

Innovex B.V.

Operational Manual

Version 1.0

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Introduction

This Operational Manual has been prepared and maintained in accordance with Article 5.9, paragraph 1, of the LOK and forms an integral part of the License Holder's governance and compliance framework. The purpose of this Manual is to document the operational policies, procedures, controls, and practices through which the License Holder demonstrates ongoing compliance with the requirements established under this National Ordinance and with all applicable conditions, rules, and restrictions attached to the Gaming License.

This Manual sets out the manner and extent to which the License Holder conducts its operations in a compliant, transparent, and controlled manner and serves as a reference document for the implementation, monitoring, and continuous maintenance of regulatory obligations. The information contained herein addresses, at a minimum, the matters prescribed under Article 5.9, paragraph 1, items (a) through (j) of the LOK.

1 Games of Chance offered as part of Innovex B.V.'s operations, payment possibilities, bet amounts, payouts, software, and outcome-determining elements

Innovex B.V. offers a portfolio of regulated Games of Chance through its licensed gaming operation. The Games of Chance offered by the Licensee include:

- **Remote Random Number Generator (RRNG) Games** - games in which outcomes are generated through certified Random Number Generator mechanisms and may include slot-style games and other RNG-based products;
- **Betting Services** - including pre-event betting and live (in-play) betting where wagers are placed on sporting events or other approved betting markets;
- **Live Dealer Games** - games conducted through real-time streaming technology with live dealers operating under defined game procedures and integrated gaming controls;
- **Pooled-Prize Games** - games where prizes are accumulated through contributions from multiple participating players and distributed in accordance with predetermined game rules;

Innovex B.V. provides players with multiple payment possibilities to support deposits and withdrawals, subject to applicable legal, customer due diligence, anti-money laundering, and operational requirements. Supported payment channels may include:

- Cashterminal services;
- Bank transfers;
- Credit and debit cards;
- Electronic wallet (e-wallet) solutions;
- Mobile payment platforms, including solutions such as Apple Pay and similar technologies;

Betting amounts available to players vary depending on game type, player profile, account status, and applicable responsible gaming and customer due diligence measures. The maximum permitted wager amount is **EUR 50,000 per bet**, which may be accepted in slot games only and may become available to a customer following successful completion of applicable Customer Due Diligence procedures and any enhanced controls required by Innovex B.V.

Player payouts and withdrawals are administered in accordance with Innovex B.V.'s Terms and Conditions and operational procedures. The maximum withdrawal amount is limited to **EUR 4,000** per day and such withdrawal limit applies uniformly and cannot be increased for any customer.

Gaming services are delivered through gaming software supplied by multiple licensed gaming providers under applicable gaming software agreements.

Game outcomes are determined through approved technical mechanisms appropriate to each game type. For RNG-based gaming products, outcomes are generated through Random Number Generator (RNG) performance designed to ensure randomness, unpredictability, fairness, and independence of game results.

2 Test methods for quality monitoring

Innovex B.V. has implemented a quality monitoring and testing framework designed to ensure the continued reliability, security, fairness, availability, and regulatory compliance of its gaming operations, platforms, and supporting systems. Quality monitoring activities are conducted on a continuous and periodic basis using automated and manual controls applying functional testing method, i.e. verification that gaming functionality, player account management, registration, authentication, deposits, withdrawals, promotional features, responsible gambling controls, and reporting mechanisms operate as intended.

3 Storing players' personal data

Innovex B.V. has implemented and maintains procedures, and technical and organizational measures governing the collection, processing, storage, retention, and disposal of player personal data in accordance with all applicable data protection regulatory requirements depending on local data protection laws of the jurisdiction where it operates

Player personal data is collected and processed solely for legitimate and defined purposes, including customer account administration, regulatory compliance, customer due diligence and anti-money laundering obligations, fraud prevention, responsible gaming measures, payment processing, dispute resolution, and the operation of licensed gaming activities. Innovex B.V. applies data minimization principles and limits processing activities to information that is necessary and proportionate for the intended purpose.

Innovex B.V. has implemented security controls to preserve the confidentiality, integrity, availability, and resilience of player data throughout its lifecycle. These measures include secure data storage environments, role-based access controls, encryption where appropriate, backup and recovery procedures, and controls designed to prevent unauthorized access, disclosure, alteration, loss, misuse, or destruction of personal information.

Access to player personal data is restricted to authorized personnel based on operational need and granted in accordance with the principle of least privilege. Where personal data is processed by third-party service providers or external processors, Innovex B.V. ensures that appropriate contractual safeguards, confidentiality obligations, security standards, and regulatory requirements are implemented and maintained.

