

Version 0.1.

Last updated XX.XX.2025

To review any recent material changes to our Terms and Conditions please see Point 20. Please read these terms & conditions carefully before using the Site and/or any services provided by the Company. By using the Site and/or any services provided by the Company, you agree to be bound by: a) these Terms & Conditions; b) the Privacy Policy and c) any terms and conditions and /or rules with regard to sports, casino, promotions, bonuses and special offers which may apply from time to time. If you do not wish to be bound by these documents you may not access or use the Site or any of the services provided by the Company. We retain the right to close the account for reasons laid down in these terms and conditions and any other reason that the Company deems fit.

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1. GENERAL

1.1 The services and/ or www.BRAND.com (Site) is operated by ComeOn Curacao N.V. Limited, hereinafter the “Company”, a company registered under the laws of Curacao with company registration number 118819, having its registered office situated at Heelsumstraat 51,

E-Commerce Park, Curaçao. ENTITY Limited is licensed and regulated by the Curacao Gaming Authority, hereinafter the "CGA".

The contractual relationship is between you as a player (hereinafter "you" or the "player") and the Company.

1.2 The Company operates and maintains the website www.BRAND.com (the "Site"). The contractual relationship between you as a player (hereinafter "you" or the "player") and the Company, your use of the Site and the games, and any other services provided by the Company is governed by these terms & conditions, including the other policy documents made available to You by the Company.

1.3 Playing at the Company is restricted to individuals of legal age as determined in the jurisdiction in which the player resides, being an individual who has registered as a player and who holds a player's account with the Company. Under no circumstances may a person register or play if he/she is under 18 years of age. If any funds are deposited by an underage individual, any winnings shall be forfeited and deposits will be returned to the account holder.

1.4 The player understands and acknowledges that the games and any other services provided on the Site are for entertainment purposes only. Any use of the Site for any other purposes or intentions is strictly prohibited. You hereby acknowledge that your interest in the games and other services provided by the Company is of a personal nature.

1.5 By registering with the Company you acknowledge and confirm your full acceptance of these terms & conditions, including all the policies made available to you by the Company, and that you understand the rights and obligations that they set forth herein. Should a player not fully understand these terms & conditions, the player is advised not to register and not to participate in any of the Company's games and services. If the terms & conditions have been translated into various languages these reflect the same principles. However, in case of any discrepancies between the different language versions, the English version shall prevail.

1.6 The Company reserves the right to amend, vary or modify these Terms and Conditions. It is exclusively in the Company's discretion as to whether to give you notice of such amendment, variation or modification to the agreement between you and the Company. Where however such amendment, variation or modification is considered by the Company to be a material change, then the Company will provide you as a player with notice of such change. Should you not accept such change, you will no longer have a right to use the website. A material change is considered to be one that brings about a substantial limitation on your current rights.

1.7 In case of any changes to the Terms & Conditions, the Player shall not be allowed to play unless these changes have been accepted. The Player will, however, be allowed to withdraw any deposits.

1.8 The headings of these Terms & Conditions are for convenience only, are not part of the agreement, and do not affect its interpretation.

2. USE OF SITE AND SERVICES

Registration

2.1 In order to use the games and services provided by the Company the player has to register personally and must open an account, known as the player's account. Only one player's account is allowed per player. The Company reserves the right to refuse any application for a player's account.

2.2 Multiple accounts that are linked by the same device/household/IP address are not allowed. In case it is noted that there are similar accounts, any funds on these players' accounts will be frozen. Furthermore, the customer accounts may be closed by the Company at its own discretion.

2.3 Any individual registering to become a player with the Company must provide valid, complete and correct information to the Company. You hereby acknowledge that if any of the information that you provide to the Company is false or incomplete, your registration will be refused. Should you already be registered as a player with the Company, the Company is entitled and required to cancel your registration as a player and close your player's account, however contractual obligations already made will be honored.

2.4 Upon registration the customer can either play for fun money or for real money.

2.5 Immediately after registration the Company sends out a verification email. Click on the link to verify your email address.

The Company also offers mobile phone number verification tools where the customer can choose to verify his/her mobile number by requesting a verification PIN that is sent directly to the mobile number by the Company. Verification is completed after the customer enters this PIN number into his/her Company profile.

2.6 The player can view his/her personal details held by the Company at all times and is also duty bound to maintain such personal details up-to-date, accurate and complete. The player may make any necessary changes until such time when verification documents have been requested by the Company. If the Company has already requested for verification documents and the player needs to amend any personal details then the player is to contact customer support who will update the details on behalf of the player. Customer support may at any time request for updated personal documentation to verify the changes requested by the player.

Please refer to the Privacy Policy for data privacy provisions, which document forms an integral part of your agreement with the Company.

2.7 Upon registration, the player must insert unique credentials. Where a password is required, the password has to be 5-15 characters and it is recommended that it includes letters, numbers and special characters. Players shall not allow any person, other than themselves, to use their player's account, to access and/or use any materials or information from the gaming system, to accept any prize, or to participate in any of the games.

2.8 The password should never be written down or communicated to any other person, and should be changed on a regular basis. You are obliged to keep your account information, log-in credentials secret and confidential and you are solely responsible for all use of the services through your user-name and password. In case you become aware of any known or suspected unauthorized use of your account or breaches of security you are required to immediately notify the Company hereof in order to suspend your player's account. Any unauthorized use of your username or password shall be deemed as your use and you are responsible for all charges to your account until such notification is made to the Company. Should a player give away, share, or lose his/her username and/or password, the Company will not be held responsible for any loss or damage as a result thereof.

2.9 Players residing in Curacao, the Netherlands (and any country forming part of the Kingdom of the Netherlands), US, UN sanctioned countries and FATF blacklisted countries must not be allowed to register an account.

Player's account

2.10 A player's account can have the following status:

Open: A player's account can only be opened by the player and will remain open as long as the account is not closed by the player or the Company.

Closed: A player's account can be closed by the player (See section 3.2) or by the Company in accordance with these terms & conditions.

