Responsible Gambling at Fireball Casino

Contents

Operator, license and geographic restrictions / License, legal entities and account security 2

Responsible gaming 2

Source corpus links / Responsible gambling 4

Related documents 5

Operator, license and geographic restrictions / License, legal entities and account security

Field	Value and scope
29-16 · Self-exclusion	Self-exclusion for 1/3/5/10 years or for life, effective immediately after confirmation; the term cannot be shortened.
29-17 · Time limit	RG-TIME-01: editorial session budget 30 minutes, reminder after 15 minutes. This is a confirmed personal session limit; cashier maximums are accounted for separately.
29-18 · Deposit limit	RG-LIMIT-01: personal limit of new deposits 300 PLN per day, 900 PLN per week, 2400 PLN per month; the method's technical maximums do not replace these restrictions.
29-19 · Changing the limit	Decreasing the deposit limit is immediate; increasing it takes effect after 24 hours under the operator's policy.

Responsible gaming

Saved information — Responsible Gaming, Responsible Gaming Policy, FAQ and Terms and Conditions §28.

Tool	Duration and launch	Effect and completion
Cooling-Off	**24 hours, 7 days, 1 month, 3 months**. Online in Responsible Gaming of the account. If a block or self-exclusion is not arranged via a site tool, the policy directs requests to rg@fireball.casino, with duration and the choice to opt out of marketing. On 1 or 3 of the month, a neutral online confirmation is possible.	Immediately after confirmation. Play and new deposits are restricted, the account remains open, available funds are withdrawn. Bonuses and incentives are not issued. If opting out is chosen, there are no advertising messages. Automatic renewal upon expiry.
Self-Exclusion	**1, 3, 5, 10 years or for life**. Online via the account, effective immediately after confirmation.	Account closure, login and all forms of licensed play unavailable, automatic opt-out of marketing, measures against creating duplicates and blocking of known linked payment methods for the exclusion period. The rules prohibit opening new accounts in any brands and services of this license or circumventing the restriction. The term cannot be cancelled or shortened. To return after the end of a temporary self-exclusion, a written request from the player is required; the account is not opened automatically or at the company's initiative. Available funds can be withdrawn according to the rules.
Tool	**Duration and launch**	**Effect and completion**
Deposit Limits	Day, week, month. The policy, the Responsible Gaming page and §28 direct the request to email support, FAQ describes installation from the account in Responsible Gaming.	Block on new deposits until the period resets. Increase after **24 hours**, decrease immediately. The limit applies to new deposits after it is applied. Previous bets remain valid. If the limit is activated during play or an unsettled bet, the policy prohibits new deposits and bets.

Tool	Duration and launch	Effect and completion
		Previously started play and bets may complete. The operator notifies about the application and change.

