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Directive 29/2018

Terms and conditions under which the applicant intends to provide betting services to players

According to section 11(b) of the Betting Law (hereinafter referred to as the “Law”), the National Betting Authority (hereinafter the «Authority») has the power to draft and issue Regulations and Directives for the best possible application of the Law. Directive No. 29/2018 is drawn up on the basis of the provisions of section 29(c) of the Law of 2012, as amended or replaced from time to time, which in the present case provides that a person is fit and proper to obtain a Class B bookmaker’s licence if the Authority considers that such a person applies such terms and conditions when providing betting services, which, in the opinion of the Authority, ensure the adequate protection of the player.

2. The Authority has therefore decided that the terms and regulations of the recipient shall, inter alia, include the following terms regarding the protection of players:

(a) Registered players shall have the right by electronic request to:

- (i) Determine the limit of the amount of the bet, for a specific period of time,
- (ii) Determine the maximum limit of losses that they may sustain for a specific period of time,
- (iii) Determine the time limit during which they can place bets, and
- (iv) Opt out from the opportunity to bet, either for a specified period of time or indefinitely,

(b) Withdrawal of a limit or any modification to it which results to reduced player protection may only be carried out seven (7) days after the Class B bookmaker receives the player’s electronic request, whereas any modification resulting in increased player protection shall have an immediate effect upon receiving the relevant electronic request.

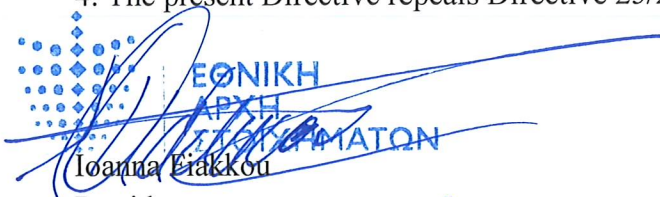
(c) Self-exclusion is terminated automatically with the conclusion of the selected opt-out period and any request for increase of the opt-out period shall have immediate effect and application after the Class B bookmaker receives the electronic request.

(d) For the purposes of this Directive:

- a. determining a limit by virtue of section 2(a)(i), provides the player with the possibility of establishing maximum limits per bet or/and per deposit over a certain period of time or/and for losses occurring over a certain period of time,
- b. determining a limit by virtue of section 2(a)(ii), provides the player with the possibility of establishing maximum limits per deposit or/and for losses occurring over a certain period of time,
- c. determining a limit by virtue of section 2(a)(iii), provides the player with the possibility of temporarily opting out from the opportunity to bet for a certain time period, either on a daily basis or on a certain day or days.

3. It should be noted that, the application for the grant of a Class B bookmaker's licence shall be deemed to be incomplete at the evaluation stage, in the event that the bookmaker does not comply with the above.

4. The present Directive repeals Directive 25/2017.



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**in case of discrepancy between English and Greek versions, the Greek version supersedes*