BetOnRed

Limits and self-exclusion

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Self-Exclusion Policy

Operator-published materials: the full available text of the thematic block as observed in the saved English-language version 19.11.2026; the operator's terms are confirmed and approved in the expert database. Links to the operator's site are excluded; their subject is preserved.

Self-exclusion Policy of betonred.com operated by UNO DIGITAL MEDIA B.V

1. WHAT IS SELF-EXCLUSION?

Self-exclusion is a process which you can ask a gambling business to exclude you from gambling with them for a set length of time – usually between six months and five years. This means you will be refused service in the venues and on the sites, you have been excluded from.

2. SELF-EXCLUSION AT BETONRED.COM

Setting Self-exclusion lets us know that we need to take all measures to block your access to your account and make sure that you receive no promotional materials. You may also contact our support team at our email support@betonred.com and inform us about your decision to stop gambling at betonred.com for a certain period or forever.

We offer a self-exclusion facility to help you if you feel that your gambling is out of control and you want assistance to help stop. At your request, we will prevent you from using your account for a specific period, as determined by you. We will also take reasonable steps to prevent the opening of new accounts. Once the period has lapsed, your account will be reopened.

Please note that if you are self-excluded from the casino indefinitely, the funds remaining on balance will be paid according to the casino limits. If you are self-excluded for a definite period, the funds remaining on balance will be paid according to the casino limits only when a period of self-exclusion expires.

Self-Exclusion Limit. You can set a Self-Exclusion Limit for 6 months, 9 months, or 1 year. Upon doing so your Player Account will immediately be disabled and you will be excluded from all promotional offers for the set period. You will not be able to deposit or withdraw funds when the limit is active. Upon its expiration, your account will not be automatically re-activated.

Should you wish to cancel your self-exclusion before the expiration of the self-exclusion period, this will only be considered following an internal review. Any successful cancellation of a definite self-exclusion period will be applied after a minimum 24-hour cool-off period following your request.

You are also able to request that your account be self-excluded for an indefinite period. Should you wish to undo the indefinite self-exclusion, you may contact our Customer Support Team to request this. Any cancellation of an indefinite self-exclusion will only be applied after a 7-day waiting period has lapsed at which point your account will be reopened.

3. ENTERING INTO SELF-EXCLUSION IS A JOINT COMMITMENT BETWEEN US AND YOU.

We will take reasonable steps to prevent you from re-opening your account or opening new accounts with us. However, during the period of your exclusion, you must not attempt to re-open your account or to try open new accounts across our network.

When administering the self-exclusion on your account, the onus is on you to complete the process. This requires you to confirm that you understand the exclusion restrictions and then click a link that takes you to a page where you must select the period you wish to be excluded for and confirm the self-exclusion by clicking ‘submit’. You will then receive an email to confirm that the self-exclusion has been successful. IF YOU DO NOT COMPLETE THIS PROCESS, YOUR ACCOUNT WILL REMAIN ACTIVE.

If you are unable to complete the automated process yourself, then you must contact Customer Support and request that they apply the self-exclusion for you and that you attempted the automated process and that you want us to manually self-exclude you – please note that if you request assistance via email to self-exclude that this will not be instantaneous, and we will confirm once it has been done. Unless you state otherwise, the self-exclusion period will be set at six months. If you have any questions, then please contact support@betonred.com.

Upon activation of the self-exclusion, we will make every reasonable effort to ensure that you do not receive gambling-related material. However, we cannot be held liable for any third-party affiliate marketing that you may receive that we have no control over. Please remember that if you inadvertently receive marketing material and continue to gamble, or circumvent your agreement by, for example, continuing to gamble, opening and operating new accounts, we are under no obligation to return any deposits, winnings, or other funds in respect of such activities online.

Self-exclusion shall be applied if the user has applied to the relevant regulator with a request for self-exclusion and BetOnRed has received from them a corresponding list of self-excluded players.

Risk Warnings

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Risk warnings of betonred.com operated by UNO DIGITAL MEDIA B.V.

You understand that by participating in the games, you risk losing the money deposited to your account on betonred.com.

In some jurisdictions, online gambling may be illegal. You understand and agree that betonred.com is not able to provide you with legal advice or guarantees regarding the legality of your use of the services of the Website.

