

GENERAL TERMS AND CONDITIONS

Version

1.1.

Last updated: July 31, 2025

1. INTRODUCTION

- **1.1.** By using and/or visiting any section of this website, the client program with a graphical user interface, mobile applications ("Website"), or opening an Account on the Website, you agree to the following terms and conditions:
 - The General Terms and Conditions listed on this page;
 - [Privacy Policy](#);
 - [AML Policy](#);
 - [Cookie Policy](#);
 - Rules of all games presented on the Website;
 - Rules of promotions, bonuses, and special offers published on the Website;
 - Any other policies and rules published on the Website.
- **1.2.** All the above terms and conditions are collectively referred to as "Terms", "these Terms" or "Terms and Conditions".
- **1.3.** Please read the Terms carefully before accepting them. If you do not agree with the Terms and do not wish to be bound by them, please do not open an Account and do not continue using the Website. Your continued use of the Website will constitute acceptance of the Terms.

2. PARTIES

- **2.1.** This Website is owned and operated by Entertainment Planets B.V., a company registered under the laws of Curaçao, with registration number 166486 and address Kaya Richard J. Beaujon Z/N, Curaçao (hereinafter referred to as "we", "our" or "company"). This Website is licensed and regulated by Curaçao Gaming Control Board, License No. OGL/2024/1469/0855.
- **2.2.** The terms "user", "player" or "you" refer to the person who has registered or intends to register an Account on the Website.

3. CHANGES TO THE TERMS

- **3.1.** We reserve the right to amend the Terms for various reasons, including but not limited to business considerations or to comply with new laws and regulations. The most current Terms are always available on the Website with the effective date indicated.
- **3.2.** We have the right to amend these Terms without prior notice to users.
- **3.3.** Any changes to these Terms will take effect 7 (seven) days after their publication on the Website or within a specific period required by legal or regulatory requirements.

- **3.4.** We recommend regularly checking the current version of the Terms on the Website.
- **3.5.** If the changes are unacceptable to you, you may stop using the Website and close your Account.
- **3.6.** Continuing to use the Website after the amended Terms come into effect will be deemed acceptance of the changes.

4. OPENING AN ACCOUNT

- **4.1.** To start using the Website, you need to open an Account ("Account" or "your Account").
- **4.2.** Registration must be done personally by filling in the required fields on the registration page. Creating an Account on behalf of another person is prohibited.
- **4.3.** By using the Website, you acknowledge and agree that you may both win and lose money.
- **4.4.** You can open only one Account on the Website. All additional Accounts will be considered "duplicate Accounts" and will be closed. The decision on which Account is considered a duplicate remains with us.
- **4.5.** Any transactions made through a duplicate Account will be considered invalid, and you agree to return any winnings, bonuses, and other funds obtained using the duplicate Account upon our request.
- **4.6.** In the case of self-exclusion, it is your responsibility to check for duplicate Accounts.
- **4.7.** After opening an Account, you can participate in games and promotions only after completing your Profile, which includes your name, date of birth, and contact details (address, phone number, and email); verifying your phone, and depositing sufficient funds into your Account. We do not provide credit for participating in games.
- **4.8.** You must ensure that the information you provide to us when completing your Profile is correct, up-to-date, and remains so throughout the period of using the Website. If any of your details change, you must promptly update your Account accordingly.
- **4.9.** If the Verification of your Account reveals discrepancies between the Profile data and the documents provided for Verification, your Account will be blocked until the reasons for the discrepancies are clarified. We reserve the right to close such an Account and confiscate funds.
- **4.10.** We uphold the highest security standards, particularly when it comes to safeguarding your funds. User funds are carefully segregated from the company's operational accounts and are monitored daily to ensure their safety. By maintaining stringent security protocols, we ensure that both our Website and your transactions remain secure at all times.

- **4.11.** We do not accept players from certain countries and jurisdictions ("restricted countries"). If your country of residence is not listed during registration, it means we cannot accept you as a player. By using the Website, you confirm that you are not a resident of a restricted country. Violating this rule will result in the immediate closure of your Account.
- **4.12.** 4.12. Restricted countries list: Aruba, Australia, Austria, Bonaire, Sint Eustatius and Saba, Curaçao, France, Germany, Malta, the Netherlands, Spain, Sint Maarten, the USA or its dependencies, the United Kingdom, and other countries not listed during registration. We reserve the right to make changes to the list of restricted countries periodically without prior notice.
- **4.13.** The sale or transfer of an Account to others, as well as receiving an Account from others, is prohibited. This constitutes a violation of these Terms and will result in the closure of such an Account and confiscation of funds.

