

RAINBOW CASINO SELF-EXCLUSION SCHEME

TERMS AND CONDITIONS

SUMMARY

The Primary Self-Exclusion method that Double Diamond Gaming Ltd, trading as Rainbow Casinos offers is through Self-Exclusion National Self Enrolment (SENSE) <https://www.senseselfexclusion.com/>. Double Diamond Gaming Ltd also offers a Self-Exclusion option which allows its customers to self-exclude from its Rainbow Casinos only. Persons who enrol into the Rainbow Casino Self Exclusion scheme sign a form which confirms that they have read, understood, agreed, and accepted the following terms & conditions. These terms and conditions will be displayed within Rainbow Casino sites and on the website <https://rainbowcasino.co.uk/>.

RAINBOW CASINO SELF-EXCLUSION ENROLMENT

- Rainbow Casino Self-Exclusions will cover those casinos operated by Double Diamond Gaming Ltd. Persons who wish to self-exclude from all United Kingdom land-based casinos will be encouraged to consider SENSE enrolment;
- The Rainbow Casino Self-Exclusion scheme is a voluntary self-exclusion scheme that is entered into by you through making the request. By making this request to self-exclude you agree that you will not attempt to enter or gamble within any premises operated by Double Diamond Gaming Ltd trading as Rainbow Casinos (including the use of third-parties to gamble on your behalf);
- Rainbow Casinos will use its best endeavours to help you to self-exclude however the primary responsibility for not entering its casinos will be yours as per the self-exclusion request (including the use of third-parties to gamble in your behalf);
- Should you manage to enter and gamble within Rainbow Casinos whilst a self-exclusion is in place, Double Diamond Gaming Ltd will not be liable for any associated matter whatsoever. Any stakes will be forfeited, losses will not be reimbursed and any winnings will be withheld (this includes monies worth of any value in the form of casino chips, tokens, or TITO tickets (electronic roulette and slots));
- Rainbow Casino Self-Exclusions will be in place once an interaction has been completed with the Duty Manager and the appropriate suspension has been applied;
- Rainbow Casino Self-Exclusions are for a minimum term of 6 months and cannot be lifted by yourself during this period;
- You can enrol for longer periods up to a maximum of 7 years (longer or unquantifiable period requests such as life will be rejected and the 7 years period may apply);
- Rainbow Casinos is unable to accept self-exclusion requests via telephone or email. In such cases a Safer Gambling Suspension will be applied pending further enquiries;
- Where a self-exclusion has been verbally stated, the initial request is unclear or has been incorrectly processed Rainbow Casinos will apply a Safer Gambling Suspension pending further enquiries;

RAINBOW CASINO SELF-EXCLUSION RETURN

- Reinstatement requests from yourself will only be considered once the minimum 6 months self-exclusion time has elapsed and where you have made a positive step to discuss the enrolment and possible readmittance;
- Reinstatement requests can only be considered from yourself in person at Rainbow Casinos and will not be accepted by telephone, email or through third-parties;
- As part of any self-exclusion lift you will be required to complete a Customer of Interest Interaction with attached Problem Gambling Severity Index (PGSI) questionnaire with the Duty Manager;
- Reinstatements to Rainbow Casinos following a self-exclusion lift request will only be permitted with the approval of the Safer Gambling Officer or the Head of Compliance following a minimum cooling off period of 24 hours;
- If readmittance is granted the customer accepts that further Safer Gambling monitoring will take place in line with Rainbow Casinos Safer Gambling and Player Protection Policies.
- Rainbow Casinos reserves the right to refuse readmittance to its premises.

LEGAL INFORMATION

- No failure or delay by Double Diamond Gaming Ltd trading as Rainbow Casinos to exercise any right or remedy provided under your agreement, or otherwise by law, shall constitute a waiver of that, or any other, right or remedy. Nor will it prevent or restrict the further exercise of those rights and remedies.
- Other than in respect of Double Diamond gaming Ltd being capable of enforcing the provisions of your agreement, any person who is not party to that agreement has no right under the Contracts (rights of Third Parties) Act 1999 to enforce any terms within it.
- Your agreement to enrol into the Rainbow Casino Self-Exclusion scheme and any dispute or claim arising out of it will be governed by and construed, in accordance with the laws of England and Wales.
- In making an agreement to enrol in the Rainbow Casinos Self-Exclusion scheme, you agree to release from any liability whatsoever the officers and employees of Double Diamond Gaming Ltd. You acknowledge that you have no claim of whatever nature against them should you not comply with any part of your enrolment agreement.
- By making the agreement to enrol into the Rainbow Casino Self-Exclusion scheme, you are confirming that you have read, understood, agreed, and accepted the above terms and conditions.
- In accordance with the Double Diamond Gaming Ltd Privacy Policy (displayed within Rainbow Casino sites and on the website <https://rainbowcasino.co.uk/>) your data will be retained for the purposes of;
 - Complying with regulatory obligations;
 - Performing this agreement including the enforcement of any rights and defending any claims;
 - To provide the self-exclusion as per your request;
 - Other reasons as set out in the Double Diamond Gaming Ltd Privacy Policy.