Deposits & withdrawals

2.11 The Company does not accept cash payments to the player's account.

2.12 The Company offers several different methods for making a deposit or withdrawal from a player's account. Further details on the options currently offered and any charges associated, can be found in the "Deposit" section. Information regarding deposit and withdrawal limits, processing times, currency exchange fees, qualifications and processing fees can also be found in the "Deposit" section.

Specifically the deposit and withdrawal fees are outlined here.

The minimum amount that can be withdrawn is €20. Withdrawals are free up to the second withdrawal per thirty-day cycle. A €5 withdrawal fee applies from the third withdrawal onwards during the said cycle. Credit card or e-wallet transfers are not subjected to any fee. Bank transfer fees may vary and will be deducted from the withdrawal amount. Information regarding deposit and withdrawal limits, processing times, qualifications and processing fees can also be found under the Payments & Bonuses section when logging into your Player Account. We reserve the right to change the fees.

2.13 The Company may appoint a payment solution provider to act, receive deposits, hold and manage funds, and/or expedite withdrawals on behalf of the Company.

2.14 Deposits have a wagering requirement. Hence, the minimum wagering requirement shall be to wager one time the deposited amount before a withdrawal can be approved.

2.15 The Company will not accept a wager from a player unless there are sufficient funds in the player's account to cover the amount of the wager. The Company reserves the right to refuse or limit any wager. The player will not be granted any credit by the Company. Neither deposits nor winnings are interest-bearing, i.e. the player will not receive any interest on the balance on the player's account. Players are not entitled to make any transfers between players or between different player's accounts. Furthermore it is not possible for the player to transfer, sell, buy or acquire any player's account from any player to another, whether for money or otherwise.

2.16 The Company will monitor all wagers and account transactions. All wagers are binding, even if the player had browser problems, Internet connection problems or other problems not caused by the Company. Any winnings will be credited appropriately to the player's account in the case that the player won. In the event of a game malfunction or use of the website in a way not intended by the design, all related wagers are considered null and void, and the player's account will be returned to its starting balance (the account balance prior to erroneous wagering activity).

2.17 In case a deposit made by a player is later refused authorization whether by the player himself or by the banking institution the Company reserves the right to temporarily block the player's account until further investigation and clarification.

2.18 Players may be presented with a list of required documents before making a withdrawal request. The Company will endeavor to process all requested withdrawals within 24 hours from receipt of the request, wherever practicable, provided that verification documents have been received. Withdrawal requests of €500,000 and over (or the equivalent in other currencies), will be subject to a longer processing time. The Company reserves the right to refuse a withdrawal and request additional documents by email. Bonus money will not be paid out from the player's

account. Any withdrawal can be subject to random security checks to prevent fraudulent activity and money laundering.

2.19 The Company carries verification on registration when registering via BankID.

Notwithstanding, the Company reserves the right to ask for verification documents at any time, and we can temporarily suspend your account until we receive the required documents. When accounts are not registered via BankID, then verification is carried out on cumulative deposits totalling to 2,000 Euro and documentation, such as but not limited to, copies of identification documents, utility bills, copies of payment methods (e.g. credit cards), bank statements, etc will be requested. In some cases the Company may request that the documents above are notarised. A player's account might be closed permanently and/ or a withdrawal may be refused if a player does not provide the Company with the required documents and/ or if the player is found to have supplied false or misleading information.

All documents that are sent to the Company are confidential and will be handled by special staff under the data protection regulations (Malta Data Protection Act Cap.440) in accordance with these terms and conditions and the Privacy Policy. The reason why the Company requires these documents is to comply with legal obligations, guarantee the security for all players and to prevent money laundering.

2.20 If a player closes the player's account, all funds excluding any bonus money that might not be redeemable will be transferred to the bank account/ payment method (where possible) from where the funds originated.

2.21 The Company actively endeavors to combat money laundering. Withdrawals will be made to the bank account/ payment method (where possible) from where the funds originated.

2.22 If a player requests a bank withdrawal, the player may need to provide the Company with a bank statement that shows:

- The Player name (The name has to be consistent with the name that is indicated in the register at the Company);
- The account number

2.23 It is the players' responsibility to provide sufficient and accurate banking information for the Company to complete a transaction. If the information is not sufficient and accurate any additional fees or charges will be levied on the player.

2.24 The Company accepts deposits in different currencies. You must choose one currency as the currency of your player account. The currency cannot be altered after the registration is completed. Deposits received by the Company in any other currency other than the account currency will be converted into the account currency at the prevailing exchange rate.

The Company calculates and settles all matters involving exchange rates in accordance with recognized financial institutions at currently applicable exchange rates. Slight differences may occur between the agreed amounts and the recorded amounts due to variances between exchange rates.

2.25 Player to player transfers are prohibited.

2.26 Crypto deposits and withdrawals are offered on certain sites/ jurisdictions. When a customer starts using a crypto wallet for deposits, the wallet address shall form part of the player's registered identity and shall be verified as pertaining to the player before any deposit is made from it. For customers using a crypto wallet, the verification of the details provided by the player at registration shall commence upon the player's first deposit. Failure to do so will result in the player's account being blocked along with any associated funds.

2.27 For crypto-wallet users, any pending deposits which do not match with a - player's verified wallet address shall be reversed back to the originating wallet address. In the event that we are unable to reverse the amount, we shall freeze the amount. If a player claims to have deposited from such address within fifteen (15) days, the amount may be assigned to such player's account if the wallet is fully verified; if no player makes such claim, or the wallet is not successfully verified, the funds will be forfeited in favour of the Company as permitted under the relevant regulations

2.28 When using crypto wallets, withdrawals shall only be made to wallets which have already been verified and from which deposits have been affected. A player may only withdraw to a different wallet address if s/he loses access to their depositing wallet and be able to provide justification for such change in wallets. It is solely and exclusively after proving control over such wallet and after full CDD has been conducted on the player that the player may be allowed to withdraw to such new wallet. The Company reserves the right to refuse such a withdrawal should it not be satisfied with the justification and/or documentation provided by the player.

Money Laundering & Collusion

2.29 All transactions are checked to prevent money laundering activity. All members of the customer support team and or payments team will receive adequate training in this regard. It is unlawful to deposit funds from ill-gotten means and all transactions will be checked to identify any such deposits made by users. Any suspicious activity will be reported to the MLRO of the Company and to the relevant authorities. No employee will tip off or warn a suspicious player that the matter is being investigated.

