Responsible Gaming

Responsible gaming is an important factor in serving visitors to the Winline virtual gambling establishment (hereinafter "Winline VGE"), which is why we take issues that may arise as a result of gambling addiction very seriously. Winline Online Casino considers it its direct responsibility to protect visitors from excessive gambling and to prevent individuals under the age of 21 from participating in gambling.

We want our service to be as convenient and functional as possible and to be the perfect way to have an exciting time. Unfortunately, for some visitors, gambling can turn from an exciting hobby into a problem.

VIZ Winline fully supports and adheres to globally recognized responsible gambling standards, and does everything possible to ensure that visitors can enjoy safe and exciting gaming without losing control.

Staying in Control

Gambling at VIZ Winline is simply entertainment—a great way to have a good time and enjoy watching your favorite team play. While it's fun to watch matches and place bets, it's important to remember to do so in moderation.

Every single visitor must always remember:

- gambling is merely a form of entertainment, not a way to make money; you must not lose your sense of moderation;
- if you lose, do not try to win back your losses immediately;
- only start playing if you can afford to spend only the amount you have available and no more;
- carefully monitor the time and amount of money you spend on the game.

List of Organizations

We would also like to provide information about healthcare organizations in the Republic of Belarus that provide medical assistance to individuals struggling with gambling addiction: https://assets.winline.by/by/prod/custom_static_file/SpecHelp2026/ru-493.pdf?_gl=1*1ukl1ni*_ga*MTM4MTU1MzcxOS4xNzEzMjgwOTA4*_ga_1N4CD8V5RS*MTczNzM3OTYwNi4xNDcuMS4xNzM3Mzc5NzE5LjQ2LjAuMA..

Protection of Persons Under the Age of 21

Persons under the age of 21 are prohibited from playing at VIZ Winline. In accordance with the current legislation of the Republic of Belarus, participation in the game by persons under the age of 21 constitutes a violation of the law.
Winline is not intended for children or adolescents. We do everything possible—including in accordance with the requirements of the current legislation of the Republic of Belarus—to ensure that individuals under the age of 21 do not participate in gambling. Therefore, visitors are required to provide a copy or image of a valid identification document in electronic form. Under no circumstances may a person under the age of 21 be allowed to play on VIZ Winline. Company employees strictly enforce this rule.

Gambling Addiction Prevention

While for most people gambling is simply an entertaining way to pass the time, there is a percentage of visitors who suffer from gambling addiction. Recent studies have shown that only a small portion of the adult population faces the problem of gambling addiction. However, VIZ Winline takes this issue very seriously and reminds you to always keep in mind that:

- gambling is based on the law of probability, so there are no "formulas" or "systems" that guarantee a win;
- the desire to gamble must come solely from you;

- gambling is entertainment, not a way to get rich quickly or pay off debts;
- keep track of how much money you spend on gambling on a regular basis;
- to play, you must always know the rules of the game;
- It is difficult to define the line between healthy gambling and a harmful addiction. However, there are certain signs that may indicate a player is beginning to have problems.

We invite you to answer 10 questions. If you answered "yes" to at least 5 of them, there is a high probability that you already suffer from a gambling addiction.

- Are you seriously involved in gambling?
- Are your bets constantly increasing?
- Do you borrow money to gamble?
- Do you often play longer than you planned?
- Do your frequent visits to a gambling establishment or online casino negatively affect your reputation?
- Do you feel irritated or frustrated when you can't participate in gambling?
- Is gambling a way for you to escape your problems?
- Do you often find yourself trying to win back your losses?
- Have you tried to control the size of your bets or the amount of time you spend at a casino or online gambling site, but your attempts have been unsuccessful?
- Do you keep your gambling habit a secret from your loved ones?

Tips for Managing Your Gambling

Decide in advance how much time you can spend gambling;

- Set a maximum amount you're willing to lose, and don't exceed it;
- Never borrow money to gamble;
- Try to find a new hobby and balance it with gambling;
- Never visit gambling establishments if you're in a bad mood or feeling depressed or down.

Blocking a Gaming Account

You may submit a written request to suspend your registered gaming account on the winline.by website for a specific period or indefinitely, as well as a subsequent request to reactivate your suspended gaming account on the winline.by website (these actions will be carried out exclusively at the "Winline" online casino). You can submit the request through the "Requests" section in your gaming account.

Self-Restrictions on Visiting Gambling Establishments and Participating in Gambling

You may independently restrict your visits to gambling establishments, online gambling sites, and participation in games of chance for a period ranging from six months to three years by personally submitting a written application (hereinafter referred to as the "application") to the gambling operator, along with a valid form of identification.

The application must contain:

- information regarding the name of the gambling operator to whom this application is submitted;
- information regarding the individual's last name, first name, and patronymic (if applicable);
- details of the document proving the natural person's identity (name of the document, series (if any), number, date of issue, name of the government agency that issued the document (if the document was issued by a government agency of the Republic of Belarus), identification number (if any), and the official name of the foreign state in which the document was issued);
- the duration of the ban on visiting gambling establishments, virtual gambling establishments, and participating in games of chance;
- the date of the application;

- personal signature.

Submission of the application to any gambling operator is considered equivalent to submission to all gambling operators within the territory of the Republic of Belarus. The submitted application is non-refundable, except in cases where:

- the requirements for the content of the application, as established by law, have not been met;
- the last name, first name, and patronymic (if any) of the individual specified in the application, as well as the details of the identity document, do not match the details of the identity document presented by the individual;
- the duration of the self-exclusion from visiting gambling establishments, virtual gambling establishments, and participating in games of chance does not correspond to the duration established by law (from 6 months to 3 years).

On the day the application is submitted, the gambling operator shall enter information about the individual who has decided to restrict their visits to gambling establishments, virtual gambling establishments, and participation in games of chance into the list of individuals restricted from visiting gambling establishments, virtual gambling establishments, and participation in gambling (hereinafter referred to as the "list"). Gambling operators' access to the list is provided through the use of the SKKS.

An individual who submits an application is issued a document generated by the SKKS confirming receipt of the application and the entry of the relevant information into the list.

Please note that you may submit such an application only IN PERSON to any gambling operator that operates "land-based" locations (gambling establishments).