5. COMPLIANCE OBLIGATIONS

- **5.1.** You guarantee that:
 - **5.1.1.** You are at least 18 years old or have reached the age of majority in your jurisdiction. When opening an Account, you will need to confirm that you have reached the age of majority;
 - **5.1.2.** The data you provide on the Website is correct and up-to-date and will remain so throughout the period of using the Account;
 - **5.1.3.** You are the legal owner of the funds deposited into your Account;
 - **5.1.4.** The deposited funds are not the result of any activity that is illegal;
 - **5.1.5.** You are not a resident of a restricted jurisdiction and have ensured that the use of the Website is legal in your jurisdiction (we cannot verify the legality of using the Website in each jurisdiction);
 - **5.1.6.** You are not on the list of individuals to whom we cannot provide services (e.g., sanctions list);
 - **5.1.7.** You will provide additional information upon our request;
 - **5.1.8.** You use the Website for personal entertainment.
- **5.2.** By agreeing to the Terms, you allow us to conduct Verifications, which we may conduct ourselves or which may be required by third parties (including regulatory bodies and authorized authorities) to confirm your age, identity, place of residence, payment method, and contact details, as well as to prevent the theft of funds, including requesting information and documentation from you ("Verifications").
- **5.3.** We are required to verify your age and confirm (verify) your identity and place of residence when you reach a deposit amount of USD 2200 (two thousand two hundred)

(or an equivalent amount in any other currency), regardless of whether this threshold was reached in one transaction or a series of transactions, and also in the case of an initial withdrawal of any amount of funds. We may also perform these Verifications for smaller deposit amounts or in the case of any withdrawal.

- **5.4.** If the user does not provide the necessary documents for Verification within 30 (thirty) days after reaching the financial thresholds specified in clause 5.3, we are obliged to block such an Account and report the transaction to the competent authorities of Curaçao.
- **5.5.** We may use a third-party organization to conduct Verifications on our behalf. By agreeing to these Terms, you allow us to provide your personal data to such a third party.
- **5.6.** Under certain circumstances, we may need to contact you and request additional information to complete the Verifications.
- **5.7.** You agree to provide us with all requested information and documentation within the period specified by us from the moment of our request or when your total deposit amount reaches USD 2200 (two thousand two hundred) (or an equivalent amount in any other currency), whichever comes first, otherwise, your account may be restricted, blocked, or closed.
- **5.8.** Acceptable documentation for passing Verifications includes:
 - **5.8.1.** Valid documents issued by government authorities containing photographic identification of the user – including but not limited to passport, national ID card, driver's license;
 - **5.8.2.** Proof of residence – including but not limited to, a bank statement, utility bill, or a letter from government authorities indicating your place of residence. These documents must be no older than 6 (six) months;
 - **5.8.3.** Proof of payment method – depending on the deposit method used: a copy of the used bank card, a screenshot of the e-wallet, or a bank statement clearly indicating ownership of the payment account.
 - **5.8.4.** Additional Verification may be required, such as proof of top-ups, e-wallets, source of income, and others. We may ask you to communicate with us by phone or video call, record a gaming session.
- **5.9.** We are required to conduct Verifications to determine whether you are a politically exposed person ("PEP"), a sanctioned person, and so on. We use third-party verification services to identify any such status. We reserve the right to refuse you services in case of a positive match.
- **5.10.** If you fail to provide within the period specified by us or refuse to provide any information or document requested by us, we reserve the right to block, restrict or close your Account.

- **5.11.** User Verification is a mandatory requirement and is conducted to comply with anti-money laundering and countering terrorist financing laws and regulations.

6. INACTIVITY

- **6.1.** If your Account remains inactive (i.e., when no login is made on the Website) for more than 12 (twelve) months, we have the right to charge a maintenance fee of USD 5 (five) per month, starting from the 13th month of inactivity, in the form of real money or bonus money from your Account.
- **6.2.** After 12 (twelve) months of continuous inactivity, we will send you a notification by email, and you will have 30 (thirty) days to log into your Account before the fee starts. The fee will be charged monthly until the balance reaches USD 0 (zero) or the Account is closed. If the balance is less than USD 5 (five), the entire amount will be deducted.
- **6.3.** If the player's Account remains inactive for more than 12 (twelve) months and the Account balance is USD 0 (zero), no additional fees will be charged.
- **6.4.** After charging the inactivity fee for 30 (thirty) consecutive months or after the Account balance reaches USD 0 (zero), we have the right to close your Account and confiscate the remaining funds.
- **6.5.** No inactivity fee will be charged from the Account that became inactive due to self-exclusion until the self-exclusion period ends.

