

TERMS AND CONDITIONS

1. GENERAL

By accessing and/or using any part of the Allstarcasino website (herein Website), creating an account you hereby acknowledge and agree to abide by the Terms and Conditions, Privacy Policy, all game Rules, and Bonus Terms as presented on the Website (these collectively shall be referred to as the "Terms"). We strongly recommend that you carefully review all Terms prior to accepting them. These Terms establish a binding agreement between the online Casino and you, the player. Registering and placing bets within the Casino signifies your full acceptance of these Terms. If you do not concur with these Terms, kindly refrain from using the Website, abstain from creating an account, and/or cease using the Website's services, as utilizing these services indicates your consent to abide by these Terms. The most recent version of the Terms was last updated on 22.05.2025.

The website <https://www.allstarcasino.com> ("Casino", "Website", "Company", "We", "Us", "Our") is owned and operated by Progress Path Co N.V., a business registered and established under the laws of Curaçao, with registration number 164185 and registered address at Emancipatie Boulevard, Dominico F. "Don" Martina 31, Willemstad, Curaçao, and its wholly-owned subsidiary, Future Founders Cyprus (Co) Limited, registered in Cyprus.

It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction for online gambling.

The original text of these Terms is composed in the English language, and all interpretations shall be derived from this original English version. If these Terms or any associated materials are translated into other languages, the English version of the Terms will take precedence.

2. CHANGES TO TERMS AND CONDITIONS

The Company reserves the right to implement changes, whether related to software, service provisions to players, player requirements, or those necessitated by legal requirements, without prior notice. All such changes will take effect once the updated Terms are published on the Website. It is the responsibility of each player to review the current Terms regularly. The Company retains the authority to amend, edit, update, or modify these Terms at its discretion and without prior notification. These modifications may be made for various reasons, including commercial and legal considerations, such as compliance with new laws or regulations, as well as enhancements in customer service. If you find yourself in disagreement with these changes, you are advised to discontinue your use of the Website and, if applicable, follow the guidelines outlined in the "Duration and Cancellation" section of the Terms for account closure. Usage of any part of the Website subsequent to the implementation of revised Terms will be regarded as your agreement to and acceptance of these revised Terms, including (to eliminate any uncertainty) all additions, removals, substitutions, or other adjustments to the Company's contact information, as specified in this section of the Terms.

3. WHO CAN PLAY

The Casino accepts players only from those countries and jurisdictions where online gambling is permitted by law. It is the player's sole responsibility to ensure that accessing and using the Website is legal in their respective jurisdiction prior to engaging in gambling activities.

This website is intended exclusively for residents of Luxembourg, Iceland, Finland, San Marino, and Monaco.

You are solely responsible for ensuring compliance with all applicable local, national, federal, state, or other laws and regulations related to betting and gaming in your country of residence prior to opening an account or using our services. By registering an account, you confirm that you are legally permitted to participate in such activities under the laws of your jurisdiction.

We accept no liability whatsoever for any breach or violation of applicable laws committed by you. Furthermore, we reserve the right to refuse account registration or suspend/deactivate an existing account at our sole discretion, without any liability towards you, if there are grounds to believe that such laws have been violated.

Individuals under the age of 18 or under the legal gambling age required by the laws of their specific jurisdiction ("Eligible Age") are strictly prohibited from accessing or using any services offered on the Website. Any such use will constitute a breach of these Terms. The Company reserves the right to request valid documentary proof of age at any time to ensure compliance with this requirement. If satisfactory proof is not provided, or if there are reasonable grounds to believe this clause has been violated, the Company may suspend or permanently close the account and withhold access to any services.

In compliance with Curaçao's National Ordinance on Games of Chance (LOK), the Casino is committed to responsible gambling practices and shall take reasonable measures to prevent vulnerable persons from participating in gambling activities. Vulnerable persons include, but are not limited to, individuals who:

- **Are under the legal gambling age;**
- **Show signs of problem gambling or gambling addiction;**
- **Have requested self-exclusion or are otherwise excluded by applicable responsible gambling mechanisms;**
- **Have limited mental capacity to make informed gambling decisions.**

The Company implements appropriate safeguards, including risk-based monitoring, staff training, and exclusion tools, to detect and restrict access by such persons. Players who consider themselves at risk or wish to self-exclude are encouraged to contact our Responsible Gambling team.

Parents and guardians are encouraged to take active steps in preventing minors from accessing gambling content. Software tools such as CyberPatrol (<http://www.cyberpatrol.com>), GamBlock (<http://www.gamblock.com>) and NetNanny (<http://www.netnanny.com>) may be used to assist in this effort. By registering and using the Website, you confirm that you are not a vulnerable person and that you comply with all applicable laws and regulations. The Company does not provide legal advice and shall not be held liable for unauthorized or unlawful use of its services.

The Company also reserves the right to request proof of identity and eligibility at any time and to suspend or close any Player Account that fails to meet its compliance standards.

The Company is fully committed to responsible gaming. For complete information on how we help players stay in control and how we identify and manage vulnerable persons, please refer to our Responsible Gambling Policy, which is available at [\[here\]](#) or upon request.

Please note: Bonuses, promotions, VIP rewards, and the exchange of comp points are not available to players from Sweden, regardless of their status or activity on the Website.

Users from the following countries and their territories ("Restricted Countries") are not allowed to deposit and play real money games:

(i) License Restricted Countries (Australia, Austria, Belgium, Canada (Ontario), Czech Republic, Dutch Kingdom (Netherlands, Curacao, Aruba, Bonaire, Sint Maarten, Sint Eustatius, Saba), Estonia, France, Germany, Hungary, Ireland, Latvia, Poland, Serbia, Slovakia, Slovenia, Spain, Sweden, United Kingdom, United States of America);

(ii) FATF Blacklisted Countries (Iran, North Korea (DPRK), Myanmar);

(iii) Countries under UN Sanctions (Afghanistan (Taliban), Central African Republic, Democratic Republic of the Congo, Guinea-Bissau, Haiti, Iraq, Libya, Mali, North Korea (DPRK), South Sudan, Sudan, Yemen);

(iv) Countries under US and/or EU Sanctions (Belarus, Cuba, Iran, North Korea (DPRK), Russia, Syria, Venezuela, Zimbabwe);

(v) Other Regulatory Restricted Countries (Algeria, Angola, Antigua and Barbuda, Argentina, Armenia, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belize, Bhutan, Bolivia, Botswana, Brazil, Brunei, Bulgaria, Cambodia, Canada (Ontario), Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Denmark, Dominican Republic, Ecuador, El Salvador, Fiji, Finland, Georgia, Ghana, Greece, Guatemala, Guyana, Honduras, India, Indonesia, Israel, Italy, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Laos, Lebanon, Lithuania, Malaysia, Maldives, Malta, Mauritius, Mexico, Morocco, Namibia, Nauru, Nepal, Nicaragua, Nigeria, Norway, Oman, Pakistan, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Portugal, Qatar, Romania, Saint Kitts and Nevis, Saudi Arabia, Singapore, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka, Suriname, Sweden, Taiwan, Tajikistan, Tanzania, Thailand, Turkey, Turkmenistan, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Vatican City, Vietnam, Zambia).