2.30 The Company prohibits player collusion and takes active measures in prohibiting any use of robots or other devices that distort the normal game.

Bonuses

2.31 All bonuses issued by the Company can only be used for playing and may not be transferred or paid out unless stated requirements within the bonus campaign are fulfilled.

2.32 You acknowledge and understand that separate terms and conditions exist with respect to promotions, bonuses and special offers, and are in addition to this agreement. These terms are outlined in the relevant promotions information/details pages.

2.33 All bonuses have an expiry date. If the bonus requirements are not fulfilled at the expiry date, the Company reserves the right to cancel or debit the bonus credits from the account.

2.34 The Company reserves the right to cancel/change/stop marketing promotions at any time without prior notice.

2.35 After the player agrees to participate in a bonus promotion, he/she may receive bonus money from the Company. The bonus money granted together with the real money that was used as qualification for the bonus money will be marked as applicable for game play in respect of that particular bonus only. This balance can only be used on products and games that are outlined in the bonus details page. Bonus requirements can only be fulfilled by playing real money bets on products and games that are outlined in the bonus details page.

2.36 The player has the right to cancel a bonus offer from his/her account. In this case all winnings generated by the bonus money will also be cancelled.

2.37 Multiple participation on the same bonus campaign from the same device/household/IP address are not allowed. In case it is noted that there is an abuse of bonuses or any other promotions, the bonus/promotion will be forfeited and any funds on the player's account will be frozen. Furthermore, the customer account may be closed by the Company at its own discretion.

2.38 Voucher codes distributed by the Company triggers a bonus promotion to the player account where the voucher is used.

2.39 More detailed information on how bonus and voucher promotions work is available in the customer support knowledge base.

2.40 The Company reserves the right to withdraw any bonus money and VIP points from the player's account if the player has not logged in to his/her player account during the last six months.

2.41 The Company reserves the right to withdraw the Bonus and the resulting profits if any term of the offer or promotion have been breached, furthermore, it may also withhold any other funds held in the player's account to make up for any losses incurred by the Company due to the breach of the said conditions.

2.42 All bonuses, promotions and special offers have a wagering requirement. Unless specified in the terms and conditions of the relevant bonus/promotion information page then the minimum wagering requirement shall be to wager one time the deposited amount on the relevant bonus product before a withdrawal can be made. In case of any discrepancies' between this clause and the bonus/promotion terms and conditions then the bonus/promotion terms and conditions shall prevail. For avoidance of doubt, when free spins are awarded, the customer is not allowed to withdraw unless real-money bets are placed.

2.43 The maximum payout amount that any customer can request to withdraw after winning any amount related to any no-deposit welcome bonuses or free spins (excluding those winnings deriving from a deposit bonus) is €100 or the equivalent in other currencies. Any amount above €100 will be removed from your player account upon your withdrawal request.

2.44 The Company reserves the right to reverse the wagering that was increased when the bet that was placed with bonus money is cashed out, cancelled or void.

2.45 If it transpires that a player is abusing a bonus scheme, the Company reserves the right to withhold winnings and/or close the account. Amongst others, abuse refers to the exploitation of slots which allow a player to store restricted cash and bonus with the possibility to release them later. Such exploitation may manifest itself when a player plays with an active bonus where a value, or part of a value, has been built up in a game and subsequently activated with a real money wager once the bonus has been removed from the account. When an abuse is identified, the Company reserves the right to confiscate any winnings resulting from such abuse and to restrict the customer's access to bonus schemes and/or points schemes. Moreover, the Company, may, at its own discretion, close the customer's account.

2.46 If the Bonus terms & conditions above have been translated into various languages these reflect the same principles. However, in case of any discrepancies between the different language versions, the English version shall prevail.

2.47 Bets placed on Slots games contribute 100% to the bonus wagering requirements, with the exception of the following games which **do not contribute to bonus wagering requirements**: 1429 Uncharted Seas, 3 Kingdoms, 5 Families, Arcade Bomb, Aztec Spins, Bank or Bust, Beers on Reels, Blood Suckers, Böb: The Epic Viking Quest for the Sword, Book of 99, Børk the Berzerker: Hack 'N' Slash Edition, Bronco Spirit, Castle Builder, Cool Buck, Creature from the Black Lagoon, Dead of Alive 2, Dragon Shrine, Football: Champions Cup, Fruit time, Goblins & Gemstones: Hit n Roll, Gods of Power, Golden Tsar, Guns N' Roses Video Slots, Gunslinger Reloaded, High Society, Hot 777 Deluxe, Jewel Scarabs, Joker's Luck, Jokerizer, Kings of Chicago, Magic of Sahara, Midas Treasure, Monopoly Megaways, Ooh Aah Dracula,

Peek-a-Boo, Pyro Pixie, Reel Heist, Reel Rush, Reel Thunder, Rhyming Reels - Jack and Jill, Robin Hood: Shifting Riches, San Quentin, San Quentin xWays DX1, Scudamore's Super Stakes, Secrets of Atlantis, Sky Hunters, Solar Queen, Solar Temple, Sparks, Spinfinity Man, Starmania, Sticky Bandits: Wild Return, Sugar Pop, Take the Bank, Toki time, Tower Quest, Twin Spin Deluxe, Twin Spin XXXtreme, Untamed Crown Eagle, Valkyries of Odin, Wild Mine, Wilderland, Wish Master, Zombie Hoard, Zombies.

RNG Blackjack, RNG Roulette, RNG Baccarat, RNG Video Poker, RNG Craps **contribute 10%** to the wagering requirements.

RNG Hi-Lo, RNT Ponto Banco, RNG Keno, RNG Solitaire, Scratch Cards, Crash Games, Instant Games, Arcade Games or any game or game type not mentioned above contribute 0% to the wagering requirements.