Innovex B.V. has established data retention and disposal procedures to ensure that player personal data is retained only for periods required under applicable data protection laws, licensing conditions, anti-money laundering requirements, responsible gambling obligations, legal requirements, and legitimate business purposes. Upon expiry of the applicable retention periods, personal data is securely deleted, anonymized, or otherwise disposed of in a controlled and secure manner.

Innovex B.V. periodically reviews and updates its data protection framework to maintain continued compliance with applicable legal and regulatory requirements and to ensure that player personal data remains adequately protected against evolving operational and security risks.

4 Visual elements shown to players

Innovex B.V. has implemented a consistent digital interface and player presentation framework across its gaming websites and associated software applications to ensure a clear, user-friendly, transparent, and responsible gaming environment.

Players accessing the gaming operation are presented with a structured graphical user interface designed to provide intuitive navigation and access to gaming services. The visual environment incorporates branded themes, modern digital design elements, interactive content areas, and responsive layouts adapted for desktop and mobile devices. The interface includes a combination of static and dynamic visual components intended to support player engagement while maintaining usability and regulatory transparency.

Visual elements available to players may include:

- Landing pages displaying branding, promotional banners, featured games, and current offers;
- Registration and account access interfaces including login, account creation, verification, and password recovery functionality;
- Player account dashboards displaying account balances, transaction summaries,

- account status, responsible gaming controls, and profile management tools;
- Game lobby interfaces presenting categorized collections of Games of Chance, search and filtering capabilities, provider selections, and featured content;
- Individual game windows displaying game controls, wagering information, session status, outcomes, animations, and informational notices;
- Cashier and payment interfaces supporting deposits, withdrawals, transaction history, and payment method selection;
- Promotional and loyalty sections displaying bonus information, campaign participation, and reward status;
- Responsible gambling interfaces providing information about account limits, cooling-off periods, self-exclusion functionality, player information notices, and links to support resources;
- Customer support interfaces including live chat, help centre access, notifications, and player communications.

The websites and applications apply visual design principles intended to maintain readability, accessibility, and clear separation between gameplay, promotional content, account management, and responsible gambling features. Information required by licensing conditions and player protection requirements is presented in a visible and accessible manner throughout the player journey.

Innovex B.V. periodically reviews visual presentation standards and interface controls to ensure continued compliance with applicable regulatory requirements.

5 Technical measures put in place to prevent the admission of natural persons who are banned under the National Ordinance from playing the Games of Chance

Innovex B.V. has established and maintains technical and operational controls designed to prevent the admission and participation of natural persons who are prohibited from playing Games of Chance under the applicable provisions of the National Ordinance and any associated regulatory requirements.

As part of the customer onboarding and ongoing monitoring framework, all players are subject to identity and eligibility verification procedures prior to, and where necessary during, participation in gaming activities. Verification measures include age-verification checks to confirm that only persons meeting the minimum legal age requirements are permitted to access and use the platform.

Innovex B.V. further applies database cross-referencing and screening procedures using independent verification and risk assessment tools, including but not limited to Seon and LexisNexis, to validate customer identity information, identify restricted or prohibited

individuals, detect potential fraud indicators, and support compliance with applicable player protection requirements.

Where automated verification processes generate alerts, inconsistencies, elevated risk indicators, incomplete verification outcomes, or where enhanced review is otherwise required, additional manual verification may be conducted. Such reviews may be performed by the AML Department and/or the Customer Support Department, which are authorised to request supplementary information and documentation, perform additional due diligence measures, and determine whether account access should be restricted, suspended, rejected, or otherwise prevented in accordance with applicable legal, regulatory, and internal policy requirements.

These technical and manual controls operate as part of Innovex B.V.'s broader responsible gaming, customer due diligence, and player protection framework to prevent access by prohibited persons and ensure ongoing compliance with the National Ordinance.

6 How the principles of responsible gaming have been implemented in the operation

Innovex B.V. has adopted and implemented a Responsible Gambling Policy designed to prevent Vulnerable Persons from participating in Games of Chance and to support the safe, responsible, transparent, and reliable offering of gaming services. The policy establishes preventive, monitoring, intervention, and exclusion measures intended to minimize gambling-related harm and promote responsible player behaviour.

As part of its responsible gambling framework, Innovex B.V. makes general information regarding gambling addiction and responsible gaming available to players. Players are informed that gambling is intended solely as entertainment and should not be considered a source of income or a method of debt recovery. Educational information, self-assessment tools, responsible gaming guidance, and references to external support organisations are made available to assist players in identifying and managing problematic gambling behaviour.

