

<https://apolosync.vip/> is operated by Apollo Sync B.V., a private limited liability company incorporated under the laws of Curaçao, registered under company number 168482(0), with its registered address at Chuchubiweg 17, Willemstad, Curaçao (the "Company", "we", "us" or "our"). The Company is licensed and regulated by the Curaçao Gaming Authority ("CGA") to offer online games of chance in accordance with the scope of its applicable licence and certificate(s). These Terms and Conditions, together with the Privacy Policy and any other policies expressly incorporated herein, form a binding agreement between you and the Company.

These Terms and Conditions incorporate by reference the following policies, each as amended from time to time: AML/CFT Policy, KYC Policy, Responsible Gaming Policy, Player Complaints Policy, and any promotion-specific terms applicable to your participation in a particular service or offer. In the event of any conflict, the more specific policy shall prevail to the extent of that conflict.

1. INTRODUCTION

By registering with the Company and/or by using the website <https://apolosync.vip/>, (the "website") and its services (the "Services"), its downloadable contents (the "Software") and/or by marking the "I accept these Terms and Conditions" box (or any other similar wording) and/or by downloading, installing or using the Software, you agree to be bound by the User Agreement in its entirety and without reservation. As such, the User Agreement constitutes a binding legal document between you and the Company, and the Agreement shall govern your use of our gambling services at all times.

We may modify, suspend, or discontinue any part of the Services where reasonably required for operational, security, technical, legal, or regulatory reasons. Where a change materially affects your contractual rights or obligations, we will notify you in accordance with Section 2 below, unless immediate implementation is required by law, regulation, security concerns, or to protect the integrity of the Services.

You shall access the Software and use the Services only via your own account and you may never access the Software or use the Services by means of another person's account. Should you attempt to use the Services by means of any other person's account. We will be entitled to immediately close all your accounts and bar you from future use of the Services.

Only one account per player is permitted unless we expressly approve otherwise in writing. We may investigate accounts that appear to be linked by household, device, payment method, IP, or other common indicators. Where we reasonably determine that multiple accounts were opened in breach of these Terms, for fraud, bonus abuse, self-exclusion circumvention, or AML evasion, we may suspend or close the relevant accounts and apply proportionate measures, including voiding promotional benefits and, where legally justified, withholding or confiscating funds connected to the breach. Legitimate balances not connected to the breach will be handled in accordance with applicable law and our AML/CFT obligations.

2. ACCEPTANCE OF TERMS AND CONDITIONS

If you do not agree to any of the provisions of the User Agreement you should immediately stop using the website, the Services/Software and remove the Software from your computer and/or any other applicable device.

The Company reserves the right to amend, modify, update and change any of the terms and conditions of the User Agreement from time to time and We will notify you of any such amendment, modification or change by publishing the new version of the User Agreement on the relevant page of <https://apolosync.vip/>. Any modified version of the User Agreement will take effect 14 days after its publication on the website or earlier if required by any applicable law, regulation or directive and your continued use of the Services or the Software after the aforementioned period will be deemed to constitute your acceptance of the changes to the User Agreement. It remains your responsibility to ensure that you are aware of the correct, current terms and conditions of the User Agreement and We advise you to check for updates on a regular basis.

3. COMPLIANCE WITH LAWS

Internet gambling may not be legal in some jurisdictions. You understand and accept that the Company is unable to provide you with any legal advice or assurances in respect of your use of the Services and the Company makes no representations whatsoever as to the legality of the Services in your jurisdiction. Please verify the relevant laws in your jurisdiction before registering with the Company and using the Services.

The Services are intended only for users who are not prohibited by the laws of any applicable jurisdiction from gambling on the Internet. The Company does not intend to enable you to contravene applicable law. You represent, warrant and agree to ensure that your use of the Software and the Services will comply with all applicable laws, statutes and regulations applicable to you within your jurisdiction. The Company shall not be held responsible for any illegal or unauthorized use of the Software and/or the Services by you. Please consult legal counsel in the applicable jurisdiction if you have any doubts about the legality of your use of the Software and the Services under the laws of any jurisdiction that applies to you. By accepting these terms, you agree to assist the Company, to the extent you are able, with its compliance with applicable laws and regulations.