7. ACCOUNT SECURITY AND USERNAME SELECTION

- **7.1.** After opening your Account, you must not disclose (intentionally or accidentally) your login details for the Website to anyone else. We are not responsible for any damage resulting from your negligence or inability to protect your login details, as well as any actions and transactions made through your Account as a result of unauthorized access.
- **7.2.** If you lose or forget your login details for your Account, you can restore your password by clicking the "Forgot Password?" button, next, follow the instructions to recover your login details for your Account.
- **7.3.** For the security of your Account, we recommend setting a strong password and changing it regularly. We also strongly recommend using additional security measures available on the Website.
- **7.4.** If you become aware of unauthorized use of your Account, immediately contact our support service and report it.
- **7.5.** Your Username, avatar, image, or any other name you choose for the Website must not contain content that, in our opinion, is offensive, illegal, obscene, pornographic, defamatory, threatening, inciting any hatred or xenophobia, promotes, advertises, or otherwise relates to any online or offline companies, products, or services, except for the

services of this Website, that violates any intellectual property rights, privacy, personal reputation protection, or other rights.

- **7.6.** We reserve the right to ask you to change your Username, avatar, image, or any other name you choose for the Website at any time.
- **7.7.** If you do not agree to change your Username, avatar, image, or any other name you choose for the Website upon our request, your Account will be blocked, you may withdraw your funds and close your Account.

8. YOUR PERSONAL INFORMATION

- **8.1.** In accordance with the Data Protection Act 2001, EU Regulation 2016/679 "General Data Protection Regulation" and other applicable laws, we are required to comply with data protection requirements when using any personal information obtained from you when using the Website. Please refer to our Privacy Policy for more information.

9. DEPOSITS

- **9.1.** You can open an Account and use it to deposit or withdraw funds in the currency and by the payment methods available on the Website (the terms "payment method," "payment option," and "method of payment" are considered equivalent).
- **9.2.** You can participate in any Game only if you have sufficient funds available to place a bet on such participation. We do not provide you with any credit for participating in any game.
- **9.3.** You must deposit funds into your Account using a payment card, account, or wallet registered in your name. It is prohibited to deposit funds into your Account using any payment method owned by a third party, directly or indirectly.
- **9.4.** You must be the legal owner of the funds you deposit into the Account. You are not allowed to use funds obtained as a result of any illegal activity.
- **9.5.** You may be required to provide information and documentation about the source of your wealth and funds to justify your deposit activity.
- **9.6.** To deposit funds into your Account, you can use any of the payment methods listed in the Website's Cashier. The list of payment methods depends on your jurisdiction. Information about processing times and fees for the payment methods used is available in the Website's Cashier and may change from time to time.
- **9.7.** Your deposit will be available in the Account as soon as your bank or other payment system approves the amount you want to deposit. We make no guarantees regarding how long this will take.
- **9.8.** Your bank or other payment system may independently charge you for bank transfers and other payment methods.

- **9.9.** We may charge a fee for processing deposits or withdrawals. Fees may change over time; the current fee structure is indicated on the relevant pages of the Website. We reserve the right to set and change minimum and maximum deposit levels, as indicated on the relevant pages of the Website.
- **9.10.** We do not provide currency exchange services. Poker chips are in-game tokens, and the cost of their issuance /purchase is determined by us at our sole discretion. All references to the symbols "\$" or "USD" in relation to poker games are used solely to provide an approximate indication of the USD-equivalent value of the amounts involved in the poker gameplay. We do not guarantee the accuracy of the stated approximate values regarding the USD-equivalent amounts.
- **9.11.** We are not a financial institution; no interest will be accrued on the amounts deposited. You are prohibited from storing or holding funds in your account, except when you intend to use these funds on the Website. You are prohibited from exchanging funds in your Account for any debt or credit outside the scope of our Website's activities.
- **9.12.** We do not accept cash payments.
- **9.13.** We do not offer refunds for deposits made on our Website, except in cases regulated by these Terms. By depositing funds, you agree not to make any chargebacks or otherwise cancel any deposits and agree to return and compensate us for any unpaid deposits. To prevent fraudulent actions, we may refund the deposit if we find that it was made using a payment method issued or owned by a third party. Any winnings obtained from funds deposited using third-party payment methods will be canceled and removed from your Account immediately, and your Account may be blocked, restricted, or closed. Refunds are made directly to the payment method used for the deposit.
- **9.14.** Your Account is not a bank account and, therefore, is not insured, guaranteed, sponsored, or otherwise protected by any banking insurance system.
- **9.15.** We may offset any positive balance in your account against any amount you owe us at any time when we settle or recalculate any bets, playbacks, or other transactions in accordance with the Terms, including duplicate Accounts, collusion, fraud, illegal activity, or errors.