The Casino cannot guarantee successful processing of withdrawals or refunds in the event that a player breaches this Restricted Countries policy.

4. AVAILABILITY OF GAMES

Please bear in mind that some games may be unavailable in certain jurisdictions, as required by the policies of game providers which may change from time to time.

Using VPN to bypass provider's block is strictly prohibited and may lead to block of an account with confiscation of winnings.

Absolute Restriction

NetEnt will not permit NetEnt Casino Games to be supplied to any entity that operates in any of the below jurisdictions (irrespective of whether or not NetEnt Casino Games are being supplied by the entity in that jurisdiction) without the appropriate licenses.

Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, France, Italy, Latvia, Lithuania, Mexico, Portugal, Romania, Spain, Sweden, Switzerland, United Kingdom, United States of America.

Blacklisted Territories

All NetEnt Casino Games may not be offered in the following territories:

Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, Ecuador, Ethiopia, France, Ghana, Guyana, Hong Kong, Italy, Iran, Iraq, Israel, Kuwait, Latvia, Lithuania, Mexico, Namibia, Nicaragua, North Korea, Pakistan, Panama, Philippines, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Sudan, Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, United Kingdom, United States of America, Yemen, Zimbabwe.

Blacklisted Branded Games Territories

The followed NetEnt Braded Games have some further restrictions in addition to the Blacklisted Territories set out above:

4.1 In addition to the jurisdictions set out in paragraph 2, Planet of the Apes Video Slot must not be offered in the following territories:

Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Turkey, Ukraine.

4.2 In addition to the jurisdictions set out in paragraph 2, Vikings Video Slot must not be offered in the following jurisdictions:

Azerbaijan, Cambodia, Canada, China, France, India, Indonesia, Laos, Malaysia, Myanmar, Papua New Guinea, Qatar, Russia, South Korea, Thailand, Turkey, Ukraine, United States of America.

4.3 In addition to the jurisdictions set out in paragraph 2, Narcos Video Slot must not be offered in the following territories:

Indonesia, South Korea.

4.4 In addition to the jurisdictions set out in paragraph 2, Street Fighter Video Slot must not be offered in the following territories:

Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island, Columbia, Costa Rica, Cuba, Curacao, Dominica, Dominican Republic, El Salvador, Greenland, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Martinique, Mexico, Montserrat, Navassa Island, Paraguay, Peru, Puerto Rico, Saba, Saint Barthelemy, Saint Eustatius, Saint Kitts and Nevis, Saint Lucia, Saint Maarten, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, South Korea, Suriname, Turks and Caicos Islands, United States of America, Uruguay, US Virgin Islands, Venezuela.

4.5 In addition to the jurisdictions set out in paragraph 2, Fashion TV Video Slot must not be offered in the following territories:

Cuba, Jordan, Turkey, Saudi Arabia.

Universal Monsters (Dracula, Creature from the Black Lagoon, Phantoms Curse and The Invisible Man) may only be played in the following territories:

Andorra, Austria, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Cyprus, Finland, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Liechtenstein, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Russia, San Marino, Serbia, Slovakia, Slovenia, Turkey and Ukraine.

Players from Canada are not eligible to play the games from NYX.

5. ACCEPTED CURRENCIES

The website allows playing for the following currencies: EUR, USD, CAD, NZD.

6. FEES AND TAXES

If your winnings are subject to taxation under the laws and regulations of your local jurisdiction or by other relevant authorities, it is your personal responsibility to report your winnings and/or losses to the appropriate authorities. You are also personally responsible for the payment of all taxes and fees associated with any winnings derived from your use of the Website.

7. GAME RULES

By accepting these Terms and Conditions you confirm that you know and understand the rules of the games offered on the Website. It is at your discretion to familiarise yourself with the theoretical payout percentage of each game.

By participating, you acknowledge and agree to the following:

- **The company does not employ software to interfere with game algorithms, ensuring no impact on the probability of winning.**
- **The website exclusively features original game content from licensed providers with certified gaming software. These providers possess their own random number generators verified by independent laboratories to prevent manipulation.**

- **In cases of discrepancies between game outcomes on your computer and our server, the results on our server are considered final and indisputable. Contact information may be used to reach you in the event of a dispute.**
- **Your account balance is the current amount stored on the company's server, irrespective of the displayed screen amount. This principle is considered final, and amounts lost due to human or technical errors are non-recoverable.**

8. DISCLAIMER OF LIABILITIES

By accepting these Terms and Conditions you confirm your awareness of the fact that gambling may lead to losing money. The Casino is not liable for any possible financial damage arising from your use of the Website.

The Casino is not liable for any hardware or software defects, unstable or lost Internet connection, or any other technical errors that may limit access to the Website or prevent any players from uninterrupted play.

In the unlikely case where a wager is confirmed or a payment is performed by us in error, the Company reserves the right to cancel all wagers accepted containing such an error, or to correct the mistake by re-settling all the wagers at the correct terms that should have been available at the time that the wager was placed in the absence of the error.

If the Casino mistakenly credit your Player Account with a deposit, bonus or winnings that do not belong to you, whether due to a technical issue, error in the pay tables, human error or otherwise, the amount and/or the winnings from such bonus or deposit will remain the Casino property and will be deducted from your Player Account. If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be available at law) constitute a debt owed by you to us. In the event of an incorrect crediting, you are obliged to notify us immediately by email.

The Website operation shall be subject to the Terms posted thereon. We do not provide warranties regarding the Website or its services and waive our liability (to the extent allowed by law) with respect to all implied warranties.

The company grants you the right to use the Website's services, and you guarantee, affirm, undertake, and agree to the following:

- **You will use the website's services willingly, responsibly, and at your own risk.**
- **You are the lawful owner of the funds in your account. The information you provide during registration and any subsequent transactions, including fund deposits and withdrawals, must be accurate and match the name on your credit/debit card(s) or other payment methods.**
- **You acknowledge the possibility of losing money while using the website's services and accept full responsibility for any losses, disadvantages, or expenses you may incur. You cannot make claims against the company for such losses.**
- **You understand the general rules and procedures for using the website's services and playing games on the internet. You commit not to engage in any behavior that could harm the company's reputation.**

- **You agree to indemnify the casino, its directors, employees, and service providers from all losses, costs, expenses, claims, and liabilities arising from your use of the website or gaming activities. The company is not responsible for any unforeseen financial or reputational losses, including but not limited to data loss, income, and reputation damage, as well as the contents of internet resources accessible via the website.**

Gambling in the online casino is for entertainment purposes only. Before you begin, you must understand that gaming is not a source of income or a means to settle financial debts. You should monitor both your time and the money spent in the online casino each day, which you can do within your player's personal account.

If necessary, you can establish spending limits on your account. To set these limits, please contact our support service at support@allstarcasino.com and inform us of your decision to abstain from gambling on the website for a specific period. We will take steps to block your access to the website and cease sending promotional materials. For additional guidance and support, you can reach out to organizations such as Gamblers Anonymous, GamCare, and Gambling Therapy.

The Casino, its directors, employees, partners, service providers:

- **do not warrant that the software or the Website is/are fit for their purpose;**
- **do not warrant that the software and Website are free from errors;**
- **do not warrant that the Website and/or games will be accessible without interruptions;**
- **shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to your use of the Website or your participation in the games.**

You hereby agree to fully indemnify and hold harmless the Casino, its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities however caused that may arise in relation to your use of the Website or participation in the Games.