4. PERMITTED PARTICIPATION

Persons under 18 years of age may not register, access, or use the Services. If we discover that a registered player is underage, the account will be immediately suspended and permanently closed. Deposited funds will be returned to the original payment source where legally permitted, and any winnings will be treated in accordance with applicable law, regulatory requirements, and our internal policies.

We reserve the right to verify your registration details, such as name, address, age, and payment methods used, at any time, by requesting certain documents (Customer Due Diligence). These documents shall typically include an identity document (such as Identity card or passport), proof of address such as a utility bill, and proof of your payment method. If deemed necessary, We may request that the said document copies are notarized by a Public Notary.

Upon receiving a request for verification, you must provide the requested documentation within thirty (30) calendar days. Upon your cumulative deposits reaching ANG 4,000, your account shall be placed under verification restriction. No further deposits, withdrawals, or gameplay shall be permitted until the required identity verification has been completed, unless a narrower restriction is expressly approved under applicable law and our internal AML/CFT controls. If you fail to provide all required verification documents within 30 (thirty) calendar days of being notified, your account may be blocked and the business relationship terminated in accordance with our AML/CFT Policy.

In the event our requests for documents are not completed by you within the required thirty (30) day period, or if the documents fail our internal security checks (e.g., suspected tampering or misrepresentation), your account will be blocked. Under such circumstances, the business relationship will be terminated, and any available balance in your account (net of applicable deductions) shall be returned to your originating payment source, unless the Company is required by law or Anti-Money Laundering (AML) regulations to freeze the funds pending an investigation or reporting to the relevant authorities. We shall be under no obligation to provide feedback on the exact nature of our findings regarding rejected documents.

When you use the Services at <https://apolosync.vip/> you may be required to provide us with certain information regarding your source of funds, financial standing, occupation and other similar details. We reserve the right to restrict your account including without limitation restricting the amount you may deposit into the account based on the information you provide, or if such information is not provided by you. We shall not be liable to you for any losses which you incur prior to any such restriction being set.

We reserve the right to perform background checks on any of our registered customers and request any relevant documentation, for any reason, including (but not limited to) any investigation into the identity of the registered customer, any credit checks performed on the registered customer, or any enquiries into the registered customer's personal history (where relevant to the provision of services). The basis for such investigations will be dependent on the specific case but could include (but is not limited to) verification of the registered customer's registration details, such as the name, address and age, occupation, verification of the financial transactions, financial standing, and/or gaming activity. The Company is under no obligation to advise the registered customer of such an investigation taking place. Such activities may include the use of specific third-party companies, who perform the investigations as required. We may suspend, restrict, or terminate an account where we are unable to verify the player, where the checks identify sanctions, fraud, misuse of payment instruments, materially adverse risk indicators, or where continuation of the business relationship would expose us to legal, regulatory, or financial crime risk.

5. INFORMATION TECHNOLOGY / INTELLECTUAL PROPERTY

The Company hereby grants you the non-exclusive, non-transferable, non-sub-licensable right to use the website and all content derived from the website, including, but not limited to, the copyright and all other intellectual property rights therein, in connection with the Services for your personal non-commercial use in accordance with the User Agreement. You may use the website and may make back-up copies of the website, provided that such

back-up copies are used only by you in connection with the Services through a computer of which you are the principal user.

The website code, structure and organization are protected by intellectual property rights. You must not:

- copy, redistribute, publish, reverse engineer, decompile, disassemble, modify, translate or make any attempt to access the source code to create derivative works of the source code, or otherwise;
- sell, assign, sublicense, transfer, distribute or lease the Software;
- make the website available to any third party through a computer network or otherwise;
- export the website to any country (whether by physical or electronic means); or
- use the website in a manner prohibited by applicable laws or regulations (together the "Prohibited Activities").

You will be solely liable for any damage, costs or expenses arising out of or in connection with the commission of any Prohibited Activities. You shall notify the Company immediately upon becoming aware of the commission by any person of any of the Prohibited Activities and shall provide the Company with reasonable assistance with any investigations it may conduct in light of the information provided by you in this respect.

