

TERMS & CONDITIONS v.1.2.

1. General

- 1.1. These Terms and Conditions are the official rules of the Black Ocean B.V. and are binding on all bets. These Terms and Conditions govern the relationship between the license holder Black Ocean B.V. and its role as a gaming operator. These Terms and Conditions shall come into force upon their publication on the Black Ocean B.V. official Website (nashbet.com) from 2020-08-01.
- 1.2. Before using our website, please read these Terms and Conditions carefully. By registering a Player Account with the website you confirm your consent with the Terms and Conditions.
- 1.3 www.nashbet.com is owned and operated by Black Ocean B.V., a company registered and established under the laws of Curaçao. Black Ocean B.V. has an application (OGL/2024/1185/0721) for a gaming license process is concluded, based on a transitional arrangement, the company is permitted to continue its operations under this Certificate of Operation: <https://cert.gcb.cw/certificate>.
- Black Ocean B.V. registration number is 153155 and its registered address is 10 Korporaalweg, Willemstad, Curaçao. Ocean Payella Processing LTD is a subsidiary of Black Ocean B.V., acting as an Agent on behalf of Voukouristiou, 25 NEPTUNE HOUSE, 1st floor, Flat/Office 11 Zakaki, Limassol, Cyprus, and registration number HE 413534
- 1.4. If there is any discrepancy between different language versions of these Terms and Conditions, the English version is considered correct.
- 1.5 The laws of Curacao apply to these Terms and Conditions.
- 1.6 The Company can attract, at their sole discretion, a new or alternative third party in respect of the provision of additional gaming services on their resources.
- 1.7 When a Player registers with third parties or uses any other gaming services provided by a third party, they agree with any additional rules of such third parties.
- 1.8 Current Terms and Conditions are governed by and interpreted in accordance with the legislation of Curacao.

2. Changes to Terms and Conditions

- 2.1 These Terms and Conditions may be changed by the Company when such a need occurs without a prior written notice to the Players. We will do our best to notify our players of any significant changes by email. However, we do not check for possible changes.
- 2.2 The circumstances of these Terms and Conditions are referred to as a section where they are described. By entering into relations with the Company, the Player explicitly agrees not to abuse the rights from one of the other of these Terms and Conditions.
- 2.3 The Company reserves the right to inform Players about special offers and new products by phone and/or e-mail.

3. Registration Eligibility

- 3.1 The Company accepts players only from those countries and geographic regions where online gambling is allowed by the law. It is the player's sole responsibility to inquire about the existing gambling laws and regulations. By accessing and opening an account and using this Website, you confirm and warrant that online gambling is legal and permitted in the jurisdiction where you are located and you will not use the Website while reside in a restricted jurisdiction.
- 3.2 The Company accepts strictly adult players (the minimum age is 18) and players who have reached the age specified by the jurisdiction of the player's place of residence as eligible for online gaming. It is the player's responsibility to comply with the regulations of the given jurisdiction regarding age limitations for online gambling. When placing a bet or participating in a game, the Players declare that they have attained the minimum age requirement for participation (but no lower than 18 years of age) and that they have the necessary legal capacity. The Player is fully responsible in the case of the violation of this paragraph of these Terms and Conditions. In case of failure to comply with these regulations, the Player must also note that the Company is not obliged to provide the Players with information, instructions and warnings other than provided in these Terms and Conditions. In particular, the Company is not responsible for the violation of the relevant legislative prohibitions in their country.
- 3.4 The Company reserves the right to ask for proof of age from the player and limit access to the Website or suspend the Player Account to those players who fail to meet this requirement.
- 3.5 Players from the following countries and their territories ("Restricted Countries") are not allowed to deposit and play real money games: United States of America, United Kingdom, Spain, Slovakia, France and its overseas territories (Réunion, Mayotte, St. Martin, French Polynesia, Wallis and Futuna, New Caledonia), Lithuania, Netherlands, Italy, Israel, St. Maarten, St. Eustatius, Saba, Dutch West Indies and Curacao. The Company cannot guarantee that players from these countries can access the Website or play real money games. If a player from a Restricted Country breaches this Restricted Countries policy, the Company reserves the right to suspend the Player Account and/or to take other measures.
- 3.6 The availability of the Company services via the Website shall not be interpreted as an offer or invitation on our part to use the services in a country where such use is illegal.

4. Accepted Currencies

- 4.1. The Website allows playing for the following currencies: USD, EUR, CAD, AUD, PLN, NZD, NOK, UAH, INR, RMB, KOW, JPY, KZT, BTC, BCH, LTC, ETH, USDT, DOG.

5. Fees and Taxes

- 5.1. You are fully responsible for paying all fees and taxes applied to your winnings according to the laws of the jurisdiction of your residence.
- 5.2 The Company does not offer its Players any advice in tax matters and/or legal matters.