You acknowledge that the Casino shall be the final decision-maker of whether you have violated the Casino's Terms and Conditions in a manner that results in your suspension or permanent barring from participation in the Website.

9. USE OF PLAYER ACCOUNT

To use the Website, you are required to create an account, referred to as "Your Account." To do so, you must provide your email address and choose a password for logging in. Additionally, you may be asked to furnish personal information, such as your name, date of birth, passport details, and phone number.

The name you use during the sign-up process must accurately reflect your legal name and must be free of errors. To verify this information, the Company may request, at any time, that you provide identification documents, which may include a copy of your passport or ID card, as well as payment card details. Failure to provide this requested information grants the Company the right to suspend your account until the required documents are submitted and/or to close your account.

By registering on the Website, you consent to the provision of truthful, comprehensive, and dependable information about yourself. If there are any changes to this information, it is your responsibility to promptly and proactively update your details. Non-compliance with this requirement may result in limitations, non-execution of transactions (including bonuses and winnings), and/or the closure of your account.

Each player is allowed to create only one (1) personal account.

If you have any questions or encounter any issues during the registration process, please do not hesitate to contact our support service via email at support@allstarcasino.com.

You acknowledge that your player account can only be accessed through a unique login (username) and password that you create.

Our administration closely monitors adherence to the moral and ethical standards outlined on the Website and prohibits the use of offensive language or profanity when selecting a username. We retain the right to take appropriate actions, including account suspension, in the event that these Terms and Conditions are not followed.

Upon registering an account on the Website, you agree not to disclose or share your username and password with third parties, whether intentionally or unintentionally. In case you lose or forget your account credentials, you can reset your password by clicking on the "I forgot my password" link on the Website.

The Casino employs comprehensive measures to safeguard players against the unauthorized use of their personal information. Personal information of players is only accessible to parties involved in providing services through the gambling Website. However, the Casino cannot be held liable for any further use of this information by third parties, such as software vendors or affiliates.

Creating multiple Player Accounts by a single player may result, at the Casino's sole discretion, in the termination of all such accounts and the funds will be frozen. The player is prohibited from granting access to their Player Account or permitting any family relatives (excluding cases of player death), third party, including minors, to use the Website. Such actions are deemed as significant violations of our Terms and Conditions.

Any returns, winnings, or bonuses that the player has acquired or accumulated while the Duplicate Account was active may be reclaimed by us. Furthermore, we retain the right to seize funds from any other accounts linked to the player if these accounts are found to be in breach of our Terms and Conditions. Players are obligated to return any funds withdrawn from the Duplicate Account or other accounts found in violation of these Terms upon our request. No cooperation and/or deny to follow player obligation under these Terms and Conditions, will be considered as breach of the Website Terms, which will lead to automatic freeze and/or seizure of player account funds (depending on duration of such non-compliance) until the violation will be solved.

The Website can only be used for personal purposes and shall not be used for any type of commercial profit.

You must maintain your account and keep your details up-to-date.

We reserve the right to make a phone call to the number provided in your user account, which at our own discretion can be a necessary part of the KYC procedure. Account and/or any actions in the account may be terminated until the account is fully verified. We will make reasonable efforts trying to contact you regarding the withdrawal of the funds, but if we are not able to reach you (by email or phone) in two (2) weeks as from the date of the request for withdrawal, account will be locked, since you have failed to pass the KYC procedure.

We retain the right to decline the opening of a player's account at our sole discretion.

10. ANTI-FRAUD AND AML/CTF POLICY

Money laundering and the financing of terrorism pose significant and ever-growing threats to national and international economies worldwide. Consequently, all sectors vulnerable to these risks must implement measures to prevent such activities.

The Company is firmly committed to establishing procedures that prevent the misuse of its services by account holders for purposes such as money laundering, financing terrorism, fraud, and other criminal activities. The Company is a limited liability entity, duly incorporated and registered in compliance with the laws of Curaçao.

This policy is crafted in accordance with the National Ordinance on the Prevention and Combating of Money Laundering and Terrorist Financing (NOIS), the National Ordinance on the Reporting of Unusual Transactions (NORUT), and international standards set by the Financial Action Task Force (FATF). These laws and standards provide a robust and internationally recognized framework for implementing risk-based procedures to prevent the misuse of the Company's services.

To mitigate risks associated with the industry, the Company has implemented measures that include the proper identification of account holders, verification of their identities, monitoring of player activities, risk profiling, and reporting of any unusual or suspicious activities to the Financial Intelligence Unit (FIU) Curaçao, where applicable. These steps are integral to our commitment to ensuring a secure and compliant environment.

The Company upholds the highest national and international AML/CTF standards in the provision of its services. We require our management, employees, and relevant third parties to adhere to these standards, underscoring our dedication to maintaining a rigorous and effective anti-money laundering program.

The full Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Policy is available upon request to our Compliance Department.

Procedures

To ensure compliance with the relevant rules, regulations, and international standards, the Company has established a set of procedures that it strictly adheres to when offering services to account holders. These procedures encompass:

- **Know Your Client (KYC) and Customer Due Diligence (CDD):** The Company conducts thorough due diligence to verify and identify its clients, ensuring that they meet the necessary legal and regulatory requirements. This includes identity verification, risk assessment, and, where necessary, Enhanced Due Diligence (EDD) for high-risk customers (e.g., PEPs, customers from high-risk jurisdictions, or where Source of Funds/Wealth must be established).
- **Monitoring of Player Activities:** Continuous monitoring of player activities is carried out to detect any suspicious or unusual behavior that may indicate money laundering, terrorism financing, or other illicit activities. The Company uses both automated systems and manual reviews to flag red flags, such as high-value deposits without gaming activity, multiple accounts, or rapid withdrawals.

- **Risk Management: The Company implements a robust risk management framework to assess and mitigate potential risks associated with money laundering, terrorism financing, and fraud. Players are assigned a risk category (Low, Medium, High) based on factors such as jurisdiction, behavior, and payment method. This determines the level of due diligence and ongoing monitoring.**

These procedures are integral to the Company's commitment to upholding a secure, transparent, and compliant environment for its account holders.

The following activities are strictly prohibited and shall be considered a significant violation of these Terms:

- **Sharing information with third parties.**
- **Employing any system, including machines, computers, software, or other automated systems like bots, specifically designed to predict game outcomes, place bets, or engage in activities that could influence game results.**
- **Engaging in fraudulent actions for personal gain, which includes using stolen, duplicated, or unlawfully obtained credit or debit card information for depositing into your account.**
- **Involvement in criminal activities, such as money laundering or any other actions that imply criminal liability.**
- **Attempting, making, or indirectly intending to collude with other players when using the Website.**
- **Developing strategies with the intent of securing dishonest winnings, engaging in fraudulent activities with respect to other online casinos or payment service providers, credit card chargebacks, or renunciation of prior payments, as well as providing false personal information if players have declared bankruptcy at their place of residence.**

The Company retains the right to terminate such a Player Account and suspend and/or cancel all payouts to the player. This decision is made at the sole discretion of the Company, and the player will not be notified or informed of the reasons for these actions. Furthermore, the Company reserves the right and may be obligated to report any fraudulent actions by the player to the relevant regulatory authorities.