Bets placed on Live Casino games **contribute 10%** to the bonus wagering requirements. The following games contribute 100%:

Adventures Beyond Wonderland Live
Auto Dream Catcher
Big Bad Wolf Live
Boom City
Buffalo Blitz Live Slots
Cash or Crash
Crazy Coin Flip
Crazy Pachinko
Crazy Time
Crazy Time A
Deal or No Deal
Deal or No Deal The Big Draw
Dream Catcher
Everybody's Jackpot
Extra Chilli Epic Spins
Fashion TV Mega Party
Football studio
Funky Time
Gonzo's Treasure Hunt
Gonzo's Treasure Map
Jumanji: The Bonus Level Live
Lightning Dice
Live Football Studio

Mega Ball
Money Drop Live
Monopoly Big Baller
Monopoly Live
Red Door Roulette

If you have any questions please contact our customer support.

2.48 Where wagering is applicable for a bonus, contributions towards the wagering requirement only accumulate if the wagering is carried out on the same device. Should the player use a different device, the wagering contributions are reset. For avoidance of doubt, the wagering completed on the first device will not be added to the wagering undertaken on the following device/s.

2.49 The maximum bet allowed when using a bonus balance in the casino is €3.00 per spin or hand in Finland, unless otherwise communicated. Failure to comply may result in the forfeit of any winnings.

3. PLAYER'S RESPONSIBILITY

3.1 In order to avoid excessive gambling a player will be able to place financial limits on the amount of spending and deposits.

3.2 The player may close his/her player's account by sending such a request to our customer support team (XXX@BRAND.com) specifically stating the duration and the reason for closure. The customer support team will then finalise the closing of the player's account.

4. CUSTOMER CARE AND COMPLAINTS

4.1 The customer support team will provide support related to the Site. Complaints are handled by the Company in accordance with the contact information found on the Site. . All inquiries and complaints must be directed to the customer support team in writing or in electronic format on XXX@BRAND.com.. A complaint shall be deemed to have been submitted in a valid manner when it contains clear information regarding the player's identity and gives all relevant details giving rise to the complaint. The customer support team will investigate the complaint and provide a reply within 10 business days from the date on which the official complaint is received. The Company reserves the right to extend the period to communicate an outcome to the customer to his complaint by a further 10 business days.

If unfortunately, you are not satisfied with the resolution of the Company for your complaint, you may submit your complaint to the designated alternative dispute resolution body ("ADR").

4.2 In the event that there is a discrepancy between the game variations as recorded in the Company's database, and that recorded by the player, the calls recorded in the Company's game server will be considered valid.

4.3 Spamming of the customer support team (sending repeated copies of the same message) is prohibited. Players are prohibited from harassing or abusing the customer support staff. Players are requested to address their concerns without the use of obscenities or threatening language.

5. TERMINATION AND SUSPENSION

5.1 The Company reserves the right to close your player's account and/or the services provided by the Company with immediate effect and without prior notice,

5.2 In case your player's account is closed you may no longer use the Site and/or the services provided by the Company. If your player's account is closed due to a material breach of these terms & conditions, the Company will honour previous contractual obligations however any winnings obtained after the breach in the said terms & conditions will be forfeited to the operator.

5.3 You agree to indemnify and hold harmless the Company and its officers, directors, employees, agents, licensors, suppliers and any third party content and service providers to the Site from and against all losses, expenses, damages and costs resulting from your violation of the terms & conditions

5.4 An inactive account is a players' account having a real money balance that has not recorded any log in for a period exceeding 12 consecutive months. All registered players will be notified at least 30 days prior to the account becoming inactive. Notified players may instantly reactivate their accounts by logging in or withdrawing the funds within the 30 days' time window. Should this not happen and the account becomes inactive, to request a refund the player is to contact our support team and provide us with a photo identity document. The Company reserves the right to start charging an inactive account fee in line with the CGA rules.

5.5 If a player's account having a real money balance has not recorded any log in for a period exceeding 30 consecutive months, it is said to be dormant.

5.6A player that has selected to close his/her player's account could open this again by sending a request to the customer support team.

6. PERSONAL DATA

6.1 All aspects relating to data privacy and data protection are provided in the Privacy Policy, which forms an integral part of your agreement with the Company.

6.2 The player's immediate gambling history up to the previous 365 days can be immediately accessed under the 'Wallet' section. The entire player's gambling history is available upon request. Such a request has to be made to our data protection officer ("DPO") at dpo@BRAND.com.

7. LOCAL LAWS AND PROHIBITIONS

7.1 It is the sole responsibility of the player to understand the laws in his/her jurisdiction of residence relating to all aspects of playing at the Company. Your access to the Site is on your own initiative and you are responsible for your compliance with local laws if and to the extent where local laws are applicable. The Company makes no representation that materials on the Site or the Company's services are appropriate, available or allowed in your jurisdiction. The Company is unable to provide any legal advice regarding this matter and the Company hereby accepts no responsibility whatsoever should an individual act in breach of any law or regulation in transacting with the Company in whichever manner.

7.2 By registering you confirm that you reside in the country that you've chosen at registration in the 'Country' field.

8. INTELLECTUAL PROPERTY RIGHTS

8.1 All content on the Site, such as text, graphics, logos, button icons, images, audio clips, digital downloads and software is owned or licensed by the Company. You may not access, print and download portions of material from the Site unless expressly permitted and then solely for your personal and non-commercial use. Information on the Site may not be altered, distributed or displayed without the express consent of the Company.

8.2 The Company's trademarks, trade names and other symbols included or referenced on the Site are protected by national and international trademark laws. All use of the marks is strictly prohibited without the Company's prior written approval.

9. MISCARRIED, ABORTED AND CANCELLED GAMES

9.1 If the Company will have a system failure and the game will be corrupted because of this, all players will get their money back for the purchased amount.

9.2 If the Company suspects fraudulent activity in any particular game, then the Company will have the right to cancel the game. Suspicious players in respect of the fraudulent activity will have their account blocked until further investigations. Any players not so suspected will have their wagered amounts in respect of cancelled games returned to their account. Any suspicious activity will be reported to the directors of ComeOn Curaçao N.V.. The Company will also have the right to close a game immediately if something wrong is identified with the game settings, and refunds for purchased bets will be paid out.