6. Game Rules

- 6.1. By accepting these Terms and Conditions you confirm that you understand the rules of the products offered on the Website. It is at your discretion to familiarize yourself with the bet selection type or the theoretical probability of winning.

7. Disclaimer of Liabilities

- 7.1. By accepting these Terms and Conditions you confirm your awareness of the fact that gambling may lead to losing money. The Company is not liable for any possible financial damage arising from your use of the Website.
- 7.2. The Company is not liable of 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.
- 7.3. 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-settlement. The information will be void and stakes will be refunded.
- 7.4. If we mistakenly credit your Player Account with winnings that do not belong to you, whether due to a technical issue, error in the pay tables, human error or otherwise, the amount will remain our property and will not be paid out to you. If you become 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 that case, we will request you to return the amount immediately by email.
- 7.5. The Company, 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.
- 7.6. You hereby agree to fully indemnify and hold harmless the Company, its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise from the use of the Website.
- 7.7. You acknowledge that the Company shall be the final decision-maker of whether you have violated the Company's Terms and Conditions in a manner that results in your suspension or permanent barring from participation in the games.
- 7.8. The Company is not responsible for and does not accept any claims regarding translation of the team names and the names of players.
- 7.9. The Company is not responsible for any loss or damages claimed because of the use of this Website or following from its content. This paragraph applies equally to the use or misuse of the Website content by any user or third party in operation of the Website or in data transfer, failures in communication lines and any errors, inaccuracies or omissions in the content of the Website.

8. Use of Player Account

- 8.1 Each player can create only one (1) personal account.
- 8.2. Creating multiple Player Accounts by a single player can lead to termination of all such accounts. The player shall not provide access to their Player Account or allow using the Website to any third party including but not limited to family members, friends, or other persons.
- 8.3. Any returns, winnings or bonuses which the player has gained or accrued during such time as the Duplicate Account was active may be reclaimed by us, and players undertake to return to us on demand any such winnings or bonuses.
- 8.4. The Website can only be used for personal purposes and shall not be used for any type of commercial profit.
- 8.5. 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 verification process. In case the provided phone number is incorrect, missing or false or the player will not answer the phone call, we reserve the right to confiscate your winnings and/or disable your user account. We will not be responsible for any loss or damages claimed because of the use of this Website or following from its content.

withdrawal of the funds, but if we are not able to reach you (by email or phone) in two (2) weeks, the funds will be retained by the Company, since you have failed to pass the KYC procedure.

8.6. To be registered as a player, an individual must submit an application for registration and provide at least the following information: date of birth (showing that the player is over eighteen (18) years of age); first and last name and a password; telephone number.

8.7. Registration can be completed via the "Register in one click" option, where you can create an account using one click, but additional fields will be necessary at the first deposit stage.

9. Anti-fraud Policy

9.1. The Company has a strict anti-fraud policy and utilises various anti-fraud tools and techniques. If the player is suspected of fraudulent actions including, but not limited to:

- participating in any type of collusion with other players,
- development of strategies aimed at gaining of unfair winnings,
- fraudulent actions against online payment providers,
- chargeback transactions with a credit card or denial of some payments made,
- creating two or more accounts,
- other types of cheating,
- or becomes a bankrupt in the country of their residence;

the Company reserves the right to terminate such Player Account and suspend all payouts to the player. This decision is at the sole discretion of the Company and the player will not be notified or informed about the reasons or applicable regulatory bodies of the fraudulent actions performed by the player.

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

- use of stolen cards;
- chargebacks;
- creating more than one account in order to get advantage from promotions;
- providing incorrect registration data;
- any other actions which may damage the Company.

9.3. The Company 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 Company's absolute discretion and without any further notice.

9.4. In certain situations it is necessary to verify the player's account. Company management will require documents (ID, payment systems, utility bills etc) in Latin, Greek or Cyrillic alphabet. In case a player doesn't have documents in these alphabets, the Company reserves the right to demand video verification where the player shows his/her documents.

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

9.6. 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 Company any error or incompleteness in the software. The Company 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.

9.7. Please mind that if you have requested a withdrawal, but the amount of bets made after your last deposit is not three (3) times higher than the amount of all unsent deposits, the Company reserves the right to charge the amount of bets made after your last deposit to your account. Regarding these conditions, 15% of the requested amount will be charged while withdrawing. This decision is at the Company's sole discretion.

9.8. Our admin team can demand the following documentation in order to verify your identity:

- A photo of any ID such as a passport/ID card/driving license;
- A selfie (no pouting) with your passport/ID card/driving license, and a piece of paper which says something like "Hi Nashbet" and has the correct date on it;
- A photo of your bank card (if you topped up using it) or a screenshot of your e-wallet;
- A photo of a document confirming your address (a bill or a bank statement where both your address and name are visible). Documents must not be older than 90 days;
- A photo with our live chat visible in the background.

By opening an account, a Player agrees to provide all necessary documents as required by the Company, as well as to undergo a videoconference procedure in exceptional cases.