The apolosync.vip website and any other trademarks, service marks and/or trade names used by the Company (the "Trade Marks") are the trademarks, service marks and/or trade names of the Company. In addition to the rights in the Trade Marks, the Company owns and/or has procured the rights to use all other content, including but not limited to the Software, images, pictures, graphics, photographs, animations, videos, music, audio and text available via the Software or on the Internet (the "Website Content") and the Website Content is protected by copyright and/or other intellectual property rights.

6. YOUR REPRESENTATIONS AND UNDERTAKINGS

In consideration of the rights granted to you to use the Services and the Software, you represent, warrant, covenant and affirm that:

- You are Legally of Age as defined in the User Agreement, you are of sound mind and you are capable of taking responsibility for your own actions.
- All details provided by you to the Company either during the registration process or at any time, thereafter, including as part of any payment deposit transaction and/or with regards to your occupation details are true, current, correct and complete and match the name(s) on the credit/debit card(s) or other payment accounts to be used to deposit or receive funds in your account. You may only use payment instruments (including credit/debit cards, e-wallets, bank accounts and any other payment methods) that are held in your own legal name. The use of third-party payment instruments is strictly prohibited unless expressly approved by us in advance following enhanced verification of the payment instrument holder, including verification of the payment instrument holder's identity, source of funds, relationship to you, and any other checks required under our AML/CFT, fraud prevention, sanctions, and responsible gaming controls. Any attempt to use a third-party payment instrument without our prior written approval may result in immediate

account suspension, reversal of transactions, and reporting to the relevant authorities. You will promptly notify us of any changes to details previously provided by you to the Company which includes but is not limited to your current address, source of funds, financial standing, occupation and other similar details. From time-to-time you may be requested to provide us with certain documents to verify the details of the credit card or other payment method used by you to deposit money to your account. Depending on the outcome of these verification checks you may or may not be permitted to deposit further monies with the credit card or other payment methods previously used by you. Should any of the information that you provide to us be untrue, inaccurate, misleading or otherwise incomplete, you will be in breach of contract and We reserve the right to terminate your account immediately and/or prevent you from using the Software or the Services, in addition to any other action that We may choose to take.

- Your account with the Company is solely for your benefit. You shall not allow any third party (including a relative) to use your account, password or identity to access or use the Services or the Software and you shall be fully responsible for any activities undertaken on your account by a third party. You will not reveal your account username or password to any person and you shall take all steps to ensure that such details are not revealed to any person. You shall inform us immediately if you suspect that your account is being misused by a third party and/or any third party has access to your account username or password so that We may investigate such matter, and you will cooperate with us, as We may request, in the course of such investigation.
- You are responsible for the security of your username and password on your own PC or internet access location. If this username password combination is “hacked” from your computer, due to any viruses or malware that is present on the computer that you access your account with, this is your responsibility. You should report any possible hacking attempts or security breaches from your computer terminal immediately to the Company.
- You have verified and determined that your use of the Services does not violate any laws or regulations of any jurisdiction that applies to you.
- You fully understand the methods, rules and procedures of the Services and Internet gambling in general. You understand that it is your responsibility to ensure the details of bets and games are correct. You will not commit any acts or display any conduct that damages the reputation of the Company.
- You are fully aware that there is a risk of losing money when gambling by means of the Services and you are fully responsible for any such loss. You agree that your use of the Services is at your sole option, discretion and risk. In relation to your gambling losses, you shall have no claims whatsoever against the Company or its directors, officers or employees.
- You acknowledge that the website includes features provided by third parties which may be installed on your device as part of the Software and which may be automatically updated from time to time. Amongst others, such features may access your ‘hand’ history, which is stored on your own device, for the purpose of providing you with certain promotions and notifications. You may elect not to enable recording of your hand history or to uninstall the feature.
- You shall use , the Services and the Software in complete accordance with the terms and conditions of the User Agreement, as amended from time to time, and

you shall abide by all of the rules and instructions for playing the games that comprise the Services.