9.3 If, at the Company's sole determination, you are found to have cheated or attempted to defraud the service or the Company in any way including but not limited to game manipulation, chip dumping, transfers or payment fraud, or if you make untrue and/or malicious comments with regard to the Company's operation in any media or forum, the Company reserves the right to publicise your actions as well as to circulate this information to other online gaming Sites, banks, credit card companies, and appropriate agencies. Furthermore, the Company may close any accounts, and forfeit account balances, that you have at the Company or at any other the Company related website and/or business.

9.4 For sites which provide Sports, the company will not void bets which are erroneously placed by the customer, such bets will continue to be valid unless otherwise cancelled by the sportsbook provider.

9.5 In the event of any system failure or game error (a divergence from the normal functioning of the game logic for whatever reason) that results in an error in any odds calculation, charges, fees, bonuses or payout, or any currency conversion as applicable, ('System Error'), the Company will seek to place all parties directly affected by such System Error in the position they were in before the System Error occurred.

The Company reserves the right to declare null and void any bets that were the subject of such System Error and to take any money from the Account relating to the relevant bets. In all circumstances whereby the Company (in its sole discretion) determines a System Error has been used to gain an unfair advantage, the Company reserves the right to consider this activity to be subject forfeiture and account closure as per these Terms and Conditions.

10. CHATBOT AND CHAT FUNCTION

10.1 The Company's Chatbot is an automated chat function and our first contact for customers' queries. The Chatbot is available 24 hours 7 days a week. If the Chatbot is not able to reply to your query, the query is then referred to an agent. Should no customer support agent be available to deal with the query, the Chatbot will create a ticket which is automatically sent to our

customer support agents. Please refer to the Privacy Policy with respect to data privacy of the chat function offered by the Company.

Code of Conduct

10.2 You agree to use the the Company's Chat Service in accordance with the following Code of Conduct:

You will not use the the Company's Chat Service to engage in any form of harassment or offensive behaviour, including but not limited to abusive or defamatory statements, or racist, pornographic, obscene, or offensive language;

You will not use the the Company's Chat Service to infringe the privacy rights, property rights, or any other rights of any person;

You will not submit any kind of material or information that is fraudulent or otherwise unlawful or violates any law;

You will not use the the Company's Chat Service to distribute, promote or otherwise publish any material containing any solicitation for funds, advertising or solicitation for goods or services

You will not use the the Company's Chat Service to distribute, promote or otherwise publish any kind of malicious code or do anything else that might cause harm to the Service or to other members' systems in any way;

You will not post or transmit in any manner any contact information including, but not limited to, email addresses, "instant messenger" nicknames, telephone numbers, postal addresses, URLs, or full names through your publicly posted information.

10.3 You will be solely responsible for anything and everything you submit to the Company's Chat Service. We cannot assume any responsibility or liability over any material or content published by you or other users on the Service. The responsibility over any published material or content lies solely on the user that submitted it to the Service.

10.4 The Company reserves the right to monitor anything and everything submitted by you to the Company's Chat Service to ensure that they conform to content guidelines that are monitored by us and subject to change from time to time.

10.5 The Company reserves the right to terminate or suspend your access to the Company's Chat Service at any time, with or without notice, for any reason. Without limiting the generality of the foregoing, any fraudulent, abusive, or otherwise illegal activity may be grounds for termination of your access to the Company's Chat Service, and/ or services offered by the Company, at our sole discretion, and you may be referred to the relevant authority.

Casino

11.1 The Company Casino is powered by licensed game providers.

11.2 At the Company casino you can choose if you want to play for real money or just for fun (with fun money). A good idea can be to start playing with fun money and join the real money games once you feel confident with the software.

11.3 The maximum payout for any single win on any slot game on the Site is limited to €400,000. The Company will adjust the balance to cap any winnings made in excess of the maximum specified in these terms. In case of any conflict with provisions contained in the in-game information, these terms and conditions shall prevail.

11.4 The Company reserves the right to discontinue a progressive jackpot at its own discretion. In such cases, the Company shall refund the contributions which are still available on the jackpot at the time of closure to the participants and may provide communication to participants to inform of such discontinuation.

More information about the games can be found under game rules in the casino.

SPORTS (Not available in all jurisdictions)

11.6 Players cannot cancel or amend a bet once it has been placed and confirmed.

11.7 The Company only accepts bets placed online. Bets will not be accepted in any other form (email, fax, etc.). If bets are placed in any other way, they will be void, whether winning or losing.

11.8 The Company reserves the right to refuse/cancel bets without any justification before the game starts.

11.9 The Company reserves the right to void bets placed by any person or groups of people with fraudulent intent. If there is evidence that different bets have the same selection and were placed by the same person or group of people, companies reserve the right to void those bets and ban suspect accounts. This rule applies to both settled and pending bets.

11.10 Winnings will be credited to the player's account after the final result has been confirmed.

11.11 The company reserves the right to void even a bet that has already been accepted if the account did not have sufficient funds to cover the bet. If an account should have insufficient funds due to a deposit being cancelled by a payment provider, the Company reserves the right to retrospectively cancel any matched bet.

11.12 If funds are credited to a Customer Account in error, it is the Player's responsibility to notify the Company of the error immediately. Any subsequent winnings will be void and must be returned to the company.

11.13 Bets are accepted up to the advertised start time. If a bet is accidentally accepted, e.g. B. for an event after it has started, the game/bet will be settled as a "non-runner".

11.14 Multiple bets combining different selections within the same event will not be accepted if one outcome affects the other. If such a bet is accepted in error, it will be void.

11.15 "Contingent bets" will be settled in the order in which they appear on your betslip until all the money provided is exhausted. If the money wagered is carried over to the next selection and is insufficient to complete your instructions, then that selection will be settled in proportion to the amount available.

11.16 The Company makes no warranties and shall not be liable for any clerical, human or obvious errors resulting in obvious pricing errors. In such an event, all bets will be void.

11.17 The Company shall not be liable and shall not be liable for any costs, losses or damages arising out of the use of the Website or its content. This includes, without limitation, any delay or interruption in transmission, loss or falsification of data, communication or line failure, misuse of the Site or the Content, or any error or omission in the Content.

11.18 The maximum profit per customer in one day for bets placed on this website is 100,000 EUR or the equivalent amount in another currency.

