

Safe Play – Recommendations for users and parents

Playing online games is fascinating. In our virtual worlds, players experience thrilling adventures and meet thousands of fellow players. On this page, we would like to give our players, their friends and families a series of recommendations on how to use our online games responsibly. We particularly recommend that parents of young players take note of this advice. In this way, our online games remain an entertaining leisure activity that provides great fun for players of all ages.

Our recommendations for players and parents on the responsible gaming experience

In order to register as a player with Gameforge, it is necessary to provide an e-mail address. Gameforge endeavours to process player data only to the extent necessary. We do not collect clear data such as names and addresses. Therefore, we encourage you not to use an e-mail address for registration that contains the player's name or other hints as to their identity. We recommend that you create the game account together with your child and manage your child's account details.

The same applies to the use of Gameforge services, for example when interacting with other players. Explain to your child that they should not reveal their name or any other indication of their identity - as is generally recommended when using the Internet. We are committed to providing a safe environment for users and especially for children. This includes not revealing any information about your own identity.

We recommend that you check the individual age ratings of our games to ensure that they are suitable for your age or that of your child. Information on the age ratings of our games can be found below in the FAQ. Further information on age ratings can be found in the section "Age rating by the USK".

For underage players, we recommend that you install a certified parental control software such as JusProg on all computers, tablets and phones accessible to children and set it according to the age of the children and young people in the household. Parental control software makes it possible to effectively block access to content on the Internet that is not appropriate for the respective age.

We recommend that you always keep an eye on your playtime, and especially that of your children, and limit it to an appropriate level.

We recommend that you supervise underage children when playing, talk to your children about their gaming behaviour and play together with them to get an impression of the content and mechanisms of the game.

As in reality, there are also rude or dishonest people in virtual worlds. We recommend that you become familiar with the contact and communication options (e.g. forum, chat, e-mail) that are available to your children in connection with our games. Our Terms and Conditions prohibit inappropriate content in communications with others. If you notice any offences by other players, please let us know by contacting Support (see below).

Please never pass on your user details for our games and the associated payment systems and forums to third parties. Even seemingly friendly players could abuse the data. Educate your children about possible dangers. Employees of our company will never ask you for your passwords.

Do not allow your child to decide on the purchase of paid Gameforge services. Payment functions must only be used together with the parents. Therefore, control your child's access to credit card numbers, bank information and other business-critical data and explain to them how to use payment systems such as pay-per-call (via

telephone bill) and pay-per-SMS (via mobile phone) responsibly. In this context, also inform your child about the dangers of phishing.

Inform yourself about the options for blocking mobile phones and landlines for premium services. In this way, you can prevent the use of premium rate numbers (e.g. 0900 numbers) on your fixed or mobile telephone connections, e.g. by children and young people.

Age rating by the USK

The Unterhaltungssoftware Selbstkontrolle (USK) (eng.:Entertainment Software Self-Regulation Body) is the voluntary self-regulation organisation of the computer games industry and therefore the body responsible for testing computer games in Germany. The USK organises a process in which state representatives issue age ratings for games. This system ensures that computer games are only released to children and young people if the content is approved for their age group. The age classifications are based on the regulations for the protection of minors. Further information can be found on the website of the "Unterhaltungssoftware Selbstkontrolle" (USK).

As a member of USK.online, Gameforge has its online games and websites categorised and labels them accordingly.

Guides and further links

Guides and brochures of the „Unterhaltungssoftware Selbstkontrolle" (USK) "[Broschüren und Ratgeber zum Download](#)"

Website of game - Verband der deutschen Games-Branche e.V. (game) "[game](#)"

Campaign of the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth - "[schau hin](#)"

Website of the ICO - Information Commissioner's Office, with information in English [ICO](#)

Jugendschutzprogramm (eng.= Youth protection program)

JusProg is a youth protection program recognised by the German Commission for the Protection of Minors in the Media (KJM) within the framework of the Interstate Treaty on the Protection of Minors in the Media (JMStV). This programme enables you to automatically block Internet sites that are not age-appropriate for your children.

It consists of filter software and a filter list. The list contains a series of websites that have been checked and categorised in a specific content and age grid ("rating"). Using an .xml file, the age rating is stored on appropriately labelled websites and can therefore be "read" by the youth protection programme.

As soon as a user accesses a website, the software compares it with the filter list or the age information stored on the respective website. They will only be displayed if the age rating of the site matches the age set in the software. If not, the page will not be displayed.

The Gameforge Group is a sponsoring member of JusProg and has assigned an age rating to its online games accordingly.

The decision to use the parental control programme is in the hands of the owner of the respective computer. If they use the filter software, parents can therefore decide and set which pages can be accessed and which cannot.

Further information can be found on the JusProg website at <https://www.jugendschutzprogramm.de/en/>

Frequently asked questions – FAQ

Where can I find the age recommendations?

On the website of the respective games or where the game can be purchased/downloaded.

How does an online game (MMOG) work?

In a massively multiplayer online game (MMOG), many players simultaneously experience adventures in a virtual world that runs on a game server on the Internet. This game world, which extends across a number of different game areas, can be accessed around the clock. In online role-playing games, players usually create a character or avatar according to their own ideas before actually starting the game. With their character, they take on a specific role in the game world, which is basically determined by the chosen character class (mage, knight, rogue, healer, hunter, etc.). In MMOGs, players take on various tasks alone or with a group of fellow players. For example, they can mine resources, produce and refine items, trade with each other, fight against computer-controlled opponents or compete with real players. An online game allows and encourages interaction and communication between players and playing together in a loose or fixed community of players (the so-called guild). As the game progresses, players rise in the game level (the so-called character level) and acquire valuable items with which they can equip and improve their game character, buildings, equipment, clothing, mounts or virtual companions in the game. In this way, players' virtual characters become stronger and more powerful and are able to access new areas of the game where further challenges await them.