10. WITHDRAWALS

- **10.1.** The withdrawal methods available to you are displayed on the Website and depend on your country of residence.
- **10.2.** You can request to withdraw funds from your Account at any time, provided that:
 - **10.2.1.** All payments made to your Account have been confirmed as made and comply with the deposit terms, and none of them have been charged back, returned, refunded, or otherwise canceled;
 - **10.2.2.** Your Account has passed all necessary checks and has a verified Account status;

- **10.2.3.** You have fully wagered the deposited amount, meaning you have made bets totaling an amount equal to or greater than the total sum of all deposited funds;
- **10.2.4.** You have fully wagered the amount of funds transferred to you from another gaming operator, meaning you have made bets totaling an amount equal to or greater than the total sum of all transferred funds;
- **10.2.5.** The wagering requirements related to transfers between players and any bonus funds in your account have been met.
- **10.3.** When you withdraw funds or we refund any funds to you, such withdrawals are made using the same payment method used for the deposit. Withdrawals must be made to a payment card, account, or wallet registered in your name. Withdrawals to accounts, cards, or wallets owned by third parties, either directly or indirectly, are prohibited.
- **10.4.** The transfer of funds from another gaming operator does not constitute a deposit. To withdraw such funds, you must make a deposit and meet the requirements outlined in clause 10.2 of these Terms.
- **10.5.** The processing time for a withdrawal request may take up to 72 (seventy-two) hours. In exceptional cases, the processing time for a withdrawal request may be extended by up to an additional 72 hours, for example, in the case of large winnings or to combat unfair play if the funds are associated with poker winnings. Furthermore, the processing time for a withdrawal request may be extended due to regulatory requirements or anti-money laundering measures. In such cases, we will try to resolve the situation as soon as possible.
- **10.6.** Withdrawal amount limits, possible withdrawal fees depend on the chosen payment method, information about this is available on the Website and may change from time to time.
- **10.7.** When satisfying a withdrawal request, we reserve the right to charge a fee equal to our own costs for processing deposits and withdrawals.
- **10.8.** You are solely responsible for notifying local tax or other authorities about your winnings and losses and for paying any taxes you receive as a result of using the Website. We do not provide legal or tax advice.

11. PLACING BETS

- **11.1.** To place bets, you can only use funds that do not require playthrough.
- **11.2.** The accuracy of the details of your bet is your responsibility. Once you have placed a bet, you cannot cancel or change it without our consent. If you have placed a bet and want to cancel or change it, contact us before the relevant event begins. We will consider your request, but the final decision will be at our discretion.

12. TRANSFERS BETWEEN PLAYERS

- **12.1.** Money transfers between players on the Website are only possible when the sender has fully passed Verifications (verified) and only for the purpose of participating in money games on the Website. Money transfers between players on the Website are only possible when the sender has fully completed Verification and only for the purpose of participating in real money games on the Website.
- **12.2.** To transfer funds to another player, enter the transfer amount and the recipient's Username. The transfer made is irreversible; we are not responsible for the loss of funds related to an error made by you.
- **12.3.** Withdrawal of funds received as a result of a transfer is possible subject to one of the conditions:
 - you have fully played through (except for cash games in poker) the transfer amount, i.e., you have made bets on the entire or larger amount of the received transfer, or
 - your rake in a cash poker game amounted to 10 (ten) or more percent of the transfer amount.
 The withdrawal of funds received as a result of the transfer becomes available upon meeting one of the above conditions; these conditions apply independently of each other and are not considered together.
- **12.4.** You can request the withdrawal of any winnings resulting from such games. For the withdrawal of such winnings and the processing of the transfer, we may ask you to undergo additional Verification or provide additional information and documentation.
- **12.5.** We reserve the right to impose restrictions related to the possibility of transfers and transfer amounts on any Account. We, at our discretion, have the right to cancel or reject any transfer.

13. PROMOTIONS, BONUSES, AND SPECIAL OFFERS

- **13.1.** All promotions, bonuses, or special offers are governed by the rules of the specific promotion, bonus, or special offer published on the Website.
- **13.2.** Any welcome bonuses are available only to new users who open an Account for the first time and who have never previously had an Account on the Website.
- **13.3.** All bonuses are subject to playthrough requirements that must be met within a specific period. The playthrough of cash bonuses applies only to the bonus amount. If the bonus is a percentage of the deposit, the playthrough applies to the percentage amount. The playthrough requirements are governed by the rules of the specific promotion, bonus, or special offer.
- **13.4.** Failure to meet the mandatory playthrough requirements and/or cancellation of an active bonus for any reason may result in the cancellation of all winnings obtained during the playthrough of such a bonus. Any attempt to withdraw funds or cash out any bets made before fully meeting the bonus playthrough requirements may result in the full or partial

cancellation of the bonus and any obtained winnings. Only bets placed and settled during the promotion period will be considered for meeting the playthrough requirements. Any bets placed and settled outside this period are not considered.

