

Curaçao Alternative Dispute Resolution Entity (CADRE)

ORDER FORM FOR SERVICES

By this Agreement the Operator submits to the alternative dispute resolution of the Curaçao Alternative Dispute Resolution Entity (CADRE), operated by CADRE B.V., a private limited liability company registered under the laws of Curaçao under registry number 165229 with registered address at Scharlooweg 39, Willemstad, Curaçao (hereinafter referred to as "CADRE" or "we") and the Client (hereinafter referred to as "the Operator", together referred to as "the Parties").

CADRE is in the process of being registered as a certified ADR by the Curaçao Gaming Authority. CADRE serves to resolve disputes between customers of gambling operators licensed in Curaçao. The services of CADRE constitute a dispute resolution according to the Curaçao ADR Policy.

By accepting the services of CADRE, the operator submits to the rules of procedure as currently published on the company website. The fees are detailed in the below fee table.

OPERATOR DETAILS	
Company Name	FORTUNA GAMES N.V.
Registration Number	162413
REGISTERED CONTACTS	
Street, No.	Seru Loraweg 17 C
Town, Post Code	Willemstad
Country	Curaçao
INVOICING ADDRESS (If Different)	
Street, No.	
Town, Post Code	
Country	
Names & Contacts of contact person in Legal or Customer care department (phone number direct line and email)	1) Antonios Minides
	2) +356 99606655
	3) payments@deltaprime.ltd
No. and type of Licenses held by Operator	B2C License OGL/2024/112/0974

Provision of Services on ad hoc or subscription basis (please mark)

O Provision of Service on ad hoc basis for the case of (please state name and details of player below)

.....

O Provision of Services on Subscription starting on (please state date of commencement of services below)

01.05.2026

.....
The agreement is valid for 1 year from the commencement date and is renewed automatically for further yearly periods unless either party notifies the other party about their intention to not renew prior to the upcoming renewal date.

With the commencement of services, the Licensee is allowed to inform the CGA accordingly and to announce on the relevant websites about the offering of the services of CADRE to their online customers, and similarly the same process can be followed for notification in other jurisdictions.

Licensees publicly claiming to offer the CADRE service without a valid subscription will incur a penal fee equivalent to two annual subscription fees and will be reported to the relevant authorities.

CADRE will provide the CGA regularly with a list of all licensees which have subscribed to the services in compliance with the ADR Policy.

B2C Operators are required to implement a Disputes Procedure. This procedure should clearly explain to the Player when and how to take a dispute to the ADR. We recommend adjusting the Terms and Conditions accordingly and to use a clause similar to the example given below.

Should a Player feel that the dispute was not resolved to his satisfaction, the Player can refer the dispute to CADRE. CADRE is an independent alternative dispute resolution entity. The dispute resolution procedure at CADRE is free of charge for the Player independent of the outcome.

Decisions of CADRE are binding upon Operator and Player. The procedure before CADRE does not restrict or prejudice the Player's right to bring proceedings against the Operator in any court of competent jurisdiction

The annual subscription fee and/or the hourly fees are detailed in the current fee schedule. They are accepted by entering into this agreement.

The Service Agreement between the Parties consists of this Order Form and CADRE's Rules Of Procedure, a copy of which you have received with this form (please check regularly for any updates on <https://cadre.online/rules-of-procedure/>)

The Operator is required to submit the following documents together with the signed Order Form:

- ⊞ Copy of Operator's Terms and Conditions including reference to CADRE for dispute resolution
- ⊞ Copy of the Operator's Dispute Resolution Procedure

Date: 28 / 04 / 2026

The Operator

Signature: 

Name: Antonios Minides

Job Title: UBO and Attorney

Signature: _____

Name: _____

Job Title: _____

CADRE

Signature: 

Name: John Micallef

Job Title: CEO

Signature: _____

Name: _____

Job Title: _____

Fee schedule 2025

- Flat fee for the first 10 cases per year for Curaçao licensed gambling operators: Euro 2,000 (exc. VAT) annually
- Ad hoc fee for non-subscribers: Euro 350 (exc. VAT) per hour

For internal use only (To be completed by CADRE)

Received on		Reference Number	
Accepted by		Client Number	