Responsible Gambling – Player Information

Our Commitment to Responsible Gambling

At Next2Go, we believe gambling should be fun, fair, and in your control. We are fully committed to promoting responsible gambling and comply with the NT Code of Practice for Responsible Online Gambling 2019. Our priority is ensuring a safe betting environment where customers can stay in control and seek help when needed.

What Is Problem Gambling?

Problem gambling occurs when betting becomes difficult to control, leading to negative impacts on finances, mental health, and personal relationships. Signs of problem gambling include:

- Gambling for long periods without breaks.
- Escalating deposit amounts and chasing losses.
- Ignoring responsibilities or experiencing financial distress.
- Expressing guilt, frustration, or distress after gambling.
- Comments about family or financial hardship.

If you recognize any of these signs, we encourage you to take a break or seek support.

How we're helping clients

At Next2Go, we aim to ensure that a balanced approach is taken to the wagering services we provide. We want gambling to be enjoyable for our customers, while minimising problem gambling behaviours. Some of the ways we do this are by:

- Escalating deposit amounts and chasing losses.
- Ensuring compliance with our licensing requirements and the NT Code of Practice for Responsible Service of Online Gambling 2019.

- Taking all reasonable steps to assist clients with their gambling activities and regularly draw their attention to a variety of help services and self-assessment tools.
- Ensuring our advertising and promotions comply with all Commonwealth, State and Territory laws and corresponding codes of conduct, all of which will include Responsible Gambling messaging and how clients can access help.
- Staff training and development to continuously understand and apply the Responsible Gambling frameworks.
- Systems in place to identify and manage customers, including self-excluded customers.

Next2Go provide and encourages use of a suite of Responsible Gambling tools. These tools can all be accessed through selecting My Account > Responsible Gambling and include:

Tools to Stay in Control

Deposit Limits

To help manage spending, we offer deposit limits that we recommend to be set at sign-up or anytime via My Account > Responsible Gambling > Set Limits. You will also receive an annual reminder to review your limits.

- Limits apply immediately when decreased.
- Increases take 7 days to apply.

For assistance, email support@Next2Go.com.au.

Taking a Break & Self-Exclusion

Short or Long Breaks

You can pause your account at any time for:

- Short Break: 1 day to 6 weeks.
- Long Break: 6 months or 12 months.

Once actioned, these breaks cannot be reversed until the time expires. Manage breaks via My Account > Responsible Gambling > Breaks, or email support@Next2Go.com.au.

🚫 Permanent Self-Exclusion

If you wish to close your account PERMANENTLY, you can choose permanent exclusion (99 years). This means your account will be immediately suspended and can NEVER be reactivated.

- Initiate permanent self-exclusion via My Account > Responsible Gambling > Permanent Exclusion or email support@Next2Go.com.au.
- Processing times may vary if requesting self-exclusion through email; we action requests as soon as possible.
- Self-exclusion is irrevocable once confirmed, irrespective of the circumstances.

If you have previously self-excluded, you must not attempt to create or access a Next2Go account or you will be in breach of our terms and conditions.

Multiple brand Interactions

✅ Zinger Bookmaking Pty Ltd – Responsible Gambling Measures Across Brands

Zinger Bookmaking Pty Ltd operates multiple licensed online wagering brands under a single Northern Territory wagering licence, including PuntX, UpYaGo and Next2Go. While each brand operates under its own trading name and platform, they share a unified compliance framework, customer care standards, and responsible gambling policies.

As part of our commitment to responsible gambling, we have implemented clear measures to across all Zinger Bookmaking brands.

Permanent Self-Exclusions – Applied Across All Brands

If you are permanently self-excluded from any Zinger Bookmaking-operated brand (e.g. Next2Go), you will not be permitted to open or maintain an account with PuntX, UpYaGo or any other current or future brand under our licence.

We take this seriously. If a permanently excluded individual attempts to bypass their exclusion by using false or modified information, alternate identities, or any other method, we may:

- Immediately suspend or close the account once detected
- Take any additional action deemed appropriate, including reporting the breach to relevant authorities

We implement proactive detection processes to prevent this kind of activity, but we are not liable for any losses incurred where a customer has actively avoided detection.