- **13.5.** We have the right to suspend, cancel, or withdraw any payments and winnings related to bonuses, restrict, block or close an Account if we suspect that you are intentionally abusing or attempting to abuse bonuses, promotions, or special offers.

14. PLAY MONEY GAMES

- **14.1.** Play money games are available on our Website. You can earn play money chips through gameplay activity (e.g., winning against other players) and/or purchase them with real money. The balance of play money chips has no real-world value.
- **14.2.** We may change the value of any play money chips available for purchase at any time. The value of play money chips available for purchase is indicated on the Website. We are not responsible for any erroneous purchase of play money chips or their quantities.
- **14.3.** Play money chips are intended solely for use in specific games offered on the Website. We do not grant any rights, and expressly prohibit you from sublicensing, selling, or transferring play money chips outside the Website, which will be considered a violation of these Terms.
- **14.4.** We reserve the right to discontinue play money games at any time. In the event that we discontinue play money games, you have the right to request compensation solely for the play money chips purchased with real money that were not used due to our discontinuation of play money games, except when we notify you of our intention to discontinue play money games at least 7 (seven) days in advance.

15. PUBLICITY OF GAMES

- **15.1.** By this, you agree and allow us to gratuitously use your gaming data in online broadcasts and media publications, in any future advertising. Gaming data includes, but is not limited to: Username, tournament positions, played hands, winnings.
- **15.2.** We do not disclose real names and other personal information of the player unless we have written permission from the player to do so.

16. EXCEPTIONAL CIRCUMSTANCES

- **16.1.** In case of server failure, error, or technical malfunction ("exceptional circumstances") that occurred on our side and affected the current game, all players will receive their funds back to their gaming Accounts. All poker games that were started at the time of failure will be canceled, and all bets made at the tables at that time will be credited back to the players' Accounts in accordance with our decision and calculation.
- **16.2.** We reserve the right to terminate games, limit or cancel any bets if we deem it necessary in exceptional circumstances.

- **16.3.** We are not responsible for any equipment and software malfunctions used by you to access the Website, as well as for failures in the operation of your internet providers. If, due to technical problems on your part, you lost connection to a poker game involving multiple players, you will miss the deals and perform default actions (e.g., check, pass, placing blinds) until you return to the game.
- **16.4.** If, as a result of exceptional circumstances, winnings and/or other credits that you would not have received if the above-mentioned exceptional circumstances had not occurred, were credited to your Account, we will cancel the corresponding transactions and withhold or return erroneously credited funds. If you used erroneously credited funds to place bets and participate in the game, we may cancel those bets and any winnings obtained with their help. If you have withdrawn any erroneously credited funds, you must return them to us upon our first request.

17. SECURITY CHECKS

- **17.1.** We strive to provide our users with an enjoyable gaming experience in a safe environment, and we apply security procedures and checks to protect our players and ourselves from various types of fraud and other unlawful behavior. We are confident that our security processes are in the best interests of our users.
- **17.2.** From time to time, as part of security processes, we have the right to conduct Account and game checks, which may result in the suspension of Account use during such checks.
- **17.3.** We reserve the right not to disclose or inform anyone, including the user who was subject to the check, the details of the check conducted, as well as the information obtained as a result of the check.
- **17.4.** We have the right to block, restrict or close your Account, or restrict any other use of the Website by you if we have reasons to believe that you were involved in prohibited activities and violated these Terms.
- **17.5.** One or more of the following penalties may be applied to users for confirmed violations of these Terms:
 - Warning;
 - Account restriction, i.e., deprivation of access to certain products and features of the Website;
 - Account blocking for a certain period;
 - Closing the Account without the possibility of restoration;
 - Confiscation of funds (We do not derive any benefit from confiscated funds. All confiscated funds are distributed among the victims of unfair play).
- **17.6.** You must fully indemnify us for any claims, liabilities, costs (including legal costs), and any other expenses that may arise as a result of your violation of the Terms.