Innovex B.V. maintains procedures to identify Vulnerable Persons and detect indicators of excessive or problematic gaming. These procedures include customer verification measures, behavioural monitoring, player profiling, staff training, and structured intervention processes. Indicators monitored include excessive deposit or wagering activity, prolonged gaming sessions, repeated failed transactions, withdrawal reversals, unusual requests for bonuses, repeated changes to responsible gaming settings, and attempts to circumvent player protection controls. Where elevated risk is identified, Innovex B.V. may apply interventions including direct player contact, responsible gaming guidance, mandatory account restrictions, suspension, or exclusion from gaming activities.

To prevent excessive gaming or the threat of excessive gaming, Innovex B.V. provides players with a range of responsible gaming tools and account controls, including deposit limits, loss

limits, wagering limits, cooling-off periods, and self-exclusion options. These controls are available directly through the player account environment and are supported by operational procedures and customer support processes.

Players are also provided with mechanisms to voluntarily exclude themselves from participation in Games of Chance. Where a player self-identifies as experiencing problematic gambling behaviour and submits a written request for exclusion, Innovex B.V. will apply exclusion measures in accordance with applicable legal requirements. Innovex B.V. maintains records of self-excluded players and applies account blocking and promotional restrictions during the exclusion period.

Innovex B.V. further ensures that all marketing, advertising, promotional activities, and bonus offerings are conducted responsibly and in accordance with applicable regulatory requirements. Marketing communications are designed not to encourage excessive gaming, not to mislead players, and not to target Vulnerable Persons. Advertising practices are governed to support responsible gaming objectives and may be further regulated with respect to content, target groups, frequency, timing, channels, and methods of communication in accordance with applicable regulatory measures.

Further details regarding responsible gambling controls, player protection measures, behavioural monitoring, intervention procedures, exclusion mechanisms, and responsible marketing practices are set out in the Responsible Gambling Policy adopted by Innovex B.V.

7 Text of the general terms and conditions

1. GENERAL TERMS AND DEFINITIONS:

DEFINITIONS USED IN THESE GENERAL TERMS:

It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction for online gambling.

In case there are other language versions of the Terms & Conditions available, the English version will always prevail.

Should the receiving party fail to consider a complaint within the established timeframe, a party claiming the violation of their rights shall be entitled to bring action to court, and the proper venue shall be a court in the country of the company's registered office.

Changes to terms and conditions

Effective from: 01.03.2024

Last updated: 30.05.2026

The availability of the Website does not mean that it contains any proposals, incitement or invitation to use or subscribe to gambling or any of the other services in any jurisdiction where such activity is illegal.

You also guarantee and agree that you have received legal advice before registering on our Website.

Current Terms & Conditions may be changed by the Company when such need occurs. The

Company will notify the players of any significant changes, where possible. However, please visit the Terms and Conditions page regularly to check for possible changes.

2. WHO CAN PLAY:

The website accepts players only from those countries and geographic regions where online gambling is allowed by law.

If your country is not listed on the registration form, it means that it is not currently available for registration, and selecting another country to bypass the restriction is strictly prohibited. This may lead to winnings being confiscated and permanent account closure.

You are solely responsible for determining whether your accessing and/or use of the website is compliant with applicable laws in your jurisdiction and you warrant to us that gambling is not illegal in the territory where you reside.

The Company will not assume any liability whatsoever in this regard and will not reimburse any deposits, winnings or any losses as a consequence of the violation of any legal provision that may be applicable to the player. It is the player's sole responsibility to comply at all times with his/her own local, national or state laws that relate to online gambling.

Any claim against the Company brought by you for any reason whatsoever in regard to the above mentioned will be considered void and shall not be accepted.

Players from Israel, United States of America, United Kingdom, France and its overseas territories (Guadeloupe, Martinique, French Guiana, Réunion, Mayotte, St. Martin, French Polynesia, Wallis and Futuna, New Caledonia), Netherlands, Malta, United Arab Emirates, Turkey, Latvia, Dutch West Indies, Estonia, Belarus, Lithuania, Gibraltar, Jersey, Ukraine, Belgium, Curacao, Cyprus, Angola, Albania, Iraq, Jamaica, Uganda, Islamic Republic of Iran, Lebanon, Zimbabwe, Mauritius, Nicaragua, Yemen, Central African Republic, Côte d'Ivoire, Sudan, Liberia, Syrian Arab Republic, Cayman Islands, Somalia, Congo, Eritrea, Haiti, Sierra Leone, Ethiopia, Myanmar, South Sudan, Burkina Faso, Libya, Mali, Barbados, Rwanda, Montserrat, Cuba, North Korea, Russia are prohibited from playing real money wagering games at Slotrave. The Casino cannot guarantee successful processing of withdrawals or refunds if the player breaches this Restricted Countries policy. Also please note that players from Canada are not allowed to play NYX (NextGen) games.