- You are solely responsible for recording, paying and accounting to any relevant governmental, taxation or other authority for any tax or other levy that may be payable on any winnings paid to you.
- We may display usernames, leaderboard positions, or prize amounts where necessary for game functionality, winner announcements, or promotions, provided that such use complies with applicable law, your marketing preferences, and our Responsible Gaming Policy. We will not send marketing communications to self-excluded players, players in cooling-off, or players otherwise restricted from marketing under our Responsible Gaming controls.
- You are solely responsible for any telecommunications networks and Internet access services and other consents and permissions required in connection with your use of the Software and the Services.
- You shall use the Services and the Software only in good faith towards both the Company and other players using the Services. In the event that the Company has reasonable suspicion that you have been using the Services or the Software in bad faith the Company shall have the right to terminate your account and any other accounts you may hold with the Company. You hereby expressly waive any future claims against the Company in such regard.
- You acknowledge that certain games and tables which are included in the Service are offered to you on a "shared basis", which enables Company Customers as well as users of third-party platforms to play with one another. In such cases, you accept that you may play with or against other users, who may have different configurations to your own, this includes but is not limited to, different currencies and bet limits. You agree that, at the Company's sole discretion, you may be pooled into these shared games and tables and that, to the extent that you breach the User Agreement, the Company shall have the right to block you from playing on all Company brands or websites.
- You acknowledge and agree that We offer progressive jackpots for certain games. A 'progressive jackpot' is a jackpot which increases in size as a result of contributions of monies staked by players who may be based in various countries. We may decommission a progressive jackpot at any time (including before the jackpot is won in certain circumstances).
- You acknowledge and agree that should you choose to self-exclude from the website, you shall not be permitted to open or use a new account with any other website operated by the Company during your selected self-exclusion period. Once a self-exclusion has been applied, the request is irrevocable for the entire duration of the selected period. The exclusion cannot be lifted, shortened, or suspended under any circumstances. You may only request account reactivation after the full exclusion period has naturally expired. If you are subject to an active self-exclusion or mandatory gambling restriction, you must not attempt to open or use a new account. Any such account may be suspended or closed immediately. Deposits, winnings, and unsettled bets on such account will be treated in accordance with applicable law, regulatory requirements, our Responsible Gaming Policy, and any fraud or AML findings. Promotional benefits and winnings obtained in breach of an active self-exclusion may be voided.

- You shall not engage in any screen scraping, web scraping or otherwise collecting or extracting (manually or via automated processes) third party data from the website for any purpose.
- You shall not access the website from Restricted Territories.

7. PROHIBITED USES OF THE WEBSITE AND SERVICES

Illegal Funds and Unlawful Activities: You declare that the source of funds used by you for gambling on the website is not illegal and that you will not use the Services in any way as a money transfer system. You will not use the Services for any unlawful or fraudulent activity or prohibited transaction including but not limited to Money Laundering . If the Company has a reasonable suspicion that you may be engaging in or have engaged in fraudulent, unlawful or improper activity, including, without limitation, money laundering activities, or conduct otherwise in violation of the User Agreement, your access to the Services may be terminated immediately and/or your account blocked. In addition to terminating your access to the Services and/or blocking your account, the Company reserves the right to prevent you from accessing any of the Company's other websites or servers, or accessing any other services offered by the Company. The Company shall be entitled to inform relevant authorities, other online service providers and banks, credit card companies, electronic payment providers or other financial institutions (together "Interested Third Parties") of your identity and of any suspected unlawful, fraudulent or improper activity and you will cooperate fully with the Company to investigate any such activity. In the interests of fair play on our website it is prohibited to utilize any recognized betting techniques to circumvent the standard house edge in our games. If the game play on your account indicates that you are using such betting techniques We shall immediately block the account.

Circumvention: We have developed and employ sophisticated proprietary technology intended to seek out and identify users making fraudulent or unlawful use of the Services or Software. You shall not break into, access or attempt to break into or access or otherwise circumvent the Company's security measures. If, the Company believes, in its sole discretion, that you are in breach of this clause, the Company may terminate your access to the Services immediately and/or have your account blocked, and the Company may inform Interested Third Parties of your breach of this clause.

The Services are not available in jurisdictions designated by the Company as prohibited or restricted from time to time for legal, regulatory, licensing, sanctions, fraud, or risk reasons ("Restricted Territories"). The current list of Restricted Territories is published on the Website and may be updated from time to time. We may refuse registration, suspend access, void transactions, or close accounts connected to Restricted Territories where required by law, regulation, or our licensing conditions.