18. COLLUSION, CHEATING, FRAUD, CRIMINAL, AND OTHER PROHIBITED ACTIVITIES

- **18.1.** The following actions are prohibited and constitute a material breach of these Terms:
- **18.1.1.** Any types of unfair play, including but not limited to fraud, collusion, team play, game manipulation, soft play, chip dumping, mining, playing for another user, and other ways of gaining an unfair advantage.
- **18.1.2.** Using unfair advantage, including but not limited to using failures, defects, or errors in our software, using automated players ("bots") or malicious software.
- **18.1.3.** Using unfair betting patterns or strategies that, in our opinion, lead to system abuse.
- **18.1.4.** Using stolen, cloned, or otherwise unauthorized bank cards, accounts, and/or wallets as a source of funds.
- **18.1.5.** Engaging in any criminal activity, including but not limited to money laundering and terrorist financing.
- **18.2.** We will take all reasonable steps to prevent, detect, and identify such actions and respective users, including by sharing information with relevant authorities and organizations.
- **18.3.** If you suspect that any person is colluding, cheating, or engaging in any other prohibited actions, please report it to us immediately.
- **18.4.** We reserve the right to inform authorized authorities, other online gaming operators, service providers, banks, and financial organizations about the identity of the offender and any suspected illegal, fraudulent, or other prohibited actions, and you agree to fully cooperate with us in investigating any such actions.
- **18.5.** We are not responsible for any losses or damages that you or any other player may suffer as a result of such actions.

19. PROHIBITED PROGRAMS, TOOLS, AND SERVICES

- **19.1.** You are not allowed to use any programs, third-party online or offline tools and services that may facilitate gaining an unfair advantage in games.
- **19.2.** Such programs, tools, and services include, but are not limited to:
 - **19.2.1.** Third-party tools and services that help perform any actions in poker:
 - Bots (fully or partially automated);
 - RTA;
 - HUDs;
 - Charts;
 - Solvers.
 - **19.2.2.** Third-party tools and services that facilitate the accumulation of a hand history database and allow mass data analysis:

- Holdem Manager;
 - Hand2Note;
 - PokerTracker.
- **19.2.3.** Remote access tools that provide access to the user's device:
 - AnyDesk;
 - ChromeRDP;
 - TeamViewer;
 - Microsoft Remote Desktop.
- **19.2.4.** Emulators or virtual machines that hide the user's device:
 - VMware;
 - Microsoft Hyper-V;
 - Oracle VM VirtualBox.
- **19.2.5.** Any programs, tools, or services intended to extract or mine game data from the Website.
- **19.3.** If we have reasonable suspicions of using or attempting to use any programs, tools, or services that may facilitate gaining an unfair advantage in games, we reserve the right to take any actions at our discretion, including immediate restriction, blocking, or closing of the Account and/or confiscation of the funds in that Account.

20. OTHER PROHIBITED ACTIONS

- **20.1.** It is prohibited to display behavior on the Website, including chat and correspondence with us, that is offensive, obscene, defamatory, threatening, aggressive, intrusive, inciting any hatred or xenophobia. You are prohibited from making any public statements about us that are false or malicious and may damage our image or reputation. In case of any threats against us or our employees, we reserve the right to restrict, block or close the Account and terminate any communication.
- **20.2.** It is prohibited to fill the Website with information leading to its inoperability, use any features that may affect the Website's functioning, such as but not limited to releasing or distributing viruses, worms, malware. Any mass mailings and spam are strictly prohibited. You must not modify, delete or otherwise interfere with any information in any form contained on the Website.
- **20.3.** You must use the Website only for personal entertainment and are not allowed to reproduce the Website or any part of it in any form without our consent.
- **20.4.** Any actions aimed at unauthorized access to the Website, servers hosting the Website, or any server, computer, or database connected to the Website are prohibited. You undertake not to conduct DDoS attacks.
- **20.5.** We prohibit copying, distributing, publishing, reproducing, decompiling, disassembling, modifying, converting, and otherwise interfering with the software

connected to the Website or accessible through it. It is strictly prohibited to extract any elements of the software, attempt to access the source code of the software, sell, reassign, sublicense, transfer, distribute, or lease the Website software in whole or in part.

- **20.6.** We are not responsible for any losses or damages caused by DDoS attacks, viruses, or other prohibited technologies.

21. INTELLECTUAL PROPERTY

- **21.1.** All Website design, text, graphics, music, sound, photos, videos, their selection and arrangement, software compilations, source code, software, and all other materials contained on the Website are objects of copyright and other intellectual property rights, which are either owned by us or used by us under a license from third-party rights holders.
- **21.2.** Under no circumstances does using the Website grant you or anyone else any intellectual property rights owned by us or any third party.
- **21.3.** We do not grant any rights to intellectual property objects, trademarks, trade names, contained on the Website, except where we have given our consent.

22. CHANGES TO THE WEBSITE

- **22.1.** We may, at our discretion, change any product offered through the Website at any time.

23. NO WARRANTIES

- **23.1.** The Website services and software are provided to you "AS IS". We do not give any warranties, express or implied, including suitability for commercial use, satisfactory quality, or fitness for a particular purpose. The entire risk of using the Website lies with you.
- **23.2.** We do not warrant that the software or services of the Website will meet your requirements, will be uninterrupted, secure, or error-free. We also do not warrant the absence of viruses or errors in the software or server.
- **23.3.** In the event of system or communication errors, failures, malfunctions, or viruses, we are not liable for any loss of data, winnings, or damage to your equipment. We will cancel the relevant games and payments upon discovering such issues and are not obliged to compensate you in any way or provide backup networks or similar services.