What does free-to-play mean?

The basic version of games that are offered as free-to-play can be accessed and downloaded free of charge. Most games of this type offer the option of purchasing so-called premium currency, which can be used in the game to exchange for virtual items. In this way, players can voluntarily purchase paid extras that make it easier for them to operate in the game world or customise it. In some cases, free-to-play games are co-financed by various forms of advertising.

How does an item shop work?

We often provide the game software and access to our games free of charge. Players have the opportunity to voluntarily purchase convenience features and additional items for a virtual currency (e.g. diamonds) in a shop system integrated into the game or on the game website (the so-called item shop). These can be bonuses for gaining experience points, equipment for the game character or their virtual home, an expansion of the inventory, mounts, companions, teleport stones or time advantages. These items make progress in the game easier or personalise the gaming experience. However, they are not essential for progressing in the game.

To be able to purchase these items and functions, players first purchase a package of virtual premium currency via the payment system of the respective game. This can then be exchanged for functional items in the item shop. The item shop provides a description of the function, duration and possible use of each item in the game.

Who can I contact in case of harassment in the game?

We have taken technical precautions to largely block the use of swear words and insults in the communication channels of our games. We strictly punish inappropriate behaviour and abuse of the communication channels. Be very careful if other players ask you or your playing child for personal information or account data. In the event of a conflict with other players, please contact our customer support:

<http://support.GAMENAME.de> (example: <http://support.metin2.de>)

Please describe the incident to us as precisely as possible (if possible supported by attached screenshots), including the game server, the language version you are using and the names of the game characters or accounts involved.

Overview of common payment systems

Players can make use of chargeable services if they are logged into their game account via the game software or via the game's website. An order can only be placed when logged in. Registering for a Gameforge game generally only requires an e-mail address and a password. It is not mandatory to enter any other data. The respective shop system takes the player to a range of payment systems, which they can freely choose to use.

Payment via SMS

After selecting the desired order quantity for a currency package or a service, which clearly shows the corresponding price, the player is asked to enter their mobile phone number in the order form. The costs incurred by the order can be seen at all times. The player then receives an SMS with an order code and details of the cost of their order to the mobile phone number they have provided. The player enters the order code received into the order form in the shop system. The order is finalised when the entry is confirmed. Costs are only incurred at this point, so there is no chance of an accidental order. The player is also informed of the costs at every step of the ordering process. With this type of payment process, it is not the Gameforge Group but the respective payment provider who is the contractual partner with regard to the transaction. The Gameforge Group is merely the provider of the services.

Payment via telephone call

Players select a currency package or a service in the shop system, which clearly shows the corresponding price. After selecting the order quantity, the player is asked to call a telephone number specified on the order screen. In this context, the player is again informed of the costs incurred by the call. After completing the call, the player receives a confirmation of the order. With this type of payment process, the payment system provider, and not the Gameforge Group, is the contractual partner with regard to the transaction, which is pointed out during the order process. The Gameforge Group is merely the provider of the services.

Payment via PayPal

After selecting the order quantity desired for a currency package or a service, which clearly indicates the corresponding price, the player is redirected to the PayPal site (PayPal (Europe) S.à r.l. et Cie, S.C.A., Luxembourg). He then either logs into his existing PayPal account with his access data or creates a new account in order to process the order via PayPal. After payment, the player is redirected to the Gameforge Group website, where a confirmation of the order is displayed. In this type of payment process, PayPal, not the Gameforge Group, is the contractual partner in relation to the transaction. The Gameforge Group is merely the provider of the services.

Payment via prepaid card using the example of Paysafecard

After selecting the order quantity desired for a currency package or a service that clearly indicates the corresponding price, the player is redirected to the website of Paysafecard (Prepaid Services Company Ltd., London). On the Paysafecard website, the player is asked to enter the PIN stated on the prepaid card into the order form. He confirms his details by accepting Paysafecard's General Terms and Conditions and clicking on the "Pay" button. The player receives a confirmation of the order process on the screen. In this type of payment process, Paysafecard, not the Gameforge Group, is the contractual partner in relation to the transaction. The Gameforge Group is merely the provider of the services.

Payment via credit card

After selecting the order quantity for a currency package or a service that clearly shows the corresponding price, the player is asked to enter their credit card details in the order form. Once the details have been entered in full, the player confirms his details by clicking on the "Confirm" button, thereby finalising the order process. They will receive confirmation of their order on the screen and, in certain cases, by e-mail.

Payment via direct debit

After selecting the order quantity desired for a currency package or a service that clearly indicates the corresponding price, the player is redirected to the website of the selected direct debit provider (Sofort (Sofort GmbH - a Klarna Group Company) or giropay (paydirekt GmbH)) and asked to select their bank. He is then redirected to an input screen of the respective bank to enter his account details. Once the details have been entered in full, the customer confirms their details by clicking on the "Confirm" button. The player is then redirected to the Gameforge Group website. The player receives a confirmation of the order process on the screen.

Further information

- USK: <https://usk.de/en/>
- BPJM: <https://www.bzki.de/bzki/meta/en>
- Spieleratgeber NRW: <http://www.spieleratgeber-nrw.de/>
- Schau hin!: <http://schau-hin.info/>
- Internet ABC: <http://www.internet-abc.de/kinder/>

Contact

Customer service – Support

Please contact our customer support if you have any questions about our games or the Gameforge.com portal support:

- Game support: <http://support.GAMENAME.de> (example: <http://support.metin2.de>)
- Gameforge.com: <http://support.gameforge.com/>

Youth protection officer

If you have specific questions about the protection of children and young people, please contact our youth protection officers by e-mail:

jugendschutz@gameforge.com