- **Approved timeframes and order of restrictions.** FAQ for temporary blocking lists **24 hours, 30 days, 90 days**. The specialized policy, page and §28 provide the full set of Cooling-Off above, including 7 days and the wordings "1 month", "3 months". The public page describes completion of the current game upon self-exclusion, the policy clarifies the possible completion of the current tournament before closure, refund of bets between the request and actual application taking into account AML/CFT, validity of contributions to the progressive jackpot and termination of participation after exclusion. FAQ allows account restoration after the expiry of self-exclusion, a pending blocking review or inactivity. The policy prescribes that before confirmation the difference between a pause and self-exclusion be explained and that no attempt be made to dissuade from them with bonuses or assurances. The self-exclusion period is confirmed by a neutral message. The ban on marketing during self-exclusion covers direct and indirect communications. Restoration is unavailable during self-exclusion, with indefinite exclusion, closure at the operator's initiative with notification, or permanent closure on legal grounds. Voluntary closure is carried out via chat or a registered email on helpdesk@fireball.casino.
- **Saved information — operator policy.** Credit for play, direct use of cryptocurrencies and intermediary/agent accounts are prohibited. For VIP and high rollers enhanced monitoring, behavioural analytics and mandatory escalation are stated. Availability of information, age verification, voluntary self-assessment, monitoring, limits, pause, self-exclusion, advertising rules and training are part of the mandatory mechanism. The policy applies to employees, systems and contractors, is submitted annually to CGA, and material changes are communicated. Until a separate responsible person is appointed, the role is performed by Compliance Officer, separately from AML/CFT. He implements and controls procedures, handles incidents, escalates material matters and prepares a management report every **12 months** on effectiveness, shortcomings and improvement measures. The policy provides for periodic testing and review of mechanisms, regulatory reporting, monitoring and audit. The public page sets out six principles: informing about risks, prevention, protection of minors and vulnerable persons, transparency, assistance and ethics. It suggests treating play as entertainment, allocating only an affordable budget, and points to free confidential help.
- The operator describes the availability of Responsible Gaming from the home page and in the site and app menu, English and the market language with priority given to English, email and access to self-exclusion, Cooling-Off, limits and reality checks. In the footer, per policy — 18+, the operator's name and address, licence, supervision by CGA, Responsible Gaming, the CGA digital seal and at least one help resource. Links are checked by the operator. The policy requires access to the section in one click from the home page, links and explanations of the tools in the general terms and their prompt updating when regulation or site operation changes. For the protection of minors it is recommended not to share the login, to close the account on shared devices, not to save the password on them, to use parental filters NetNanny, CyberPatrol or Qustodio, to explain the risks to children and to report possible access by a minor at rg@fireball.casino.

- The account history, where technically available, contains dates of deposits, withdrawals, bets, winnings, amounts and types of games, active bonuses and limits. An extended available history can be requested from support, the timeframe per policy — **10 working days**. The voluntary test Gamblers Anonymous contains **20 questions**. Within the platform a reminder is promised at least once every **six months**. Signs of problem gambling per the page — exceeding budget and time, chasing losses, hiding gambling, anxiety/guilt/irritation, borrowing money and unpaid bills, constant thoughts about gambling or gambling as an escape from stress. Among the advice — budget, regular breaks, controlling spending and time via history, pause and help, refraining from gambling when tired, stressed or under the influence of substances.
- Behavioural control is based on a combination of observations: activity, nature of play, use of tools, contacts with the client. The operator may inform about protection tools, limit the deposit or temporarily suspend and close the account in case of serious risk. Each case is recorded in PAM with the time, signs, measures and responsible person. Measures cannot be used to obstruct a lawful withdrawal. Exclusion at the company's initiative is possible in case of persistent problem behaviour, justified signs of crime/fraud, or the need to protect the player/operations. The player is informed in writing of the reason and timeframe, records are kept for at least **five years** and provided to CGA upon request.
- Training covers recognition of stress, aggression and financial despair, sensitive conversations and referral to tools/services, and is updated periodically. Advertising, including by partners, sponsors, ambassadors and influencers, must contain a visible responsible gambling wording, must not target vulnerable persons and children, must not promise financial success or a solution to emotional problems, must not distort the role of skill, must not show children and sexualized content, must not link gambling with alcohol, smoking, drugs, seduction and attractiveness. Transparent bonus terms are required, and stimulating excessive play is prohibited. Responsibility for third-party materials remains with the operator. All engaged third parties must familiarize themselves with the responsible gambling policy and agree to comply with it.
- The page lists independent resources **GambleAware** (information, self-help, finding a service), **ChapterOne** (advice, help with gambling harm), **National Council on Problem Gambling** (information, self-assessment and finding help, the number **1-800-522-4700** is published), **GamblingTherapy** from Gordon Moody (international practical and emotional support) and **Gamblers Anonymous** (voluntary self-assessment).

Source corpus links / Responsible gambling

- BetBlocker
- Chapter One
- GamCare
- Gamban
- GambleAware
- GambleAware, source address from the operator's policy
- Gamblers Anonymous, 20 questions

- Gambling Therapy, address from the operator's materials
- Gambling Therapy, address from an independent review
- Juega Bien, link in the saved game interface
- National Council on Problem Gambling, help

Related documents

- **Logging In to Fireball Casino** (17-11-2026-login.pdf) · Account, registration and verification