24. LIMITATION OF LIABILITY

- **24.1.** You access the products and services offered through the Website and use them solely at your choice, discretion, and risk.
- **24.2.** The operation of the Website is governed by these Terms. We do not give any additional warranties or representations regarding the Website and exclude our liability concerning any warranties.

- **24.3.** We are not liable to you or any third party for any commercial losses, including but not limited to loss of data, profit, revenue, business, opportunities, health, reputation, or for any losses related to your use of the Website.
- **24.4.** You acknowledge that we are not liable to you or any third party for any changes, suspension, or termination of the Website.

25. USE OF COOKIES

- **25.1.** The Website uses cookies to enhance its functionality. A cookie is a small text file that is downloaded to your device when you visit the Website, and this allows us to recognize when you return to the Website. This helps improve your experience and ensures more efficient delivery of our services.
- **25.2.** Information on deleting or controlling cookies is available at www.aboutcookies.org. Please note that deleting our cookies or disabling future cookies may prevent you from using certain features of the Website.
- **25.3.** Please refer to our Cookie Policy for more information.

26. COMPLAINTS AND DISPUTE RESOLUTION

- **26.1.** This provision outlines how players can raise concerns and how those concerns will be managed, in accordance with Article 5.3 of the National Ordinance on Games of Chance (LOK). This provision setting the terms for Complaints is a licensing requirement under the National Ordinance on Games of Chance (LOK). While the Curacao Gaming Authority (CGA) supervises compliance with this policy, the CGA does not mediate individual player disputes. Players retain all rights under applicable private law, including Book 6 of the Civil Code of Curaçao. If you have any questions, complaints or claims related to the use of the Website ("Queries" or "Complaints"), please contact our support service at the following email: support@pokerplanets.com.
- **26.2.** Complaints may only be submitted by the registered player through formal Complaint Submission Form available on our website in English and [other site language], and can also be requested via Customer Support.

The form requests:

- Player's full name, address, and place of residence
 - Player account ID
 - Date of the complaint and date of the disputed event
 - Description of the issue, selecting from below defined categories
 - Optional supporting documentation
- **26.3.** Complaints are categorized as follows: "Deposit/Withdrawal issues", "Bonus terms", "Account closures/restrictions", "Game fairness", "Responsible Gaming matters",

“KYC/Verification”, “Fraud”, “Technical issues”, “AML violations” “Underage gambling”, “Licensing and regulatory concerns”

- **26.4.** A formal Complaint is recognized once the Complaint Submission Form has been submitted. All Complaints must be submitted within 6 (six) months from the date of the event's completion to which they relate. Queries submitted after this period will not be considered.
- **26.5.** We strive to provide you with a substantive response in responsible gaming cases within 1 working day, and no later than 5 (five) days from the date of receiving the query, prioritized due to potential player harm. We shall send the acknowledgment of receipt sent within 2 days, including processing details and resolution timeline. For all Responsible Gaming cases, an immediate suspension of all account functions shall be executed. For the avoidance of doubt, deposits and gameplay must be disabled without delay to prevent further harm to the player.
- **26.6.** In other cases, we will send an acknowledgment of receipt within 7 days of receiving the Formal Complaint. Depending on the complexity, our response may take longer and/or require additional information from you. In such cases, we will respond within 4 weeks and may extend the response period by another 4 (four) weeks and/or request additional information from you. Any delay will be communicated to you.
- **26.7.** We may use AI tools to assist in handling non-complex complaints. However, Responsible Gaming matters and complex cases will be reviewed exclusively by qualified human agents.
- **26.8.** In the event of a dispute, our support team will make efforts to resolve the dispute. If the dispute is not resolved at this stage, it will be referred to management for review according to our complaint's procedure. If all efforts to resolve the dispute on our part prove unsuccessful, the dispute may be referred to an independent dispute resolution expert, approved by the CGA. Please note that the CGA does not mediate individual disputes. Players maintain all rights under applicable private law, including Book 6 of the Civil Code of Curaçao.
- **26.9.** You agree that in the event of a discrepancy between the result displayed on your screen and our server, the result displayed on the server will take precedence. You acknowledge and agree that our records will be the sole and sufficient evidence when determining the terms of your participation in the respective online gaming activity and the results of such participation.
- **26.10.** If we need to contact you regarding your query/Complaint, we will do so using any of your contact details. For your security and to provide the best service to our users, all conversations and other relevant communication between us and you may be recorded and/or monitored.
- **26.11.** We maintain full records of all complaints for a period of up to five (5) years or longer where required by law. The company submits semi-annual complaint reports to the Curaçao Gaming Authority (CGA) by 15 January and 15 June each year. These reports

include the number of complaints by category, the outcomes (upheld, rejected, or pending), as well as any referrals to Alternative Dispute Resolution (ADR) or legal proceedings.