Intentional Disconnection: You must not intentionally disconnect from any game, event, or transaction in order to obtain an unfair advantage. Where we reasonably determine that an intentional disconnection occurred, we may suspend the affected game result, void the relevant wager, withhold any winnings connected to the incident pending investigation, and apply proportionate account measures, including suspension or closure in serious or repeated cases. Any treatment of balances will be limited to funds reasonably connected to the conduct, subject to applicable law and our AML/CFT obligations.

8. YOUR ACCOUNT

Your account is for your sole personal use only and shall not be used for any professional, business or commercial purpose.

We take no responsibility for any third party access to your account and under no circumstances shall the Company be liable for any losses incurred by you as a result of misuse of your password by any person or for any unauthorized access to your account and all transactions where your user name and password have been entered correctly will be regarded as valid, whether or not authorized by you.

We uphold the highest security standards, particularly when it comes to safeguarding your funds. Customer funds are carefully segregated from the Company's operational accounts and are monitored daily to ensure their safety. By maintaining stringent security protocols, we ensure that both our platform and your transactions remain secure at all times.

Monies held in your account shall not attract any interest.

If your account remains inactive for 365 consecutive days, we may classify it as an inactive account. Before any further action is taken, we will use reasonable efforts to notify you using your registered contact details. Inactive accounts may be administratively suspended for security and recordkeeping purposes. Any real-money balance lawfully belonging to you will remain available for withdrawal or reactivation, subject to identity verification, AML/CFT checks, dormancy controls required by law, and any applicable administrative fee expressly permitted under applicable law and disclosed in these Terms. Bonus balances and promotional entitlements may expire in accordance with the applicable bonus terms.

The Company may, at any time, set off any positive balances in your account against any amount owed by you to us. The Company shall be entitled to deduct from your account any required amount of money.

The Company may from time to time implement a rounding policy in relation to monies deposited by or cashed-out to registered customers where currency conversion is involved. The effect of this policy shall be that deposit or cash-out amounts in currencies other than Euros might be rounded up or down on conversion to or from Euros.

As well as possessing the right to restrict your account including without limitation, restricting the amount you may deposit into the account, We reserve the right to limit or refuse any bet, stake or other wager made by you or through your account.

Where the Software uses a third-party application interface, not all the information relating to your past gambling activities will be displayed online.

If you have a child who is not Legally of Age, you must take special care to ensure that they do not access the Services via your devices.

9. PAYMENT TRANSACTIONS AND PAYMENT FRAUD

Each user of the Service is fully responsible for paying all monies owed to the Company. You agree that you will not make or attempt to make any chargebacks, and/or deny or reverse any payment that you have made and you hereby agree that you will reimburse the

Company for any charge-backs, denial or reversal of payments you make and any loss suffered by the Company as a consequence thereof. The Company may, at its sole discretion, cease to provide the Services or withhold payment to certain users or to users paying with certain credit cards.

We reserve the right to run credit checks on all users with third party credit agencies, on the basis of the information provided to us on registration.

We reserve the right to use third party electronic payment processors and/or financial institutions to process payments made by and to you in connection with your use of the Services.

In the case We have reasonable suspicion that a fraudulent payment is being made or received, including use of stolen credit cards, or any other fraudulent activity (including any charge-back or other reversal of a payment), We reserve the right to block or terminate a user's account, reverse any pay-out made and recover any winnings. We shall be entitled to inform any relevant authorities or entities (including credit reference agencies) of any payment fraud or otherwise unlawful activity. However, under no circumstances shall the Company be liable for any unauthorized use of credit cards, irrespective of whether or not the credit cards were reported stolen.

Our expectation is that our registered customers will deposit in order to actively play with their own funds.

We may block or close your account if We have reasonable grounds to believe you have used or attempted to use someone else's payment method without said person's approval.

You are solely responsible for paying all amounts owed to us. You must make all payments to us in good faith and not attempt to cancel a payment made or take any action that would cause a payment to be cancelled by a third party in order to lawfully avoid liability. You will reimburse us for any chargebacks, refusals or reversals of payments you make and any losses we suffer as a result. We reserve the right to impose an administration fee of EUR 50 or equivalent for each chargeback, refusal or reversal of a payment you make.