The Company does not affirm that the services of the Website comply with legal requirements in your jurisdiction. You use the services provided by betonred.com by your own choice and at your sole discretion, as well, assuming the risk of liability, making a decision as to whether the use of the services of the Website is legal in accordance with the current legislation of your jurisdiction. You log in to the Website and participate in the games at your own risk.

Responsible gaming: additional procedures and restrictions in the interface's structured texts

Saved observation (interface texts): below are the published settings texts, including variants for different configurations. The availability of elements is confirmed for the respective player configuration. Variables pass dynamic account values in the relevant interface items.

Do you want to track your activity, loss limits or limit deposits? Your account can be set with all limits. It'll help you to get an overview of your gambling. All restriction take effect instantly.

Deposit Limits

Your account can be set with deposit limits. This setting limits the amount you can deposit per day, week or month.

If you set a limit, any request you make, to increase or remove that limit, will not take effect for 24 hours. If you set a deposit limit of 0, your account will be blocked for 6 months.

Cancellation of the Deposit Limit takes 24 hours. After the limit is exceeded, you will receive an email notification.

Wager Limits

Your account can be set with wager limits. This setting controls the amount of money you can wager per day, week or month

If you set a limit, any request you make, to increase or remove that limit, will not take effect for 24 hours.

Cancellation of the Wager Limit takes 24 hours. After the limit is exceeded, you will receive an email notification.

Loss Limits

Your account can be set with loss limits. This setting limits the amount you can lose per day, week or month. Attention! Gambling can be addictive. Gambling does not solve financial problems. In case of addiction or problems, contact: 15410.ee. Please read the Terms and Conditions and play responsibly. Customers must be 21 years of age.

If you set a limit, any request you make, to increase or remove that limit, will not take effect for 24 hours.

Cancellation of the loss limit takes 24 hours. After the limit is exceeded, you will receive an email notification.

Session Limits

The restriction takes effect instantly. If you hit the limit, you will be automatically logged out of your account.

If you set a limit, any request you make, to increase or remove that limit, will not take effect for 24 hours.

Cancellation of the Session Limit takes 24 hours. The limit changes will be canceled.

Cooling off

Feel the need to stay away from the casino for some time? You can set a cooling-off limit for a certain period of time. The restriction takes effect instantly. You won't be able to make deposits and play during the specified period, also you will be excluded from all advertising offers. After the set period expires, you'll receive a notification email saying your account is active again

Limit decrease will be applied in 24 hours after player's request. Limit increase will be applied immediately.

Limit cancellation will be applied in 24 hours after player's request.

Self Exclusion

Feel the need to block access to your account? You can set a self-exclusion limit for a definite or an indefinite period of time. The restriction will take effect instantly. During the set period you will not be able to log into your account.

The restriction will take effect instantly.

The limit will be removed immediately.

Additional interface settings: period options Daily / Weekly / Monthly, days/weeks/months; Session Limit field "Enter > 6 minutes". The interface shows Remaining Limit and time until reset. Increasing the limit — text about acceptance after 24 hours; decreasing — immediately. Renew limit cancels a pending removal. There are also separate edit/delete confirmation messages with wording about immediate acceptance, and versions of the Deposit/Loss/Session/Wager Limit texts have a dynamic number of hours instead of a fixed 24. Each variant applies in its own interface configuration.

Automated Self-Exclusion (interface text)

Request self-exclusion: the button launches an email with confirmation instructions; the link is valid for 24 hours. Warning: Any decision made here is final and non-reversible. Please withdraw any remaining balance from your account before submitting your self-exclusion request.

If you are tired of playing and would like to take a break, use the Self-Exclusion feature. Self-exclusion works as follows:

1. Initially, you will be offered a Cooling-Off period, during which you will not be able to place bets, but will still be able to log into your account. The Cooling-Off period lasts for 24 hours. To activate it, press the Cooling-Off activation button provided in the email that you receive.