The website only accepts adult players (the minimum age is 18) and players who have reached the age specified by the jurisdiction of the player's place of residence as eligible for online gaming. It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction regarding the age limitation for online gambling.

Players from Finland aren't eligible for any deposit-based bonuses.

The Company reserves the right to ask for proof of age from the player, limiting access to the website or suspending the accounts of players who fail to meet this requirement.

When you play casino slots developed by NetEnt, NetEnt's privacy policy also applies. It can be found here: [NetEnt Privacy Policy](#).

3. ACCEPTED CURRENCIES:

The website allows playing for the following currencies: EUR, USD.

4. FEES AND TAXES:

The casino doesn't take any commission on any of the transactions, please note that the player is fully responsible for paying all fees and taxes according to their payment providers rules and regulations as well as the laws of the jurisdiction of the player's residence. All deposits need to be wagered x3 before withdrawal.

5. GAME RULES:

The player confirms that he/ she knows and understands the rules of games offered by the website. It is the user's responsibility to know the payout percentage of each game.

6. AVAILABILITY OF GAMES:

Please bear in mind some games may be unavailable in certain jurisdictions, as required by policies of game providers that may change from time to time.

Using VPN is not restricted, however, it may lead to malfunction of games or connection issues.

In addition to the above, Street Fighter Video Slot is not available for the following countries: Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island, Columbia, Costa Rica, Cuba, Curacao, Dominica, Dominican Republic, El Salvador, Greenland, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Martinique, Mexico, Montserrat, Navassa Island, Paraguay, Peru, Puerto Rico, Saba, Saint Barthelemy, Saint Eustatius, Saint Kitts and Nevis, Saint Lucia, Saint Maarten, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, South Korea, Suriname, Turks and Caicos Islands, United States of America, Uruguay, US Virgin Islands, Venezuela.

Fashion TV Video Slot is not available in the following countries:

Cuba, Jordan, Turkey, Saudi Arabia.

Planet of the Apes Video Slot is not available in the following territories:

Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Turkey, Ukraine.

Vikings Video Slot is not available in the additional jurisdictions:

Azerbaijan, Cambodia, Canada, China, France, India, Indonesia, Laos, Malaysia, Myanmar, Papua New Guinea, Qatar, Russia, South Korea, Thailand, Turkey, Ukraine, United States of America.

Narcos Video Slot is not available in the following territories:

Indonesia, South Korea.

Additionally, Universal Monsters (Dracula, Creature from the Black Lagoon, Phantoms Curse and The Invisible Man), are only available in the following territories:

Andorra, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Iceland, Liechtenstein, Moldova, Monaco, Montenegro, Norway, Russia, San Marino, Serbia, Ukraine, North Macedonia, Turkey, Austria, Cyprus, Finland, Germany, Greece, Hungary, Ireland, Luxembourg, Malta, Netherlands, Poland, Slovakia and Slovenia.

Players from the following countries are not eligible to win any jackpots from jackpot games offered by NetEnt (such as but not limited to Arabian Nights):

Australia, Azerbaijan, China, Denmark, India, Israel, Italy, Japan, Malaysia, Qatar, Russia, Spain, Thailand, Tunisia, Turkey, United Arab Emirates, Ukraine. The Casino will make reasonable efforts to prevent players from these countries to reach the games, but if players from any of the stated countries would win the jackpot, the jackpot win will be annulled. Players from Canada are not eligible to play the games from NYX.

7. DISCLAIMER OF LIABILITIES:

The player is aware of the fact that gambling on the website may lead to losing money. The Company is not liable for any possible financial damage arising from the use of the website. The Company is taking effective measures to protect the player's private data from any unauthorized use and is only making it available to parties involved in providing gambling services through the website. Notwithstanding this, the Company is not responsible for how the information is further treated by third parties, for example, third-party software providers or affiliates. Treatment of player's private data by such parties subject to the terms and conditions of these parties if any.

The Company is not liable for any hardware or software defects, unstable or lost Internet connections, or any other technical errors that may limit the player's access to the website or prevent the player from an uninterrupted play.