In the event of chargeback at the account, the casino reserves the right to:

- **charge the player a sum equivalent to the players available balance funds in order to compensate damages and expenses suffered by an incurred as a result of chargeback;**
- **claim further damages and financial losses from the player by contacting them via one of the methods provided during the registration process (i.e. phone, e-mail, etc.);**

- **close player's personal account and/or discard all and any winnings gained as a result of such act or attempt to act.**

The Casino has zero tolerance to advantage play. Any player who will try to gain advantage of casino welcome offers or other promotions agrees that Company reserves the right to void such welcome offers and/or bonuses and any winnings from such, for the reasons of:

- **use of stolen cards;**
- **chargebacks;**
- **creating more than one account in order to get an advantage from casino promotions;**
- **providing knowingly and/or unknowingly incorrect and/or false registration data;**
- **providing of forged documents;**
- **any other actions which may damage the Casino.**

Litigation may be initiated against any player or other individual(s) who attempt to undermine or manipulate the Casino system, in accordance with the laws of your jurisdiction.

The Casino reserves the right to close your Player Account and to refund to you the amount on your account balance, subject to deduction of relevant withdrawal charges, at Casino's absolute discretion and without any obligation to state a reason or give prior notice.

In order to verify a player's account, casino management requires documents (ID, payment systems, utility bills etc) in Latin or Cyrillic alphabet. In case a player doesn't have an opportunity to provide documents in above-mentioned alphabets, the casino reserves the right to demand video verification where the player shows his/her documents.

The Casino reserves the right to retain payments, if suspicion or evidence exists of manipulation of the casino system. Criminal charges will be brought against any user or any other person(s) who has/have manipulated the casino system or attempted to do so. The Casino reserves the right to terminate and/or change any games or events being offered on the Website.

Should you become aware of any possible errors or incompleteness in the software, you agree to refrain from taking advantage of them. Moreover, you agree to report to the Casino any error or incompleteness immediately. Should you fail to fulfill such obligations, the Casino has a right to full compensation for all costs related to the error or incompleteness, including any costs incurred in association with the respective error/incompleteness and the failed notification.

Any deposit has to be wagered 3 times (player must place bets three times of their deposit amount) before the withdrawal of funds connected to this deposit is available. In case several deposits were made with no gaming activity, the player has to wager the total amount of these deposits prior to withdrawal. Otherwise the Casino has a right to charge a fee for the procession of deposit and withdrawal, which is at the sole decision of the Casino.

The casino does not operate as a financial institution and should not be regarded as one. Your account will not accrue any interest, and we do not offer conversion or exchange services, including fiat-crypto exchange. It's important to be aware that in the event of currency conversion, a conversion fee may be applicable, and the exchange rate utilized will be determined by payment service providers based on rates established by us.

While we make efforts to offer fair and competitive exchange rates, it's essential to recognize that these rates are solely determined by us and may not necessarily mirror market rates. We do not profit from exchange rate fluctuations, and our objective is to provide a transparent and consistent conversion process for our players.

The use of automated programs, including robots and bots, that disrupt regular gameplay is strictly prohibited. If we have valid reasons to suspect the use of such programs, we reserve the right to mark the account activity as fraudulent.

11. DEPOSITING

If you intend to participate in gambling on the Website, you will be required to make a deposit. The Website offers a variety of payment methods to facilitate this process, which includes, but is not limited to, card payments, e-wallet accounts, mobile phone payments (using your mobile phone account), and more.

For detailed information regarding the available payment methods and to determine which ones are most convenient for residents of your specific country, please don't hesitate to reach out to our support service at support@allstarcasino.com. We are here to assist you in selecting the payment options that best suit your needs.

Contact our support team at support@allstarcasino.com to inquire about the payment methods which are most favorable for your country of residence.

If a bank transfer is necessary to return funds to their rightful owner, all associated bank charges and fees shall be borne by the recipient.

Funds may only be deposited into your account from accounts, systems, and payment cards that are registered in your name. The Company does not accept funds from third parties, including friends, relatives, partners, spouses, or individuals who are under the legal age. In the event that we identify a violation of this provision during the verification process, all your winnings will be seized and returned to the Company's account. Additionally, no bank transfer will be executed to return the funds since a breach of the Company's rules has occurred.

We do not accept cash as a form of payment. The Company retains the right to engage third parties in the processing of electronic payments and/or financial institutions in handling both your payments and payments to your account. If the terms and conditions of these third-party electronic payment processing organizations and/or financial institutions align with these Terms, you are also required to adhere to them.

Please note that the minimal amount of deposit is 10\$ or an equivalent. The maximum amount of deposit depends on the payment method you decide to use and will appear when choosing the payment method.

Cardholders are advised to keep a copy of their transaction records and the applicable Terms and Conditions for their own reference.

Kindly note that due to the nature of cryptocurrencies, deposit limits cannot be applied to the deposits made through CoinsPaid payment system. If you want to limit your gambling in the casino, please, use any other available option.

12. WITHDRAWAL POLICY

The maximum total winnings that may be earned and subsequently withdrawn from a player's first three (3) deposits is €3,500 / \$3,500 (or currency equivalent) in aggregate. This limit is a cumulative cap on all winnings generated from these deposits, regardless of the use of any welcome bonuses, and shall remain in effect even if additional deposits are made thereafter. Subsequent deposits do not increase, reset, or circumvent this maximum winnings limit. In the event that further deposits are made and funds become commingled with winnings from the first three deposits, the Company reserves the sole right to determine

the portion of the balance attributable to the initial deposits and to apply this winnings cap accordingly. Any balance exceeding this limit may be removed from the account at the Company's discretion.

You agree not to withhold or cancel previous transactions and deposits to your account. Failure to adhere to this commitment requires you to return these funds and compensate the Company for the unplaced funds, covering any expenses incurred by the Company in the process of collecting your deposits.

If the requested withdrawal amount surpasses the limits of a specific payment system, we may choose to disburse the amount in installments at our discretion. In situations where withdrawal requests substantially exceed the limits set by the payment system, we retain the right to cancel such requests.

Money deposited in the Casino must be used for gaming activity. Due to this, all deposits need to be wagered at least three (3) times.

The Company is authorized to deactivate your account, annual payments, and reclaim all winnings if we find that the account was funded through fraudulent activities. This includes the use of stolen credit cards and other unlawful practices, such as refunds or payment cancellations, for the purpose of converting funds between payment systems. The Company reserves the right to report fraudulent payments or other illicit activities to the relevant authorities, including credit information agencies. We also retain the right to engage collection agencies for fund retrieval. The Company shall not be held responsible for unauthorized credit card usage, regardless of whether the card theft was reported.

The Company reserves the right to debit your account at any time to settle any outstanding debt you owe to the Company.

The Casino retains the right to confirm the player's identity before processing a payment and may withhold the payment during the verification process. If false personal information has been provided, the payment will not be processed, and the player's account may be suspended. The player will receive notification of this by email.

The Website facilitates payouts via international payment cards, with the caveat that additional conditions must be met. These conditions stipulate that the credit card in question should not be a corporate credit card and should be issued in a supported country.