9.9. Our admin team may want to verify your identity via Skype should we suspect that the account belongs to somebody other than the person it is registered with. In this case, we may ask the player questions about the account and the player will also be temporarily deactivated.

9.10. The Company is not a financial institution and thus should not be treated as such. Your account will not bear any interests and no conversion or exchange services (including fiat-crypto exchange) will be offered at the Company's discretion.

9.11. We process the Personal Information we collect from you in order to deliver our services. Complying with legal responsibilities, including complying with anti-money laundering (AML) and combating the financing of terrorism (CFT).

10. Depositing

10.1. The Website offers a variety of payment methods. They include VISA and MasterCard credit and debit cards, as well as various alternative payment methods. Please contact our support team at support@nashbet.com for your country of residence.

10.2. The Company does not accept third party payments. You must make deposits only from a bank account, bank cards, e-wallets or other payment methods that are registered in your own name. If we determine during the processing of your deposit that the deposit was made from a third party account, the deposit will be confiscated and the original deposit will be returned to the owner of the payment account. The Company is not responsible for the lost funds deposited from third party accounts.

10.3. The maximum amount of deposit depends on the payment method you decide to use.

11. Withdrawal Policy

11.1. The minimal amount for withdrawal is €20 or an equivalent. The maximum amount for withdrawal depends on the payment method you use. If the requested amount exceeds the limit of a particular payment system, the Company reserves the right to check your identity prior to processing payouts and to hold any refund or withdrawals. In case you provide false Personal Data or refuse to provide us with the required documents, the Company reserves the right to terminate your account, of which you will be informed by email.

11.3. The Company reserves the right not to process withdrawals in a case of fraudulent and illegal activities (including participation that would be in breach of the law in your local jurisdiction).

11.4. If you withdraw up to €500, our administration team may choose to verify your identity.

11.5. If you withdraw more than €500, you are obliged to verify your identity.

11.6. If the total amount of money you have withdrawn from your account is more than €2000, you are obliged to verify your identity.

11.7. The documents you will need in order to verify your account will vary and are dependent on the situation.

11.8. The Website supports payouts via Original Credit Transfer (OCT) from Visa and via Payment Transfer from Mastercard. Additional requirements are that the respective credit card is not a corporate credit card and it must be issued in your name.

11.9. For Visa, the following countries are not supported: USA, Australia, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Singapore.

11.10. For Mastercard, only the following countries are supported: Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, and United Kingdom.

11.11. Please note that even for supported countries the Company 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 the bank's discretion. 11.12. The internal operating currency of the Website is Euro. Due to this fact, in case you transact in other currencies, the amount deducted from your credit card may be insignificantly higher than displayed at the time of the transaction and/or the Company's payment processing system.

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

11.14. 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 Company and are limited by the bank's discretion.

11.15. Our payment team reserves the right to request to split your withdrawal into several transactions due to the first withdrawal limitation of some payment methods.

11.16. The maximum withdrawal amount processed to a player is 2,000 €/€\$ per day, 7,500 €/€\$ per week and 15,000 €/€\$ per month, unless otherwise specified in the Terms & Conditions of a specific promotion. Except in case of a specific promotion, the Company reserves the right to limit the withdrawal amount at its sole discretion.

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

11.18. All progressive jackpot wins will be paid in full.

11.19. All cashout requests can be processed up to 48 hours.

12. Refund Policy

12.1. 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 their account without their permission.

12.2. 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 amount deposited, we will not process any further withdrawals until the account is funded. If your withdrawals exceed the amount deposited, we will not process any further withdrawals until the account is funded.

12.3. Before a refund is processed all bonuses and winnings in your balance will be deducted prior to calculating the amount to be refunded.

12.4. 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 Company, we will initiate refunds for all such transactions by the parties.

13. Dormant Accounts

13.1. 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 Company reserves the right to debit the equivalent in another currency (or the current balance of your account, if less) as long as the balance of your account remains positive.

13.2. You authorize the Company 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 until the account is re-activated, deducting the fee if the account balance is zero or if the account is re-activated.

14. Complaints

14.1. You are free to contact our customer service team according to the instructions found on the Website to give us any complaints regarding our services.

15. Player Data

15.1. The Player agrees that personal data provided to the Company is stored and used with automatic means, during pari-mutuel betting, in multiplayer poker, casino games and lottery-type games, as well as in any other games offered by the Company.

15.2. The Company collects and stores personal data of Players for the purpose of:

- providing services and support to the Players;
- personal identification and safety provision for the Players' accounts in the Company's system;
- online processing of financial and other transactions.

15.3. Personal data is collected and stored but it is not for sale. However, it can be used for the distribution of promotional materials and informing the Players about new products and features of the Company or its partners. The Company may use their personal data for the above-mentioned purposes by the Company.

15.4. The Players have a right to withdraw consent. In cases where we rely on your consent for the processing of personal data, you have a right to withdraw your consent at any time.

15.5. For more information, please see the Privacy Policy.