In the unlikely case where a wager is confirmed or a payment is performed by us in error, the Company reserves the right to cancel all wagers accepted containing such an error, or to correct the mistake by resettling all the wagers at the correct terms that should have been available at the time that the wager was placed in the absence of the error.

If the Casino mistakenly credits your Player Account with a bonus or winnings that do not belong to you, whether due to a technical issue, error in the paytables, human error, or otherwise, the amount and/or the winnings from such bonus will remain the Casino property and will be deducted from your Player Account. If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be available at law) constitute a debt owed by you to us. In the event of incorrect crediting, you are obliged to notify us immediately by email.

The Casino, its directors, employees, partners, service providers:

do not warrant that the software or the Website is/are fit for their purpose;

do not warrant that the software and Website are free from errors;

do not warrant that the Website and/or games will be accessible without interruptions;

shall not be liable for any loss, costs, expenses, or damages, whether direct, indirect, special, consequential, incidental, or otherwise, arising in relation to your use of the Website or your participation in the games.

You hereby agree to fully indemnify and hold harmless the Casino, its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims, and liabilities howsoever caused that may arise in relation to your use of the Website or participation in the Games.

You acknowledge that the Casino shall be the final decision-maker of whether you have violated the Casino's Terms and Conditions in a manner that results in your suspension or permanent barring from participation in the Website.

The casino is not a financial institution and thus should not be treated as such. Your account will not bear any interest and no conversion or exchange services (including fiat-crypto exchange) will be offered at any time.

Internet gambling may be illegal in the jurisdiction in which you are located; if so, you are not authorized to use your payment card to complete this transaction.

Cardholder's responsibility to know the laws concerning online gambling in his or her country of domicile.

Participation of minors in offered on this website activities is prohibited.

8. USE OF PLAYER'S ACCOUNT:

Each player can create only one personal user account. Creating multiple user accounts by a player can lead to termination of the accounts and suspension of all payouts. Please have in mind that the casino reserves the right to reject a deposit refund in case a duplicate account is detected. The player shall not provide access to his user account or allow using the website to any third party including but not limited to minors. The website can only be used for personal purposes and shall not be used for any type of commercial profit.

Any offensive or obscene language, as well as any commercial or promotional information, are not allowed in the "Nickname" field in the player's profile. If any violations are detected, support service members or other Company's staff may replace the contents of the "Nickname" field with something neutral. In case of a repeated violation, the player's account may be blocked and all funds confiscated.

Any returns, winnings, or bonuses which the player has gained or accrued during such time as the Duplicate Account was active may be reclaimed by us, and players undertake to return to us on demand any such funds which have been withdrawn from the Duplicate Account.

The account holder confirms that any activities on the account are performed by themselves. If the account is managed by a third party, the account holder shall take exclusive responsibility for access to the account.

9. ANTI-FRAUD POLICY:

The Company has a strict anti-fraud policy. If the player is suspected of fraudulent actions including but not limited to:

- participating in any type of collusion with other players;

- development of strategies aimed at unfaithful winnings;

- fraudulent actions against other online casinos or payment providers;

- chargeback procedures with a credit card or denial of some payments made;

- going bankrupt in the country of his residence;

- providing incorrect personal data during registration;

- low-risk roulette play where the player betting equal stakes for both black/red or even/odd covering 25 or more out of 37 numbers on the table (Placing bets on black/red only covers 36 of 37 possible numbers);

- opposite betting (Placing wagers on conflicting outcomes within the same casino game; live game; table game);

- other types of cheating.

The Company reserves the right to terminate the user account and suspend all payouts to the player. This decision is at the sole discretion of the Company and the player will not be notified or informed about the reasons for such actions. The Company also reserves the right to inform the regulatory bodies of such fraudulent actions performed by the player.

The administration of the casino reserves the right to call its players if regarded as a necessary part of verification. The account will not be verified and the winnings will not be processed until a conversation with the manager takes place (the call is realised via the phone number provided for the player's account). In case the phone number is invalid or missing, giving grounds to suspect fraud, the casino reserves the right to terminate the account and confiscate the winnings. If the player does not pass the procedure within two weeks, the account will be permanently closed and the winnings confiscated. Such actions may help to reduce fraudulent actions and avoid negative practice in the future. In case the player has a duplicate account with bonuses, or same ID, or used a few accounts from the same browser, or same playing scheme at both accounts, the casino reserves the right to terminate such accounts and withhold the winnings. If a customer avails of registration free spins while his/her country differs from the IP address, the administration of the casino reserves the right to terminate such an account and withhold the winnings in order to avoid negative practices in the future. If a customer or group of customers is suspected of abusing a promotion, Slotrave reserves the right to void the bonus and any winnings.

