of problem gameplay behavior
- (c) Failure to provide required verification documents
- (d) Violation of our Terms and Conditions related to responsible gameplay

### **9.3. Marketing Compliance**

Our marketing and promotional materials:

- (a) Are not targeted at minors or individuals in restricted jurisdictions
- (b) Do not promote Sweeps Coins as a way to earn income or financial gain
- (c) Are clearly labeled with terms and eligibility requirements



- (d) Do not encourage excessive play or misrepresent the nature of rewards
- (e) Include appropriate responsible gaming messaging
- (f) All marketing and promotional communications include the disclaimer: 21+ (effective October 1, 2025), No Purchase Necessary, Void Where Prohibited.

#### **9.4. Staff Training**

All customer-facing staff receive regular training on:

- (a) Recognizing signs of problem gambling
- (b) Implementing responsible gaming tools
- (c) Providing appropriate resources and support
- (d) Escalation procedures for concerning situations

#### **9.5. Policy Review**

We continuously review and update this policy to align with evolving best practices, regulatory requirements, and industry standards.

#### **10. Changes to This Policy**

We may update this Responsible Social Gameplay Policy periodically to reflect changes in our practices, technology, or legal requirements. Material changes will be communicated through:

- Email notification to registered users
- Prominent notice on our Platform
- Updated “Last Modified” date

Continued use of our Platform after changes constitutes acceptance of the updated policy.

#### **11. Contact Information**

Responsible Gaming Support

If you have questions about our Responsible Gaming Rules or would like to use one of our self-help tools, please contact our Support Team:

**Email:** [support@gtoarcade.com](mailto:support@gtoarcade.com)

**Responsible Gaming Email:** [responsiblegaming@gtoarcade.com](mailto:responsiblegaming@gtoarcade.com)

**Live Chat:** Available in the Help Center through our website (communications may be monitored or recorded for quality, training, and compliance as described in our Terms and Privacy Policy)

Emergency Resources



If you are experiencing a mental health emergency, please contact:

- National Suicide Prevention Lifeline: 988
- Crisis Text Line: Text HOME to 741741
- Local emergency services: 911

All communications regarding responsible gaming matters are handled confidentially by our trained Support Team and Compliance staff.

This Responsible Social Gameplay Policy was last updated on September 13, 2025, and supersedes all previous versions.