11.19 The minimum bet amount is EUR 0.40 or currency equivalent.

11.20 The Company reserves the right to offer lower odds than single bets on certain types of bets.

11.21 All bets will be processed once placed and confirmed as accepted.

11.22 Whilst we endeavor to ensure that information about an Event on the Website is accurate, it is intended as a guide only. We accept no liability in the event of incorrect information (final score, time of game, etc.). Please see our Betting Rules for more information on how we settle individual markets.

11.23 If an event is cancelled, all bets relating to it will be automatically canceled and stakes returned to the relevant accounts.

11.24 For more information on sports betting, see "Betting Rules" in the Sports Betting section.

11.25 If anything is unclear to the player in relation to bet types, it is the player's responsibility to contact customer service. In cases where ambiguity arises, the English version of the relevant bet type will always prevail.

11.26 If you are a sportsman in any of the sports on which we provide bets, you are not allowed to bet on markets which you participate in. Should it come to our attention that such betting has been undertaken, we reserve the right to cancel your bet and/ or confiscate the winnings and/or close your account.

11.27 We endeavour to offer the widest range of sports and markets possible but cannot always guarantee availability. If these are not available, then no bets can be placed on such markets / sports on our website.

Free bets

11.28 Only one free bet is available to each customer for each promotion/campaign unless otherwise stated.

11.29 Unless otherwise stated in our communications, free bets must be used on bets with odds of 1.50 or greater. If the minimum requirements for a free bet are unclear, the conditions stated here apply.

11.30 Unless otherwise stated in our communications, free bets will expire within 7 days of being credited. If the free bet has not been used by the expiration date, the company reserves the right to cancel the free bet.

11.31 Free Bets cannot be exchanged for real money or any other bonus.

11.32 The free bet value included in your stake will be deducted from the winnings achieved.

11.33 Free bets are limited to one free bet per person, family, address, email address and shared device. If similar accounts are found to be abusing free bets, the company reserves the right to stop offering free bets to those accounts. In addition, these customer accounts may be closed by the Company at its sole discretion.

11.34 Free bets cannot be split. The full amount or value of the free bet must be used in a single single or accumulator bet.

11.35 If the full amount or value of a free bet is not used on a bet, the remaining balance will be forfeited.

11.36 Due to the abusive use of free bets, customers who deposit via Neteller, Paysafecard or Skrill are excluded from claiming free bets and welcome offers.

11.37 If there has been a breach of our Terms, suspected fraud, or a technical problem, the Company reserves the right to cancel any free bet or any bet placed using the free bet.

12. POINTS PROGRAMME

12.1 The Company reserves the right to change the terms and conditions and rules for the Points Programme at any time. These changes might relate to, but are not limited to, how the points are generated, how many points are generated and how the points can be spent.

12.2 The Company Points are designed to give benefits to the Company players as they use the Site and play on different products. In case the Company suspects you are generating points by making continuous risk-free actions, solely in the purpose of generating additional points, these points can be regarded as having been generated in bad faith and as such shall be removed from the users' account by the Company.

12.3 You can earn the Company Points in many different ways. These are described within the relevant help pages. You can always contact Support for more information.

12.4 Most of the points you have generated are available for immediate use. There are few exceptions where your points will be credited to your points balance once a day. You can review all details of your point's earnings in your Points page.

12.5 The Company Points cannot be transferred between players.

12.6 For practical reasons all points are rounded to the nearest decimal when presented. The underlying calculation is always based on two decimals.

12.7 You can spend your points only in the Company Shop. From time to time, the Company can alter the products (Lotteries, Merchandise, Donations, Promotions and others) offered in the Shop. The Company reserves the right to offer different products to different players. All products in the shop have a Point value that the player must pay in order to purchase that product. The Company reserves the right to cancel an order and give back the points to the player.

12.8 Your points will expire if you generate no points for 9 months and all the points will be removed from your account.

12.9 You have to give us correct information when you order products from the Shop. The Company is not responsible for any products that are lost or not delivered due to wrong information supplied by the player.

12.10 Point Lotteries might give away cash prizes. You can buy as many lottery tickets as you wish. You can also win multiple prizes from the same Lottery. Winners are drawn randomly from the participating players in the Lottery.

12.11 To participate in any Point Lotteries you must have affected at least one real money deposit onto your the Company account by not later than the actual draw date and time of that particular lottery published on the the Company webSite. The Company reserves the right to suspend, cancel or withdraw any winnings deriving from such Lotteries if no deposit has been made prior to the draw date and time.

12.12 The Company reserves the rights to provide substitute prize(s) of similar value should the specified prize(s) become unavailable on the lottery draw date or for reasons beyond its control. Cash or credit alternatives will be offered. None of the prizes are transferable.

12.13 Prizes are specified in the Company shop page. Prizes are subject to terms and conditions including the general terms of the Company.

12.14 The winner(s) may be required to participate in publicity connected with such Lotteries and it is a condition of entry that the winner(s) agree to their name, photo, country of residence and interview being made publicly available if they win.

12.15 The Company reserves the right to suspend, cancel or amend any promotion and/or review and revise these terms and conditions at any time without giving prior notice and by continuing to take part in the promotion subsequent to any revision of these terms and conditions, entrants shall be deemed to have agreed to any such new or amended terms.

12.16 The Company will not be liable for any loss or damage whatsoever (including but not limited to indirect or consequential loss) or for personal injury which is suffered or sustained in connection with any promotion or as a result of accepting the Prize.

12.17 The Company will attempt to notify the winner within up to 30 days after the closing date for entries to the lottery, or as otherwise indicated in the the Company shop page, and where time is of the essence for such a period as the Company shall in its absolute discretion deem reasonable. He/she will be contacted on the phone/mobile number, by SMS text, by email or postal address provided upon registration. The winner will have a specified fixed time period in which to claim his or her prize. If the Company is unable to notify the winner, or if the winner fails to respond within the fixed time period as specified (30 days) and/or provide an address for delivery of the prize, this may result in forfeiture of the prize and the Company reserves the right to select an alternative winner.