Abusing a promotion means:

Making maximum allowed bets on high variance games in order to increase balance;

Decreasing stake after a big hit and switching to low variance game;

Making deposits with only bonus promotions without free cash deposits;

The Customer bonus ratio (bonuses : wager) is more than 40%.

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

use of stolen cards;

chargebacks;

creating more than one account in order to get an advantage from casino promotions;

providing incorrect registration data;

any other actions which may damage the Casino.

The Casino reserves the right to close your Player Account and to refund to you the amount on your account balance, subject to deduction of relevant withdrawal charges, at Casino's absolute discretion and without any obligation to state a reason or give prior notice. The Casino reserves the right to retain payments if suspicion or evidence exists of manipulating the casino system. Criminal charges will be brought against any user or any other person(s) who has/have manipulated the casino system or attempted to do so. The Casino reserves the right to terminate and/or change any games or events being offered on the Website.

In order to verify the player's account, casino management may request documents (ID, payment systems, utility bills etc) in Latin or Cyrillic script. Documents must be presented in a form of photo. We don't accept PDF files or scanned documents (if other is not stated). In case the player doesn't have an opportunity to provide documents in either of the above-mentioned scripts, the casino reserves the right to demand video verification where the player

shows his/her documents. Documents will be checked in 48 hours time. You can consider contacting support if you want your request to be processed faster.

Should you become aware of any possible errors or incompleteness in the software, you agree to refrain from taking advantage of them. Moreover, you agree to report to the Casino any error or incompleteness immediately. Should you fail to fulfil such obligations, the Casino has a right to full compensation for all costs related to the error or incompleteness, including any costs incurred in association with the respective error/incompleteness and the failed notification. Please note that if you requested a withdrawal, but the total amount of bets made since the last deposit is less than three (3) times the size of that deposit, the Casino reserves the right to charge you the costs of transaction processing for deposit and withdrawals. This decision is at the sole discretion of the Casino.

10. DEPOSITING:

Slotrave offers a variety of payment methods. They include VISA and MasterCard credit and debit cards, as well as different web wallets. Please contact our support team at support@slotrave.com to inquire about the most suitable payment methods for your country of residence.

Please note that the minimum deposit amount is 10 EUR (or equivalent in another currency). The maximum deposit amount depends on the payment method you decide to use.

Slotrave does not accept third-party payments. You must make deposits only from a bank account, or using VISA/MasterCard bank cards, payment systems Skrill/NETELLER, or other payment methods registered in your own name. If we determine during the security checks that you have violated this condition, then your winnings will be confiscated, and the casino will consider the possibility of returning the deposit made from third-party payment method. However, please keep in mind that the casino is not responsible for subtraction or loss of the deposits made using third-party payment methods.

Kindly note that due to the nature of cryptocurrencies, deposit limits cannot be applied to the deposits made through the CoinsPaid payment system. If you want to limit your gambling in the casino, please, use any other available option.

11. KYC AND VERIFICATION:

Provide your KYC procedures.

1. All Players should be over the legal age (18+).

2. List of required documents in order for players to pass verification process:

Photo of an identity document;

Photo or screenshot of the payment system;

Photo or screenshot of a document confirming the current address of residence (not older than 3 months).

3. In some cases we require additional proof - proof of funds (to make sure player uses his/her own money when gamble at our site).

4. The documents quoted hereinabove can be requested when player reaches certain sum of deposit/withdrawal and when we suspect player in fraudulent activity.

5. We also check player bets for to check on possible violations. In case we are not sure about

the legality of the winning credited we contact provider and check those bets with them.

6. To prevent the possible fake/untrustful usage of the ID verification process.

7. We check documents for any signs of editing, if necessary request selfies with ID to make sure the document belongs to the exact person who registered on the website. In case we have strong suspicions and unsure whether the document is valid or not we contact anti-fraud department via email.

8. The player should upload documents to the “Document verification” tab in his/her account.

9. Document verification criteria:

Photo of an identity document: all data (name, date of birth, citizenship) completely coincide with the data in Player’s details, the document is valid, with a photograph;

As a rule, a passport, ID, driver’s license is suitable for identification;

Photo or screenshot of the payment system: all data completely coincides with the data in Payment systems debts. Scanned copies are not accepted as confirmation.

10. Additional documents:

Selfies with an identity document;

Proof of wealth;

Proof of funds.