We cannot be held accountable if your country is not supported by Visa or MasterCard. In such cases, you should consider using an alternative deposit method, such as e-wallets and vouchers.

Please note that even for supported countries the Casino is not able to guarantee successful credit card payment processing in all cases, since banks issuing credit cards may block or reject such transactions at their own discretion.

The primary operational currency of the Website is the Euro. Consequently, if you engage in transactions with other currencies, the amount deducted from your credit card may be slightly higher than the amount displayed at the time of the transaction due to currency conversions carried out by your bank and/or the payment processing system. Please be aware that your bank may impose its own exchange rates and fees, which could lead to additional conversion costs. We recommend contacting your bank for further details regarding their currency conversion policies.

You have the option to request a withdrawal of funds from your account at any time, provided that all deposits made to your account have been thoroughly reviewed to ensure their legality and that no payments have been reversed or canceled. It is also crucial that all the information and documents you have provided

remain current and accurate at the time you submit a withdrawal request. This is essential for the seamless processing of your withdrawal and to ensure compliance with regulatory requirements.

All Bank Transfer payouts are in principle processed within three (3) banking days. Please mind that you will not be able to request a Bank Transfer for USD payouts.

You acknowledge that withdrawals via bank transfers can in exceptional cases be subject to additional charges by the intermediary banks. These charges remain outside the influence of The Casino and are in our experience limited to the equivalent of EUR 16.

There is a limit of 2 simultaneous withdrawal requests on the account.

Requests to withdraw funds are worked through by the financial department after the last withdrawal request was paid out, provided all other conditions are met and checks are completed, as outlined in the Terms.

The maximum withdrawal limits per transaction / in 24 hours / week / month are determined as follows:

- **per transaction: €1000 or equivalent in other currency,**
- **in 24 hours: €1000 or equivalent in other currency,**
- **per week: €5000 or equivalent in other currency,**
- **per month: €15 000 or equivalent in other currency.**
- **unless otherwise specified in the Terms & Conditions of a specific promotion.**
- **Exceptions may be made to players with a higher VIP level, if any, at the Casino's sole discretion.**

If you win more than €15,000 the Casino reserves the right to divide the payout into monthly installments of maximum €15,000 until the full amount is paid out.

All current jackpot winnings are distributed in full as a single payment, contingent upon the satisfaction of all specified conditions and requirements.

When initiating a withdrawal request, it's crucial to ensure that there are no unwagered bonuses or uncompleted bonus games (free spins) on your balance. To withdraw funds successfully, you must first play out or cancel any active bonuses and free spins.

Additionally, your deposit must be wagered, and the following guidelines apply:

How to Wager a Deposit:

- **Bonus bets are not considered in the wagering requirement.**
- **A sports bet is calculated as a bet multiplied by the odds.**

Wagering Requirements for Non-Sanctioned Countries:

The total amount of bets required to wager a deposit in casino games and when placing sports bets is 1X the deposit amount.

The Company reserves the right to cancel a withdrawal until the wagering requirements are met or to withhold a 10% commission from the withdrawal amount to cover payout processing fees, debiting the user's balance.

In cases where a withdrawal incurs a fee, the amount to be wagered is adjusted based on the ratio calculated by dividing the withdrawal amount by the total amount of cash funds on the balance at the time of the withdrawal request.

In situations where a risk-free strategy is employed solely for wagering a deposit (e.g., wagering the required deposit amount in Roulette, Baccarat, and Instant Games with the minimum expected value of winnings), the Company has the right to request the user to wager the total deposit amount on Slots or withhold a fee of up to 25% from the withdrawal amount, debiting the user's balance.

You acknowledge and understand that your account does not function as a bank account and, as such, it is not protected by insurance programs, guarantees, credits, or other security measures typically associated with deposit insurance programs, bank insurance, and similar financial safety schemes. No interest will be accrued on the funds held in your account. It's important to recognize that the Casino does not operate as a financial institution and should not be regarded as one.

You acknowledge and agree to the following terms related to payments and account verification on the Website:

Payment Terms:

- 1. You are responsible for the payment of all services, products, or additional services ordered on the Website, including any additional costs such as taxes and duties.**
- 2. Timely clearance of all payments is solely your responsibility.**
- 3. The payment service provider processes payments only for the amounts specified by the Website and is not responsible for any additional amounts incurred by the user.**
- 4. Once you click the "Pay" button, the payment is considered processed and executed irrevocably. It cannot be canceled or withdrawn.**
- 5. By placing an order, you confirm compliance with the legislation of your country and assert your entitlement to use the Website services.**
- 6. To use gaming services on the Website, you must provide legal proof of being of major age according to your country's legislation.**
- 7. You agree that payments will be processed by a payment service provider, and you are not legally entitled to revoke purchased services or cancel payments.**
- 8. The payment service provider is not liable for illegal or unauthorized actions, and you agree to comply with the legislation of each country where you use the services.**

Refusal and Support:

- 1. If you disagree with the terms, you can refuse to make payments and contact the support service.**

Verification and Fraud Prevention:

- 1. The Company reserves the right to verify any placed bets and withhold payouts during the verification period.**

2. **If fraudulent activities or attempts to exploit vulnerabilities on the Website for personal gain are detected, the Company can block or temporarily limit access to the user's account.**
3. **Administrators of the Website will review the decision to release funds from the game account in such cases.**

Account Verification:

1. **The Company may require primary and secondary account verification at any time.**
2. **Additional tools and procedures may be used for verification as deemed necessary.**
3. **To verify your account, you may be asked to provide ID documents, recent utility statements, or other documents confirming your identity.**
4. **The Company reserves the right to request identity confirmation through a video call or by sending documents by mail.**
5. **Failure to fulfill verification requirements may result in the temporary deactivation or closure of your user account.**
6. **Providing inaccurate information may lead to the blocking of your account and cancellation of withdrawals.**

13. SITE GAMING AND BETTING REGULATIONS

You are responsible for ensuring the accuracy of the information pertaining to the transactions you engage in prior to confirming bets during gaming.

Your transaction history is accessible on your profile page.

The Company reserves the right, at its discretion, to partially or completely reject the processing of transactions requested by you via the Website if you violate these Terms. No transaction is considered finalized until you receive confirmation from the Company. If confirmation is not received, you should reach out to the support team.

The casino utilizes EUR, USD, CAD, and NZD as the currencies for creating prize pools in events. The prize pool is then converted into the currency of your account based on the prevailing exchange rate.

14. REFUND POLICY

A refund request will only be considered if it is requested within the first twenty-four (24) hours of the alleged transaction, or within thirty (30) calendar days if a Player alleges that another individual has accessed his/her Player Account.

If you have funded your account with a Credit Card we reserve the right to pay all withdrawal requests up to the total amount deposited as refunds against the purchases you have made. If your withdrawals exceed the total amount deposited, any excess amount will be paid to you via one of our alternative methods available. Before a refund is processed all bonuses and winnings in your balance will be deducted prior to calculating the amount to be refunded.

In case any Credit Card purchases are considered to carry an unacceptable risk for security or legal reasons either by our Payment processors or by the Casino, we will initiate refunds for all such transactions back to the Credit Card, and notify all the appropriate authorities and parties.

