

Responsible Gambling

Please read this information carefully for your own benefit.

Duelbits is operated by Liquid Entertainment N.V. (company number: 143298) and has its office registered at Zuikertuintjeweg z/n (Zuikertuin Tower), Willemstad, Curaçao, jurisdiction: island of Curacao

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of these Terms and Conditions:

- Account means a unique account created for You to access our Service or parts of our Service.
- Company (referred to as either 'the Company', 'We', 'Us' or 'Our' in this Agreement) refers to Liquid Entertainment N.V.,
- Service refers to the Website.
- Website refers to duelbits.com, accessible from Liquid Entertainment N.V.,
- You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Responsible Gambling

Gambling means for the majority of our Users, entertainment, fun and excitement. But we also know that for some of our Users gambling has negative side effects. In the medical science is pathologic gambling since many years as serious sickness recognised.

Since our first day we think about this problematic and try out best to help. Under “Responsible Gambling” We understand multiple steps of measures, with which a gambling provider can help to lower the possibility of negative side effects appearing. - In case they already appear we also try to take active steps against them.

The most important instrument against negative side effects from gambling are knowledge and education about the risks of gambling too support our Users self-control in order to make sure they do not suffer from negative side effects.

Information and Contact

Our Support will help you via email at all time without any additional costs for you:

Email: support@duelbits.com Our Support will of course not give out any information about You without Your consent to anyone else

In addition you also can take a self-test, if You are already gambling addicted at: <https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/>

And you can also find additional information about gambling addictions at: <https://www.begambleaware.org/safer-gambling/>

Helpful Hints for Responsible Gambling

We recommend you think about the following hints, before gambling in order to insure gambling stays fun for You and without any negative side effects:

- **Set yourself a deposit limit:** Before you start to gambling think about how much you can afford to gamble with according to Your financial situation. Play with amounts which are for fun and for Your entertainment
- **Do not try to win back a loss at every cost:** Try to not take to huge risks to win back what You lost before at any cost. Play for Entertainment and not to earn money.
- **Set yourself a time limit:** Set yourself a time limit and do not break it. Keep in mind gambling should stay in balance with your other hobbies and not be Your only hobby.
- **Play smart:** It is smarter to not play when You are extremely stressed, depressed or under too much pressure. Also do not play when you are under the influence of Medications, Drugs or Alcohol.
- **Take breaks:** You should take breaks when You notice, that You get tired or can't concentrate anymore.
- **Only one account:** To make it easier to have an overview how much time and money You spend on gambling it is highly advised to not create more than one Account per Person.

Minor Protection

To use our Service, You have to be 18 years or older. To avoid abuse, keep Your login data save from any minors near You.

Principally we recommend a filter program to avoid minors, especially children, to access any context on the internet, which is not healthy for them.

For parents we can recommend a list of internet filters, to support them, from keeping their children from any context, which was not made for them: <https://famisafe.wondershare.com/internet-filter/best-internet-filters.html>

Self-Exclusion Policy

To self-exclude means to stop betting or gambling for a set time. Self-exclusion can be temporary or permanent.

By requesting one of our self-exclusion time periods on offer you agree to the following terms and conditions, which will be effective from the minute you receive a confirmation email of your chosen self-exclusion, this email will be sent to the email address used to register your account only and will display the date of self-exclusion completion.

Requests for self-exclusion can be made either through the live chat function or via e-mail. At this stage you may be requested to provide a screenshot of your transactions from your account in order to verify ownership of the account.

On receipt of an email request for account closure, the requested account and any linked accounts will be placed on our first stage, 24-hr cooling off period which will disable your account or accounts, allowing no gambling activity. Once this time has passed; while your account or accounts remain closed, a customer support agent will inform you of the 1-week, 1-month, 6-months and permanent self-exclusions available. There will be no variation of these time periods.

If after reviewing our self-exclusion options you decide you would like to proceed with a permanent self-exclusion, you will be required to set an exclusion period when prompted. On occasion, we might decide to place an account on a short self-exclusion period if we believe it to be needed and or beneficial to the customer. This will be communicated by email; the above terms and conditions will apply.

When you request, or we deem it necessary, to add a self-exclusion, all remaining funds left in your account will be returned to you manually.

You are not permitted to leave any balance in your account during a self-exclusion time period. You will not be able to access your account to withdraw any funds during your requested self-exclusion. If you have an account affected by a self-exclusion that has any active bets, you must make use of the cash out feature on all active bets, given that there is the possibility of such cash out. If cash out is not applied by you, we will proceed to apply it for you at the point of self-exclusion confirmation. In an instance where the cash out feature is not available, once the bet settles, any winnings will be sent to the self-excluded player manually. Bets will not be void; stakes will not be returned or remain active throughout a self-exclusion time period. Bets will not be reinstated after a self-exclusion completion.

Once a self-exclusion is applied to your account, it will stay in place until the request time has finished, it will not be reversed or decreased for any reason. Permanent self-exclusions will remain closed indefinitely.

We will use all reasonable endeavours to ensure compliance with our responsible gambling self-exclusion policy. However, you accept that we will not be held responsible or liable if you attempt to open any new account or indeed succeed. In addition, we will not be held liable or accountable if you continue to deposit and wager using additional accounts which have previously not been disclosed. Any future wagers, Reward funds and entries in any promotions during a requested self-exclusion time will be forfeited, resulting in no return of stakes or payment of winnings. We will not be able to reinstate these if the account is reopened after the self-exclusion period. After self-exclusion you acknowledge that:

- You should not attempt to, deposit or place any wager on any of your accounts from which you have requested to be excluded during your selected self-exclusion.
- You should not attempt or proceed to open any new accounts during your self-exclusion period, or indefinitely if a permanent self-exclusion has been selected.
- If you succeed in opening a new account during a self-exclusion period, we will endeavour to close any and all such accounts at our earliest detection.
- Our responsibility is only to take reasonable steps to prevent you from gambling on any of our products. It is also the customer's responsibility to refrain from breaching these agreed terms.
- A self-exclusion request is a voluntary request made by you. If you proceed to act contrary to such a request, nor any of its employees or affiliated persons shall be held accountable or liable for any losses you may suffer. Any losses incurred during your self-exclusion period will not be refunded.
- If you act contrary to a self-exclusion request, we retain discretion to terminate or void any wagers you have placed and to take other appropriate action. Also, if we have suspicions or further investigation provides evidence that you have actively attempted to disguise the source of your account or accounts, which affects our ability to block your account or accounts promptly, the company retains discretion to terminate or void any wagers you have placed and to take other appropriate action.

Once your selected self-exclusion has come to an end, your account will automatically be reopened.