11. A photo or a screenshot of a document confirming the current address of residence: the data (name, address of residence + date of issue of the document) coincides with the data in Player’s details. To confirm the address, a utility bill / bank statement / payment for mobile services is acceptable / photo of registration from the passport is acceptable for players from the CIS. The document must be no older than 90 days (3 months).

12. Selfies with an identity document: it is desirable that the player’s hands are visible, a thorough check for editing / photoshop. Optionally, a selfie can be requested with an identity document + a sheet of paper on which the name of the casino and the current date are written. In this case, it’s preferable for the inscription to be on a sheet of squared paper rather than plain.

Proof of wealth: a document confirming the welfare of the player;

Proof of funds: a document confirming the receipt of funds to the payment system.

13. If the player fails to complete the required verification procedure within a period of two weeks, the account will be permanently closed and the winnings confiscated.

12. WITHDRAWAL POLICY:

The minimal amount for withdrawal is 10 EUR (or equivalent in another currency). The maximum amount for withdrawal depends on the payment method you decide to use. If the requested amount of withdrawal exceeds the limit of a particular payment system, the amount will be withdrawn in instalments. Your withdrawals will be processed as soon as possible, however, please keep in mind that for some payment options, your withdrawal request may take up to 3 days to process.

If you have deposited via credit or debit card and the amount of withdrawal is equal to or lower than the one deposited, we reserve the right to pay the withdrawal amount back to the credit or debit card. If the amount exceeds the one deposited, the amount in excess will be paid via one of the alternative payment methods. The Casino will check the identity of the player and hold any winnings or withdrawals during that time. In case you provide false

Personal Data, the withdrawal can be refused and the Player Account terminated, of which you will be informed by email.

In certain circumstances and with respect to certain customers Slotrave casino may decide not to reimburse service charges imposed by payment systems on deposits or withdrawals, which Slotrave casino usually reimburses.

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

For Mastercard, the following countries are supported: Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Monaco, Netherlands, Norway, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, and United Kingdom.

Please note that even for supported countries the Company is not able to guarantee successful credit card payment processing in all cases, since banks issuing credit cards may block or reject such transactions at their own discretion.

Please note that the internal operating currency of the website is Euro. If you transact in other currencies, the amount deducted from your credit card may be insignificantly higher than displayed at the time of transaction due to currency conversions on the side of your bank and/or the Company's payment processing system.

You acknowledge that withdrawals via bank transfers can in exceptional cases be subject to additional charges by the intermediary banks. These charges remain beyond the influence of The Casino and are limited to the equivalent of 16 EUR (or equivalent in another currency).

The Company reserves the right to check the player's identity prior to processing payouts, holding any pending withdrawals during that time or cancel them. In some cases, the Website can request a selfie with an ID, a selfie with an ID and a special sign, or a phone call. Failure to pass verification will lead to the account closed and any winnings confiscated. In case, of false personal data provided by the player, the withdrawal can be refused and the user account can be terminated. The player will be informed thereof by email. In some cases The Company may require verification via a live video call (Skype). Due to the restrictions of the payment processor, the minimum withdrawal amount processed via Wire Transfer is 500 EUR (or equivalent in another currency).

The maximum withdrawal amount processed to a player is 4,000 EUR (or equivalent in another currency) per day, 16,000 EUR (or equivalent in another currency) per week and 50,000 EUR (or equivalent in another currency) per month, unless otherwise specified in the promotional Terms & Conditions, where exceptions can be made for players with a higher VIP status. All progressive jackpot winnings will be paid out in full.

Finally, please keep in mind the Casino is not a financial institution. Your account will thus not bear any interest and no conversion or exchange services will be offered at any time.

In case of account closure, if there are still funds in your account, a transaction fee of 12.5 EUR (or equivalent in another currency) will be added for a manual bank transfer made by our team.

13. REFUND POLICY:

If you want a refund of a deposit you made, please contact the support department. You can do it with the form on site, or via email. A refund request will only be considered if made within

the first twenty-four (24) hours of the alleged transaction, or within thirty (30) calendar days if the Player alleges that another individual has accessed his/her Player Account.

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

In case any Credit Card purchases are considered to carry an unacceptable risk for security or legal reasons either by our Payment processors or by the Casino, we will initiate refunds for all such transactions back to the Credit Card, notifying all the appropriate authorities and parties.

If the refund amount is less than the minimum processed by the payment provider, the company has the right to refuse the refund.