All costs that may occur upon refund procedure are on the player.

15. DORMANT ACCOUNTS

An inactive (dormant) account is a Player Account which a player has not logged into or logged out of for twelve (12) consecutive months. If your Player Account is deemed to be inactive, the Casino reserves the right to charge a monthly administrative fee of 10\$ or the equivalent in another currency (or the current balance of your account, if less) as long as the balance of your account remains positive.

You authorise the Casino to debit this fee from your Player Account at the beginning of the month following the day on which your account is deemed inactive, and at the beginning of every subsequent month that your account remains inactive. The Casino will stop deducting the fee if the account balance is zero or if the account is re-activated.

16. OTHER ACTIONS PROHIBITED ON THE WEBSITE

It is strictly prohibited to engage in offensive and/or aggressive communication (including the use of corresponding images), use profanity, make threats, humiliate, or display violent behavior towards Website players and staff.

The mass distribution of information or "spamming" is strictly forbidden. You are not permitted to alter, delete, or distort the information on the Website in any manner. Uploading information onto the Website that could disrupt its operation is also prohibited. Actions that could adversely affect the operation of the Website, such as using and/or spreading viruses or similar malicious software, are not allowed.

You agree to use the Website solely for entertainment purposes. The Company prohibits the complete or partial replication of the Website in any form without prior written consent from the Company.

You confirm that you will not engage in hacking or attempts to hack, gain unauthorized access, or bypass our security system. If we suspect any such attempts, we reserve the right to immediately terminate your access to the Website services and block your account. The Company is also entitled to report such cases to the relevant authorities.

The Company shall not be held responsible for any losses incurred by you or third parties due to information technology tool malfunctions resulting from attacks, viruses, or other harmful materials when using the Website, downloading materials from the Website, or clicking on links contained on the Website.

If players identify potential software errors or defects, they are required to abstain from taking advantage of such situations. Additionally, users must promptly inform the Casino of any software errors or defects. Failure to fulfill this obligation, as outlined in this Clause, empowers the Casino to seek compensation for all costs associated with the error or defect, including expenses resulting from the said error/defect and the user's failure to notify the Casino.

17. DURATION AND CANCELLATION OF THE AGREEMENT

You have the option to close your account, which includes deleting your username and password, at any time by contacting us via email at support@allstarcasino.com.

Until you receive confirmation of the account closure, you are responsible for all activity associated with your account that occurs prior to its complete removal by the Company.

The Company retains the right to deduct any commissions or outstanding amounts you owe to the Company from your account before finalizing the account closure.

In accordance with these Terms, if your account is terminated, neither party will have any further obligations towards each other.

The Company has the authority to immediately delete your account, including your username and password, without prior notice in the following circumstances:

- **Your account is linked to a previously deleted account.**
- **Your account is linked to an existing blocked account. This enables us to close your account regardless of how it was connected to the blocked accounts. Additionally, we may block the credentials of these accounts. Your account balance will be refunded to you within the specified period after any amounts you owe to the Company have been settled, except as specified in these Terms and Conditions.**
- **You attempt to hack the system or engage in collusion.**
- **You interfere with or manipulate the Website's software.**
- **You use your account for purposes that are considered unlawful under applicable legislation, such as trying to access the Website from a country where gambling is prohibited.**
- **You post abusive or offensive content on the Website.**

We may close your account and terminate the agreement by sending you an email notification to the address provided in your contact information. If this cancellation is initiated by the Company, except in cases of account closures and terminations due to violations of the Anti-Fraud and AML Policy or any other violation of these Terms, the Company will refund the money from your balance.

18. CHANGES IN THE WEBSITE

The Company retains the right, at its discretion and at any time, to modify or expand the services provided on the Website as part of Website updates and to discontinue and/or modify games or gaming events offered through the Website.

19. ERRORS AND DEFECTS

When using the Website's services, you may encounter situations where bets are not accepted or are accepted in error by the Company, or payments are processed erroneously by the Company. These situations can occur for various reasons, including errors, omissions, computer failures, or miscalculations by the Company in determining payable winnings or refunds. The Company retains the right to restrict or cancel a bet at its sole discretion.

If you have utilized funds that were credited to your account or provided to you by mistake for betting or gaming, the Company is authorized to void the bets and/or winnings obtained using these funds. In cases where you have already received payments for these bets or games, the credited amounts will be treated as having been transferred to you in trust, and you must promptly return them upon our request.

The Company's employees, agents, partners, and suppliers are not liable for any losses, including the loss of winnings, resulting from errors made by either you or the Company.

The Casino, its directors, employees, partners, and service providers:

- **Do not guarantee that the software and the Website will always function without errors.**

- **Do not guarantee continuous and uninterrupted access to the Website and its games.**
- **Shall not be held responsible for any losses, costs, expenses, or damages, whether direct or indirect, incidental or otherwise, arising from your use of the Website or your gaming activities.**
- **The Company, its licensees, distributors, wholesalers, subsidiaries, affiliates, employees, and directors shall not be held responsible for any losses or damages that may occur due to the interception or misuse of information transmitted over the Internet. These statements clarify the limitations of liability regarding the operation of the Website and potential technical issues.**

20. EXPIRY PERIOD

You agree that any claim and/or cause of action arising out of or related to these Terms and Conditions or a service provided by the Casino must be filed within one (1) year after such claim or cause of action arose.

21. COMPLAINTS

Player Complaints Policy Highlights

If you need to initiate a claim regarding the operation of the website, please promptly contact our customer support. Players may lodge a complaint free of charge within six months of the bet settlement or the incident about which they are complaining. An official Complaint Submission Form is available and must be used, including your full name, account number, address, date of the complaint and event, and a description of the issue.

Complaints related to responsible gaming will be prioritized and we will endeavor to resolve them within five business days. For all other complaints, we will assess and respond within four weeks, with a possible extension of another four weeks if necessary. Within one week of receiving a complaint, we will confirm receipt in writing, explain the processing, and provide an average timeline for resolution. A final determination of your complaint will always be provided in writing.

Should you be unsatisfied with the resolution, you may escalate the matter to an independent Alternative Dispute Resolution (ADR) entity, free of charge. Once an ADR process is completed, it cannot be recommenced with a different ADR entity, and withdrawal from an initiated ADR process forfeits the right to reopen the dispute.

To file an official complaint, please contact our approved ADR provider - ABC-ADR Limited (ADR ID CGA/ADR/2025/02), email: Info@abc-adr.com. Upon receipt of all required documentation and information via email, ABC-ADR will proceed to assess whether the dispute meets the admissibility criteria under its rules of procedure. **Please note that complaints can only be escalated to the ADR provider after you have completed our internal complaints procedure.**

Complaints can only be made by the registered player, and any claims against the holder of a gaming license cannot be sold, donated, rented out, leased, pawned, or pledged to a third party. In the event of any dispute, you agree that the server logs and records shall act as the final authority in determining the outcome of any claim. You acknowledge and agree that our records will be the final authority in determining the terms and circumstances of your participation in the relevant online gaming activity and the results of this participation. When we wish to contact you regarding such a dispute, we will do so by using any of the contact details provided in your Player Account.