Long Breaks – Enforced Across All Brands

A long break is defined as a voluntary self-exclusion period of six (6) months or longer**.** If you've taken a long break with any Zinger Bookmaking Pty Ltd brand (Next2Go, PuntX or UpYaGo), this restriction applies across all brands under our single licence.

This means that while your long break is active, you cannot open, access, or use any wagering account with PuntX, Next2Go, UpYaGo or any other brand operated by Zinger Bookmaking Pty Ltd.

If an individual attempts to bypass a long break through alternate accounts, false identity details, or other means, we reserve the right to close the account and take appropriate compliance action.

We encourage our players to treat long breaks as a serious commitment to taking time away from wagering and will support any customer who chooses this option across our brands.

We implement internal cross checks to identify where a player has implemented a long break with one brand and where identified we will action a long break on any other brands until such time as the player initiated long break time frame expires.

Temporary Restrictions – Brand-Specific

Temporary responsible gambling tools such as:

- Short-term breaks
- Self-deactivation
- Deposit limits

…are applied per brand and do not carry over between PuntX, UpYaGo and Next2Go.

For example, if you activate a short break or deposit limit on Next2Go, that restriction does not automatically apply to your account on PuntX or UpYaGo

It is the customer's responsibility to manage their responsible gambling preferences with each brand individually.

National & Northern Territory (NT) Self-Exclusion Options

National Self-Exclusion Register – BetStop

BetStop is the official National Self-Exclusion Register, allowing customers to block access to all licensed Australian online and phone betting operators for a set period.

- Exclusion options: 3 months ~ permanently.
- Once registered, you cannot open or use accounts until the exclusion period ends.
- Register at: www.betstop.gov.au.

NT Self-Exclusion Register

Want to self-exclude from all NT-licensed operators? You can request multi-operator exclusion by contacting us, and we will assist you in starting the process with the NT Racing and Wagering Commission.

- To begin, email support@Next2Go.com.au or contact the NT Racing Commission directly: NT Self-Exclusion Process.

Tracking Your Activity

Stay in control with easy access to your betting history:

- View your full deposit, withdrawal, and betting history anytime via Account > Transaction History.
- Receive monthly activity statements emailed to your registered email address
- Request an official account statement via email at support@Next2Go.com.au.

Marketing & Opt-Out

Next2Go follows an opt-in policy for promotions. You can opt out anytime:

- Click the opt-out link in our emails, or
- Email support@Next2Go.com.au (processed within 24 hours).

Responsible Gambling Training & Support

- Staff Training: Our support team completes responsible gambling training prior to employment and annual refreshers.
- Gambling Incident Register: While each individual is responsible for their own choices, we actively monitor customer behaviour to detect signs of gambling harm and connect with players who are identified in this process.
- Third-Party Concerns: If we receive a concern from a family member or friend, we may temporarily block the account and assess the situation.

Age Restrictions & Account Security

Next2Go is strictly 18+. We perform age verification checks and may suspend accounts if required. Parents with accounts on devices in which children may share, can use filtering tools such as:

- Net Nanny – www.netnanny.com
- BetFilter – www.betfilter.com
- GamBlock – www.gamblock.com

If you suspect an underage account or an account has been accessed by someone under age, report it to support@Next2Go.com.au.

Need Help? Support Is Available 24/7

If you or someone you know is struggling with gambling, free and confidential support is available:

- Gambling Help Online – www.gamblinghelponline.org.au | 📞 1800 858 858
- National Debt Helpline – www.ndh.org.au | 📞 1800 007 007
- Gamblers Anonymous – www.gamblersanonymous.org

Need help to adjust your limits or self-exclude? We're here to help. Email us at support@Next2Go.com.au.

Version	Date	Amendments	Notes
1.0	13th May 2025	Document published	
1.1	20th October 2025	Update around multiple brand interactions	
1.2	23rd March 2026	Updated to include UpYaGo	