12.18 The Company reserves the right in its sole discretion to withhold delivery of the prize until such proof of eligibility and identity has been confirmed or if such proof is not produced on request, the Company reserves the right to disqualify the entrant from the competition.

12.19 In the event of fraud, abuse, and/or an error affecting the proper operation of this Lottery, the Company reserves the right to end or suspend the Lottery; amend these terms & conditions and declare void the notification of winner(s).

12.20 Donations will be requested by the player and be carried out by the Company. the Company will ensure that the donation is made properly and the player that has requested the donation has received official confirmation from the relevant organisation.

12.21 Taxes, if any, on any Prize is Players sole responsibility.

13. WESPIN

13.1 WeSpin is offered on certain sites and jurisdictions. All Terms apply to the WeSpin product.

13.2 For the purpose of this section, the following definitions apply:

“Participants” - BRAND casino players who have placed a valid stake on a Session. “Session” - any time from when the Streamer opens a gaming Session in the WeSpin Product for stakes to be placed, until the WeSpin game is concluded and any remaining balance has been paid out by the Company to all of the Customers participating in the Product. “Streamer” - a person who is in charge of setting up the Sessions.

13.3 All WeSpin Sessions will be streamed in English regardless of the language chosen by the Player. No liability shall be incurred if the Player misunderstands any or part of the Session content. Information like game rules and lobby content will be in the language chosen by the Player.

13.4 Stakes placed may be cancelled by the Player at any time before the Session begins however, once the Session begins, the stakes cannot be cancelled and will not be returned.

13.5 The ending time is predetermined by the Streamer and displayed in the Session lobby and may only vary slightly. If the time of the Session lapses before exhausting all the stakes placed, any remaining unwagered deposits and/or any winnings will be divided amongst the participants in proportion with the stake placed.

13.6 The bet size during a Session varies depending on the total amount of stakes placed and game type. Your estimated bet size will always be indicated while you are placing the stake. The bet size determined cannot be influenced/determined by the Participants in any way.

13.7 Without prejudice to section 15 and 16 of these Terms, in case of any disruptions to the Sessions either on the Company's end or the Streamer's end, the Company shall not be liable for any losses incurred by the Player due to the disruption. Notwithstanding, the balance of the Session at the time of the disruption will be distributed to the Participants.

13.8 If the Player's reality check is enabled, the Player shall still receive the notification in the time interval chosen, however, the Session will continue in the background and will resume even if the Player decides to exit the game.

13.9 The Player's games transaction will show the buy-ins and the winnings on the Account however, should the Player wish to receive all the individual spins that were carried out during a given Session, such a request has to be made to Customer Support on XXX@BRAND.com.

13.10 For WeSpin, the Company is making available an online service that allows the Customer to communicate with other participants during gameplay. Any information posted in such In-game Chat Services ("In-Game Chat") will become public and is available and accessible to the Company and all other users of the service.

13.11 Availing of such in-game chat service, the Customer shall not:

- i. use, send and/or transmit personal data (that is, any information that identifies or makes him identifiable) including but not limited to email addresses, social-media usernames, telephone numbers, postal addresses, URLs or full names;
- ii. use rude, obscene, offensive or derogatory language or otherwise language that incites social exclusion, hatred, or illegal activity;
- iii. provide any form of information or material that is false or otherwise illegal and/or violates any law;
- iv. use the Company's chat function to distribute, market or otherwise publish material containing applications for funds, advertising or solicitation of goods or services; and/or
- v. use the Company's chat feature to distribute, market and/or otherwise publish any form of malicious code or do anything else that could damage the Company's service or other members' systems in any way.

13.12 The Customer shall be solely responsible for everything he sends on the Company's chat function. The Company shall not accept responsibility for any material or content published by the Customer or other users of the service. The Customer is thus responsible for the material he publishes on the service.

13.13 In particular, and without limitation to the foregoing, should the Customer, in violation of the rules herein, use, publish and/or transmit personal data, such use, publication and/or transmission by the Customer of personal data shall be undertaken at the Customer's own risk. The Company has no control on the use/processing of such data by other users of the in-game chat service and disclaims any and all responsibility and/or liability related directly or indirectly

with use, processing publication and/or transmission of personal data by the users of the in-game chat service.

13.14 Chats may be logged or recorded. Any content stored on the Company's systems is not meant for permanent or temporary archival purposes. Therefore, the Company may, but is not obliged, to maintain back-up copies of any material posted in chats. The Company may maintain copies of chats when necessary to fulfill its legal obligations, including, but not limited to, anti-money laundering regulations and relevant gaming regulations.

13.15 The Company reserves the right to monitor and/or moderate anything published by the Customer on the Company's in-game chat function, to ensure that it complies with the policies and content issued by the Company. The Company reserves the right to change such policies and content from time to time.

13.16 The Company reserves the right to terminate or suspend the Customer's access to the Company's in-game chat function at any time, with or without notice, without any obligation to state a reason. The Company further reserves the right to suspend the Customer's right to the in-game chat function and / or other services offered by the Company, in the event that he exhibits behaviour which may be perceived as fraudulent, misuse or abuse of the service or exhibits other illegal or inappropriate behaviour, which may also be referred to the relevant authority.

14. RESPONSIBLE GAMING

14.1 The Company wants to ensure that players enjoy their experience when they visit the Site. That's why we ask you to bet responsibly. Betting can be great entertainment, but maybe addictive thus why we request you to stay in control. We will always endeavour to help you if you find yourself in difficulties. In order to help you bet sensibly we have put in place a number of measures to assist you to gamble sensibly.

14.2 Financial Limits: The Company provides tools to help control your gaming. You can establish limits on (1) the amount you spend (net deposits = deposits – withdrawals); (2) the amount you deposit (sum of all deposits) over a given period, be it daily, weekly or monthly. A requested limit will have effect immediately the first time it is submitted or in case a prior limit is lowered. If the limit amount is increased or terminated, such change will have effect after a 72 hour cooling off period. Further information can be found in the Account Limits section under "Account Settings".

14.3 Self Exclusion: If you want to take a break from gaming for a while, you can exercise the right to exclude yourself from playing on the Site by sending such a request to our customer support team. You can choose either a short period (1 day, 3 days, 7 days, 1 month or 3 months) or a long exclusion period (6 months and over). If you wish to terminate this exclusion or shorten this duration, a cooling off period applies!