Before submitting a complaint, please familiarize yourself with the full text of our Player Complaints Policy and Alternative Dispute Resolution (ADR) Policy (below).

Player Complaints Policy

1. Policy Overview

This Player Complaints Policy (the Policy) outlines the framework for managing player complaints and disputes, ensuring a transparent, fair, and efficient process in alignment with the requirements under Article 5.3 of the National Ordinance on Games of Chance (Landsverordening op de kansspelen, LOK).

The Policy guarantees players access to a straightforward and effective complaint and dispute resolution process, including free alternative dispute resolution (ADR) services that prioritize quality and independence.

This Policy is based on regulatory requirements under the LOK. It does not affect or override the applicable rules of private law, including, but not limited to, the provisions of Book 6 of the Civil Code of Curaçao concerning general terms and conditions.

2. Definitions

Player Interaction means any written communication initiated by a player and directed to the Operator's customer service team. This includes general inquiries, feedback, or requests for information, assistance, or clarification.

Complaint means a written expression of dissatisfaction by a player relating to the Operator's services, decisions, terms, or conduct, which indicates the player is unhappy and expects a response or resolution. For the purpose of Reporting requirements a complaint is when a Complaint Submission Form has been submitted by the player to the Operator and/or a complaint has been escalated to ADR.

Dispute means a complaint that has not been resolved to the player's satisfaction through the internal complaints process and has been escalated, either within the organization or to an independent third party (e.g. an ADR provider or court of law).

Operator means Progress Path Co N.V. (company number 164185, registered address Emancipatie Boulevard, Dominico F. "Don" Martina 31, Willemstad, Curaçao) which is a holder of an Orange Digital Seal "Certificate of Operations" (application OGL/2024/1113/0517).

3. Complaint Submission Process

3.1. Complaint Window

This Policy applies to all players.

Players may lodge a complaint free of charge at any time up to six months of the settlement of the bet or the incident about which they are making a complaint.

In the case of P2P (such as poker) or ante post fixed odds betting the six month clock begins after the bet settlement or conclusion of a specific event rather than the placement of the wager.

In the case of complaints about in-running sports betting, customers are advised that while they may submit a complaint within six months, prompt action may be necessary if the investigation may depend on data specific to the complaint which — due to the nature of in-running betting — may no longer be available after a short period, insofar as the Operator cannot reasonably be expected to preserve such data any longer.

3.2. Stages/Escalation of Complaint Resolution

Complaints can only be made by the registered player. Article 1.3 section c of the LOK mandates that a player is not allowed to sell, donate, rent out, lease, pawn, or pledge, under any title, any of their claims against the holder of a gaming license from the CGA.

In the first instance the Operator undertakes to offer customer support via email and/or live chat.

An official Complaint Submission Form is available **HERE**.

The Complaint Submission Form must include, at minimum, the player's full name, account number, address, date of the complaint and event, and a description of the disputed issue. The form must be available in English and the language used on the website

The Operator may request supporting documentation the player requires to include as part of the complaint.

The Operator undertakes to offer an ADR option for the players, subject to the requirements of Clause 5.

3.3. CGA Role and Contact

The Curacao Gaming Authority (CGA) does not resolve or decide individual player disputes related to gambling transactions. However, players may contact the CGA regarding suspected breaches of license conditions, regulatory non-compliance, or malpractice. The CGA will use such information in its supervisory role.

4. Complaint Resolution Process

4.1. Timeline: Responsible Gaming Complaints

Complaints related to responsible gaming should be prioritized due to potential impacts on player well-being. Complaints should be categorized as related to responsible gaming in any case when it regards targeting of Vulnerable Players, the availability and/or timely implementation of self-exclusion and/or cooling-off and the mandated consequences therein as outlined in the Responsible Gaming Policy.

Operator undertakes to use best in efforts to resolve these cases within five business days.

Within two days of receiving a complaint, the Operator will:

- Confirm receipt of the complaint in writing.
- Provide an explanation of how the complaint will be processed.
- Provide notice of the average timeline for resolution of such complaints.

If more time is needed by the Operator to make a reasonable and informed decision, players must be informed of the delay, which cannot exceed two weeks. If a delay is due to a lack of or a slow response from the player, the resolution period may be extended by no more than a further two weeks.

4.2. Timeline: All Other Complaint Types

The Operator will assess and respond to complaints within four weeks. If necessary, due to complexity or lack of information, this period may be extended once by an additional four weeks, with prior written notice to the player.

Within one week of receiving a complaint, the Operator will:

- Confirm receipt of the complaint in writing.
- Provide an explanation of how the complaint will be processed.
- Provide notice of the average timeline for resolution of such complaints.

4.3. Response and Resolution

A player will always receive a final determination of their complaint in writing.

The response will be either:

- A reasoned final assessment of the outcome/resolution of the complaint with supporting evidence if necessary or applicable.
- Detailed reasons for not handling the complaint. If additional information is reasonably required to address the complaint fully, the Operator must have requested this information within the initial four week time period. Should the complainant not provide the necessary information within that time period, the Operator may reject the complaint.
- If the player is unsatisfied with the resolution and makes a further complaint to that effect, the player is informed that they may escalate the matter to an independent ADR entity.

4.4. Artificial Intelligence (AI)

The use of AI is permissible subject to the following terms:

- Once a player complaint has been identified as pertaining to Responsible Gaming, communications with the player should be conducted by a human, not AI.
- Complaints that can be reasonably considered as complex should be dealt with by a human, not AI.
- The AI records must be monitored to ensure that they are reasonable in their solutions/recommendations and consistent across players with like-for-like complaints.

5. Alternative Dispute Resolution

The Operator undertakes to offer independent ADR services to the players in accordance with the ADR policy, full details of which are included into the Operator's Terms and Conditions.

If a complaint cannot be resolved internally, players are entitled to escalate the matter to an independent ADR provider, free of charge.

Once ADR process is completed it cannot be recommenced by either the player or the Operator with another different ADR entity.

If a player withdraws from an already initiated alternative dispute resolution process, the player has no right to reopen the dispute in the future.

6. Record-Keeping and Reporting

6.1. The Operator will:

6.1.1. Submit reports to the CGA on January 15th and June 15th based on complaints submitted to the Operator since the previous reporting period by players using the Complaints Submission Form. The first reports become due in January 2026.

The report will summarize the following:

- Total number of complaints made.
- Total number of settled complaints (upheld and rejected).
- Number of pending or unresolved complaints.
- Number of complaints by category.
- Number referred to ADR.
- Number and detail of complaints for which a player has taken legal action.

6.1.2. Ensure transparency and compliance with ADR decisions and regulatory updates.

6.2. Records of unresolved complaints and/or complaints that have been escalated to ADR or legal proceedings will be kept for the lesser of five years or the relevant time stipulated by data protection, statute of limitations or other relevant laws or guidelines.

7. Reasons for Complaint

The player has the right to make a complaint regarding any part of their relationship with the Operator, or any incident related to their participation in a game of chance.