27. FORCE MAJEURE

- **27.1.** We are not liable for any failure or delay in the performance of any of our obligations under the Terms caused by events beyond our reasonable control, including but not limited to natural disasters, war, civil unrest, disruptions in public communication networks or services, industrial disputes, or DDoS attacks and similar internet attacks that have adverse effects ("force majeure circumstances").
- **27.2.** Our work is considered suspended for the period of such circumstances. We will make all reasonable efforts to find a solution by which our obligations can be fulfilled despite the force majeure circumstances.

28. SEVERABILITY

- **28.1.** If one or more provisions or parts thereof contained in these Terms are deemed invalid, illegal, or unenforceable in any respect, this will not affect the validity, legality, and enforceability of the remaining provisions of the Terms.
- **28.2.** If any such provision would be valid or enforceable with the deletion of part of that provision, then such provision will apply with the necessary changes to make it valid.

29. LAW AND JURISDICTION

- **29.1.** Our activities are conducted in accordance with the laws and licenses of Curaçao, and we are guided solely by this legislation. Where the ADR resolution is not applicable, the courts of Curaçao have exclusive jurisdiction over any claims, disputes, or disagreements regarding our activities.

30. RESPONSIBLE GAMING

- **30.1.** We strive to support responsible gaming as a policy of user care and social responsibility. We believe it is our responsibility to ensure that you enjoy playing on our Website while remaining fully aware of the social and financial harm associated with problem gaming.
- **30.2.** If you need a break from playing on our Website, we provide you with the option of activating cooling-off periods or self-exclusion. These actions mean that your Account will remain closed for a certain period and will not be reactivated under any circumstances during the period. We will make every effort to ensure that if you request these options, you will not be able to open a new Account with us. However, if you manage to create a new Account by providing false information or in any similar way, you agree that all responsibility for any losses subsequently incurred as a result of such use of the Website lies with you. If we become aware that you provided false information or in any similar way

opened a duplicate Account with us, we reserve the right to immediately close such an Account.

- **30.3.** The cooling-off period may last 24 (twenty-four) hours, 7 (seven) days, 1 (one) or 3 (three) months, and self-exclusion may last from 1 (one) year to permanent exclusion.
- **30.4.** For responsible gaming purposes, you have the right to set the following limits for your Account:
 - **30.4.1.** The maximum amount of time per day, week, or month during which you can use the Website.
 - **30.4.2.** The maximum amount you can deposit into your account per day, week, or month.
 - **30.4.3.** The maximum amount you can spend per day, week, or month. Bonus funds and free bets are not included in these calculations.
- **30.5.** If monetary limits have been set for an Account for a specified period of time, any increase or removal of these limits is prohibited until the end of that period, or seven days, whichever is longer. Decreasing these limits takes effect immediately.
- **30.6.** Persons under 18 or who have not reached the age of majority in their jurisdiction are strictly prohibited from using our Website. We conduct both mandatory and selective checks to determine the user's age (risk-based approach).
- **30.7.** Filtering systems allow you to regulate Internet access based on selected criteria. Parents can use filters to, among other things, prevent their children from accessing gaming websites. If there are individuals in your environment who are underage or have requested self-exclusion, please set up filtering measures or otherwise restrict access to your devices for such individuals.
- **30.8.** Any notice of an increase or cancellation of monetary limits will be accompanied by a twenty-four-hour recovery period during which the player will not be able to cancel the conditions previously set for their Account. Lowering these limits takes effect immediately.
- **30.9.** We strive to support initiatives for responsible gaming and recommend that you familiarize yourself with the information on the websites of the following organizations: GambleAware (<https://www.gambleaware.co.uk/>), GamCare (<https://www.gamcare.org.uk/>), GordonHouse (<https://www.gamblingtherapy.org/>), Gamon (<http://gamanon.org.uk/>) and GA (<https://www.gamblersanonymous.org.uk/>).
- **30.10.** For more information, please see our [Responsible Gaming Policy](#).

31. LINKS

- **31.1.** Where we provide hyperlinks to other websites, we do so for information purposes only. You use any such links at your own risk, and we are not responsible for the content or use of such websites or for the information contained on them.

32. INTERPRETATION

- **32.1.** The original text of the Terms is written in English, and any interpretation will be based on the original English text. If the Terms or any documents or notifications related to them are translated into any other language, the original English version will prevail.