14. DORMANT ACCOUNTS:

An inactive (dormant) account is a Player Account which a player has not logged into or logged out of for twelve (12) consecutive months. If your Player Account is deemed to be inactive, the Casino reserves the right to charge a monthly administrative fee of 10 EUR (or equivalent in another currency) (or the current balance of your account, if less) as long as the balance of your account remains positive.

You authorise the Casino to debit this fee from your Player Account at the beginning of the month following the day on which your account is deemed inactive, and at the beginning of every subsequent month that your account remains inactive. The Casino will stop deducting the fee if the account balance is zero or if the account is re-activated.

15. COMPLAINTS:

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

The complaints are handled in the support department and escalated in the organisation of the Casino in case the support personnel did not solve the case immediately. You will be informed about the state of the complaint to a reasonable level.

If the dispute is not resolved at the casino management level, you can contact any independent body, gaming authority or the licensing regulator listed on the Website.

In the event of any dispute, you agree that the server logs and records shall act as the final authority in determining the outcome of any claim. You agree that in the unlikely event of a disagreement between the result that appears on your screen and the game server, the result that was logged on the game server will prevail, and you acknowledge and agree that our records will be the final authority in determining the terms and circumstances of your participation in the relevant online gaming activity and the results of this participation.

When we wish to contact you regarding such a dispute, we will do so by using any of the contact details provided in your Player Account.

16. PRIVACY NOTICE:

To understand how we use your personal information, you may view our Privacy Policy.

17. GOVERNING LAW:

These Terms and Conditions shall be governed by and construed in accordance with the laws of Curaçao. Any disputes shall be subject to the exclusive jurisdiction of the Courts of Curaçao.

8 How Innovex B.V. settles disputes with players

The Company ensures a player support function with sufficient resources to efficiently, competently and effectively interact with players, by providing the designated staff with continuous training for the player interaction and relevant legislative knowledge in order to offer to its player the highest level of support.

The Company aims to communicate the resolution to its player within 5 working days since the complaint has been logged in cases related to Responsible Gaming Complaints and within 4 weeks since the complaint has been logged in cases related to other types of complaints.

The company obliges to communicate the player and confirm receipt of the complaint, provide an explanation of how the complaint will be processed and provide notice of the average timeline for resolution of a complaint within 2 days since the complaint has been logged in cases related to Responsible Gaming Complaints and within 1 week since the complaint has been logged in cases related to other types of complaints.

In special circumstances the complaint might have to be escalated and analyzed at a more complex level, which may result in a prolonged response time. In such case player shall be informed of the delay, which cannot exceed two weeks. If a delay is due to a lack of or a slow response from the player, the resolution period may be extended by no more than a further two weeks. Should the player not provide the necessary information within that time period, the Company may reject the complaint

A player will always receive a final determination of their complaint in writing. The response will be either:

1. A reasoned final assessment of the outcome/resolution of the complaint with supporting evidence if necessary or applicable.
2. Detailed reasons for not handling the complaint.
3. If the player is unsatisfied with the resolution and makes a further complaint to that effect, the player will be informed that they may escalate the matter to an independent ADR entity.

If a player does not agree with the determination of their complaint, they have a right to refer the matter to an Alternative Dispute Resolution free of charge.

In the event that the player drops out of the ADR process (but it has already begun) they won't have the right to resurface the dispute in the future.

More detailed process of how Innovex B.V. is handling player complaints can be found in the Player Complaints Policy approved and adopted by Innovex B.V.

9 Digital records kept of specific critical information about players

Innovex B.V. has implemented and maintains procedures, and technical controls to create, retain, and manage digital records containing critical information relating to players as part of its operational, regulatory, compliance, and player protection framework.

Digital records are maintained in secure electronic systems and include, where applicable, player identification and account information, age and identity verification records, customer due diligence and Know Your Customer (KYC) documentation, transaction and payment records, gaming activity and wagering history, responsible gambling interactions, account limitations and exclusions, customer communications, complaints, fraud indicators, account access logs, and records required for anti-money laundering and regulatory reporting purposes.

Innovex B.V. ensures that all critical player information is recorded accurately, stored securely, and maintained in a manner that supports traceability, auditability, regulatory oversight, operational monitoring, and the reconstruction of player activity where required. Digital records are protected through appropriate access controls, authentication mechanisms, logging, monitoring, backup procedures, and other technical safeguards designed to preserve confidentiality, integrity, availability, and protection against unauthorized access, alteration, deletion, or loss

Innovex B.V. confirms that such digital records and critical player information are maintained and made available to the Curaçao Gaming Authority (CGA) at all times in accordance with applicable regulatory requirements.