2. After 24 hours, you can extend the Self-Exclusion mode for a suitable period of time. It can be one day, a week, half a year, or permanently. To confirm the selected period, you will also need to follow the link provided in the email.
3. In the case of Self-Exclusion, you will not be able to log in to your account. It will be blocked.
4. If you do not activate a new Self-Exclusion period 24 hours after the Cooling-Off period has expired, your account will automatically be unlocked, and you will be able to request a new Cooling-Off period.

Alternative process option: If you are tired of playing and would like to take a break, use the Self-Exclusion feature. Self-exclusion works as follows:

You can extend the Self-Exclusion mode for a suitable period of time. It can be one day, a week, half a year, or permanently. Once the limit has been confirmed, it will be applied immediately.

In the case of Self-Exclusion, you will not be able to log in to your account. It will be blocked.

Another option: the button starts self-exclusion for 6 months; extension via support. The localization also has a quick launch option via button. The specific GEO/selected configuration is confirmed.

Responsible gaming in third-party reviews

AskGamblers, Responsible Gambling tab:

Tool	Value in a third-party table
Deposit Limit Tool	Yes
Wager Limit Tool	Yes
Loss Limit Tool	Yes
Time/Session Limit Tool	Yes
Self-Exclusion Tool	Yes
Cool Off/Time-Out Tool	No
Reality Check Tool	No
Self-Assessment Test	No
Withdrawal Lock	No
Self-Exclusion Register Participation	No

The author separately describes the explanation of monthly deposit limits and the ability to view bet history, did not find a Reality Check or a dedicated short cool-off; cites a statement about responsible gambling support service training with the ability to refer clients to specialized organizations. CasinoReviews writes about deposit limits, self-assessments, self-exclusion and links to organizations in a dedicated section; self-assessment information is confirmed for the context of each source, including the table AskGamblers. SiGMA FAQ — deposit limits, activity tracking, self-exclusion. BetOnRed in its own description on Trustpilot claims deposit limit tools, self-exclusion, support resources and encryption. User reports of self-exclusion difficulties are given separately below.

Additional external responsible gaming resource

+BetBlocker: https://betblocker.org/ — an information resource for blocking/self-exclusion referenced by the footer AskGamblers. This is not evidence of partnership, certification, or any connection between the service and the operator BetOnRed.

Responsible gaming — Main parameters

Parameter	Meaning
Minimum age	On the general operator footer 18+. The Loss Limits template contains 21+ for its area, and the sports regulations require reaching the minimum age in the player's territory.
Game limits	Deposit, Wager, Loss, Session Limits, Cooling off and Self Exclusion. Deposits, turnover and losses can be limited per day, week or month; Session Limit limits the duration of a session.
Setting limits	Individual limit templates are available in the account settings. Session Limit ends the session when the boundary is reached; increasing or removing Deposit/Wager/Loss/Session Limits takes effect after 24 h.
Reminders and pause	Cooling off takes effect immediately in the published template, blocks bets and deposits for the selected time, and excludes promotional offers. An email notification is provided at the end of the pause.
Self-exclusion and time limits	The policy provides for 6 months, 9 months, 1 year or indefinitely. Upon approved early cancellation of a fixed-term exclusion, a minimum of 24 h is counted from the request. Removal of an indefinite restriction takes effect after 7 days. While a fixed-term limit is active, deposits and withdrawals are unavailable. The balance under a fixed-term exclusion is paid out under the casino limits after it ends, and under an indefinite one — under the casino limits.
Self-exclusion procedure	Profile: select a period and send final confirmation; then the operator sends an email. Manual route — support@betonred.com with separate confirmation of the executed restriction.
Disabling marketing	The Privacy Policy provides for opting out of marketing via an unsubscribe link or by contacting support or the Data Protection Officer. Active self-exclusion separately restricts operator promotions.
Help services	For the tools BetOnRed — support@betonred.com. Third-party reviews mention GamCare and other UK resources; for Poland, the local service relates to its own public contact and territory.

Responsible Gaming — Additional Parameters

Parameter	Meaning
National system	The operator's policy provides for self-exclusion via a list obtained from the applicable regulator. GAMSTOP is mentioned in a third-party UK context; coverage should be determined by the specific system and operator list.
Complaint about restriction	support@betonred.com, description of the active restriction, deadline, and confirmation of its inclusion. An unresolved request is escalated under Dispute Resolution.

Related reading

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