14.4 Should a self-excluded customer use different credentials to circumvent our player-protection and anti-fraud mechanisms and be able to register a new account, we will consider this as a breach of our terms and conditions, and a fraudulent and intentional bypassing of our self-exclusion measures. As soon as such behaviour is detected, we reserve the right to immediately close the account and confiscate any balance on the account.

14.5 Reality Check: The Company also provides you with an automatic reality check to get a clear indication of how long you have been playing on our games in a session. This feature will also allow you to see your wins and losses for that current session.

The customer support team will be more than grateful to help you set your own limits. In the Responsible Gaming section (under Independent Organizations) you will also find contact details where to seek for further professional advice with compulsive gambling problems.

15. DISCLAIMER OF WARRANTIES

15.1 Your use of the services is at your own risk. The services are provided on an "as is" and "as available" basis. To the fullest extent permitted by applicable law, the Company, its officers, directors, employees, shareholders, parents, subsidiaries, affiliates, licensors, and agents hereby expressly disclaim any and all representations and warranties of every kind, whether express or implied, regarding the services, its content, and any information or other materials provided by the Company in connection with use of the services, including, but not limited to, warranties of merchantability, fitness for a particular purpose, non-infringement and those warranties arising by law, statute, usage of trade, or course of dealing.

The Company makes no warranty that:

- The services will meet your requirements;
- The services will be uninterrupted, timely, accurate or error-free;
- The servers that make the Company's service available are free of viruses or other harmful components;
- Any errors in our software will be corrected.

The security mechanisms incorporated into the services have inherent limitations and you acknowledge and agree that any material and/or data downloaded or otherwise obtained through use of the services is done at your own discretion and risk and that you will be solely responsible for any damages to your computer system and any other property item or loss of data that results from any such activity.

The disclaimers contained in this paragraph are a material part of the agreement.

Some jurisdictions do not allow the exclusion of implied warranties. Accordingly, some of the above exclusions may not apply to you.

16. LIMITATIONS OF LIABILITY

16.1 To the fullest extent permitted by applicable law, under no circumstances, shall the Company or its officers, directors, employees, shareholders, parents, subsidiaries, affiliates, agents, partners, or licensors, be liable for any injury, loss, claim, damage or any indirect, incidental, special, punitive or consequential damages of any kind, or any damages whatsoever, including, without limitation, damages for loss of income, use, data, goodwill or other intangibles, whether or not advised of the possibility of such damages, and on any theory of liability (including negligence), arising out of or in connection with:

- Your use or inability to use the service;
- Goods, data, or services received through or advertised on the Sites;
- Information received through the Sites;
- Mistakes, omissions, interruptions, suspension, termination, deletion of files or e-mail, damages to computer systems or equipment or other property, unauthorised access to or alteration of your transmissions or data, errors, defects, viruses, delays in operation or transmission, or any failure of performance with respect to the Site, including, without limitation, those that result from acts of god, communication failures, theft, destruction, or unauthorised access to the Company's records, programs or services;
- Statements or conduct of any third party on the services;
- Any other matter relating to the services.

If you are dissatisfied with the service or the content available thereon, or with any of these terms of service, your only remedy is to discontinue using these services. The limitations of liability contained herein are a material part of the agreement.

Notwithstanding the foregoing, if the Company or its officers, directors, employees, shareholders, parents, subsidiaries, affiliates, agents, partners or licensors should be found liable for any loss or damage which arises out of or is in any way connected to the Site, the liability of the Company, or its officers, directors, employees, shareholders, parents, subsidiaries, affiliates, agents, partners or licensors shall in no event exceed, in the aggregate, Euro 50 (Fifty).

16.2 The Company shall not be responsible or liable for any loss or corruption of data or content that you may experience while using the service or otherwise. This includes, without limitation, the loss or corruption of data or content resulting from:

- Network, system, or server "crashes" or outages, or other power outages;
- Damage caused by viruses, worms, or security breaches, file corruption;
- Any other cause.

The Company assumes no responsibility, and shall not be liable for, any damages to, or viruses that may infect your computer equipment or other property on account of your access to, or use of, the services.

16.3 The Company does not warrant that the Site or the services provided by the Company will be uninterrupted or error-free. The Site and the services are provided on an "as is" basis.

16.4 The Company reserves the right to change or modify the content of the Site at any time without prior notification and will not be liable for possible consequences of such changes. The Company may suspend, discontinue or restrict access to any portion of the Site and/or its services at any time and without notice.

17. FORCE MAJEURE

17.1 Any failure or delay by the Company in the performance of its obligations of its services shall not be deemed a breach of its obligations to you if such failure or delay to the extent is caused by fire, flood, earthquake, elements of nature, public utility electrical failure, acts of war, terrorism, riots, civil disorders, rebellions or revolutions, strikes, lockouts, or labour difficulties, court order, outage, delays or disruptions of the Internet or telecommunications networks, third party nonperformance or any other similar cause beyond the reasonable control of the Company. the Company does not accept any liability for the consequences arising out of any such force majeure events.

18. APPLICATION OF THE TERMS & CONDITIONS

18.1 These terms & conditions, together with the policy documents made available to you by the Company, constitute the entire agreement between you and the Company and supersedes any and all prior and existing agreements regards to the Site and the services provided by the Company. You acknowledge that the Company has not made any representations, promises or agreements to you relating to the subjects addressed by the terms & conditions that are not embodied herein.

19. GOVERNING LAW AND DISPUTES

19.1 To the extent that such is legally allowed, by accessing the Site and/or registering as a player with the Company you agree that all matters relating to your access and use of services provided by the Company shall be governed by and construed in accordance with the laws of Curacao . Any dispute arising out of your use of the Site and/or the Company's services shall be settled by the courts of Curacao and you hereby agree to submit to the exclusive jurisdiction of such courts. Excluded from this provision are the mandatory provisions relating to consumer protection arising from your country of residence.

20. RECENT TERMS AND CONDITIONS UPDATES

20.1 Updated clause XXX