This includes (but is not limited to):

- Deposit issues
- Withdrawal issues
- Bonus terms and conditions
- Account closures or restrictions
- Alleged errors or unfairness in game outcomes
- Responsible gaming issues
- Treatment of player balances
- KYC and Verification
- Data Protection
- Technical or Software issues
- AML concerns
- Issues with minors
- Fraudulent games
- Fraudulent practices
- License or regulation

8. Integrate with Terms and Conditions

This Complaints Policy is incorporated into the Operator's Terms and Conditions and is accessible via the website homepage and registration page. Players may be required to confirm acceptance of this Policy during registration.

Alternative Dispute Resolution (ADR) Policy

This Alternative Dispute Resolution (ADR) Policy outlines the process for players to escalate unresolved complaints to an independent third party. This policy is an integral part of our Player Complaints Policy and is designed to ensure a fair, transparent, and efficient resolution process in accordance with regulatory requirements.

1. Introduction to ADR

Alternative Dispute Resolution (ADR) provides an impartial and cost-free method for players to resolve disputes that could not be settled through our internal complaints procedure. Our commitment to offering independent ADR services aligns with the requirements of the National Ordinance on Games of Chance (Landsverordening op de kansspelen, LOK) in Curaçao.

2. Eligibility for ADR

A "dispute" eligible for ADR is defined as a complaint that has not been resolved to the player's satisfaction through our internal complaints process.

To be eligible for ADR, the player must have:

- First lodged an official complaint with Progress Path Co N.V. using the Complaint Submission Form.
- Completed our internal complaint resolution process, and the complaint has not been resolved to the player's satisfaction.
- Lodged the initial complaint within six months of the settlement of the bet or the incident about which they are complaining.

3. How to Escalate to ADR

If your complaint remains unresolved after exhausting our internal complaints process, you are entitled to escalate the matter to an independent ADR provider, free of charge.

4. ADR Process Guidelines

No Re-commencement: Once an ADR process is completed, it cannot be recommenced by either the player or the Operator with another different ADR entity.

Withdrawal from ADR: If a player withdraws from an already initiated alternative dispute resolution process, the player has no right to reopen the dispute in the future.

Finality of ADR Decisions: The Operator undertakes to ensure transparency and compliance with ADR decisions.

5. Scope of ADR

The player has the right to make a complaint regarding any part of their relationship with the Operator, or any incident related to their participation in a game of chance. This includes, but is not limited to:

- Deposit issues
- Withdrawal issues
- Bonus terms and conditions
- Account closures or restrictions
- Alleged errors or unfairness in game outcomes
- Responsible gaming issues
- Treatment of player balances
- KYC and Verification
- Data Protection
- Technical or Software issues
- AML concerns
- Issues with minors
- Fraudulent games
- Fraudulent practices
- License or regulation

6. Record-Keeping related to ADR

Records of unresolved complaints and/or complaints that have been escalated to ADR or legal proceedings will be kept for the lesser of five years or the relevant time stipulated by data protection, statute of limitations or other relevant laws or guidelines. The Operator will also report to the CGA on the number of complaints referred to ADR.

22. VIOLATION OF TERMS

If you breach these Terms, you are obligated to reimburse the Company for any claims, debts, costs (including attorney's fees), and other expenses that may arise as a consequence of this violation.

You agree to indemnify, defend the interests of the Company, and safeguard its partners, their companies, as well as their officers, directors, and employees against all claims, demands, liabilities, damages, costs, and expenses, including legal costs and other expenses, incurred as a result of:

- **Your failure to comply with these Terms.**
- **Your violation of the law or the rights of third parties.**
- **Use of your account by third parties, regardless of whether this use was authorized by you or not.**
- **Receipt of winnings in a similar manner.**

If you breach these Terms, we have the right (but are not obligated) to:

- **Notify you (using your contact information) of your violation and urge you to cease violating these Terms.**
- **Suspend your account, thereby preventing you from placing bets or playing on the Website.**
- **Block your account with or without prior notice.**
- **Debit your account with the amount of payouts, bonuses, or winnings that have been credited to you as a result of a serious violation.**
- **We may delete your username and password if you disregard any of the provisions of these Terms.**

23. INTELLECTUAL PROPERTY RIGHTS

The content on the Website is protected by copyright and other proprietary rights held by the Company or licensed from third-party copyright holders. Materials from the Website may be downloaded to a single personal computer and printed for personal, non-commercial use only.

You acknowledge that using the Website does not confer any rights to the intellectual property (such as copyrights, know-how, or trademarks) owned by the Company or third parties.

Trade names, trademarks, logos, and other materials displayed on the Website may not be used or reproduced under any circumstances.

You are responsible for any damages, costs, or expenses resulting from engaging in prohibited activities. If you become aware of such activities being conducted by others, you should promptly notify the Company and assist in the investigation with the information you provide.

24. FORCE MAJEURE

The Company will not be held responsible for any failure or delay in fulfilling its obligations under these Terms due to force majeure events, including natural disasters, war, civil unrest, disruptions in public communication networks or services, labor disputes, DDOS attacks, and similar Internet attacks that may have adverse consequences ("Force Majeure").

The Company's activities will be temporarily suspended during the existence of Force Majeure circumstances. Throughout this period, the Company's ability to meet its obligations will be subject to delays. We will make every effort to mitigate the impact of Force Majeure and will strive to fulfill our obligations despite the Force Majeure.

25. REPUDIATION

If the Company fails to ensure that you comply with the legal requirements, or if the Company is unable to use the rights or legal remedies that it is entitled to, this will in no way constitute a waiver of these rights or remedies and will not exempt you from fulfilling your obligations.

The Company's refusal to fulfill the obligations specified in these Terms shall not have legal force if it has not been sent to you in writing in accordance with the aforesaid.

26. SEVERABILITY

If any of the provisions in these Terms become invalid, illegal, or lose their legal force, those provisions will be severed from the remaining provisions, conditions, and clauses, which will continue to be valid and enforceable to the extent permitted by law. In such a case, the provisions that have been invalidated or rendered unenforceable will be modified in accordance with applicable law to best reflect our original intentions.

27. LEGISLATION AND JURISDICTION

These Terms will be governed by and interpreted in accordance with the laws of Curaçao. You acknowledge that the courts of Curaçao have exclusive jurisdiction in resolving all disputes, including claims for compensation and counterclaims, that may arise in connection with the origin, legality, outcomes, interpretations, or consequences of the legal relationships established by these Terms or arising from them.

28. LINKS

The Website may include links to other websites that are not under the control of the Company and are not covered by these Terms. The Company is not responsible for the content of third-party websites, the actions or omissions of their owners, or the advertising and sponsorship content on these websites. Hyperlinks to other sites are provided solely for informational purposes. You may use these links and the information found on these websites at your own discretion and risk.

29. NON-TRANSFERABILITY

You cannot assign, pledge or transfer ownership under any title whatsoever to claims arising from these Terms and Conditions, the use of the Website or participation in the Games against the Casino without consent of the Casino. This prohibition is designed as a non-transferability clause ex article 83 paragraph 2 of book 3 of the Civil Code and includes the transfer of any assets of value of any kind, including but not limited to ownership of accounts, winnings, deposits, bets, rights and/or claims in connection with these assets, legal, commercial, or otherwise. The prohibition on said transfers also includes however is not limited to the encumbrance, pledging, assigning, usufruct, trading, brokering, hypothecation and/or gifting in cooperation with a fiduciary or any other third party, company, natural or legal individual, entity in any way shape or form.