10. BONUSES

All promotions, bonuses or special offers are subject to promotion-specific terms and conditions and any complimentary bonus credited to your account must be used in adherence with such terms and conditions. Notwithstanding the modification provisions in Section 2, We reserve the right to withdraw or amend any promotion, bonus or special offer at any time including any terms and conditions thereof.

We may investigate suspected bonus abuse, including multiple-accounting, fraud, collusion, use of prohibited betting patterns expressly identified in the promotion terms, or any other conduct intended to obtain promotional value contrary to the purpose of the offer. Where we reasonably determine that bonus abuse has occurred, we may cancel the relevant promotion, remove the related bonus funds, void winnings directly attributable to the abuse, and suspend or close the account in serious or repeated cases. We will not confiscate unrelated deposited funds unless otherwise permitted by law or justified under our AML/CFT or fraud-prevention obligations.

All users of the Services shall be entitled only to one welcome bonus per brand.

Your account is made up of both Available Funds (those that can be used in any applicable game or withdrawn subject to the Withdrawal Policy and which may also be referred to on the website as "Cash Balance" or "Deposit Balance") and Restricted Funds (the total of bonus funds that have not yet met the wagering requirement and any winnings associated with such bonus funds and which may also be referred to on the website as "Bonus Balance").

Please note that your deposit may not reach your account immediately but may take a number of days until such deposit is processed by your payment processor and reaches your account. Until such time, such deposit shall not be considered as Available Funds.

If you have both Available Funds and Restricted Funds in your account, the next wager you make will use Available Funds first. Restricted Funds will only be used once your Available Funds balance is zero.

In the event that the Company has reasonable suspicion that you have been taking unfair advantage of the Company's welcome bonuses or have executed any other act in bad faith in relation to a bonus promotion offered on any of the websites owned and/or operated by the Company, the Company shall have the right to block or terminate your accounts with the Company.

If We have reasonable suspicion that an account or group of accounts are operating systematically – for example employing specific wagering techniques or wagering as a group, the Company shall have the right to block or terminate all accounts.

You may request the removal of a bonus from your account, but please be aware that this removal may include any winnings gained from such bonus.

Please be advised that the 'confirm your ID' bonus is issued at the Company's discretion and therefore may not be available for all Registered Customers who verify their identity with us. Notwithstanding the modification provisions in Section 2, We reserve the right to remove this bonus offer at any time. Certain criteria will be taken into consideration when determining which Registered Customers will receive the verification bonus, such as registration country, deposit amount, deposit payment type, and other details of the account. Please contact support@apolosync.vip if you require further information on this specific bonus offer, and the eligibility of your account for it.

11. OBLIGATIONS OF THE COMPANY

The Company has no obligation to check whether users are using the Services in accordance with the User Agreement, as updated from time to time.

The Company may, at its sole discretion, decide to take appropriate action against any person it suspects of engaging in any unlawful behavior or otherwise violating the terms of the User Agreement, but is under no obligation to do so.

The Company has no obligation to maintain account names or passwords. If you misplace, forget or lose your account name or password because of anything other than the Company's negligence, the Company shall not be liable.

12. NO WARRANTY

THE SERVICES AND THE SOFTWARE ARE PROVIDED "AS IS". THE COMPANY MAKES NO WARRANTY OR REPRESENTATION, WHETHER EXPRESS OR IMPLIED (WHETHER BY LAW, STATUTE OR OTHERWISE), INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, COMPLETENESS OR ACCURACY OF THE SERVICES OR THE SOFTWARE OR INFRINGEMENT OF APPLICABLE LAWS AND REGULATIONS. THE ENTIRE RISK AS TO THE USE, QUALITY AND PERFORMANCE OF THE SOFTWARE LIES WITH YOU.

THE COMPANY MAKES NO WARRANTY THAT THE SOFTWARE OR SERVICES WILL MEET YOUR REQUIREMENTS, BE UNINTERRUPTED, TIMELY, SECURE OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, OR THAT THE SOFTWARE OR THE SERVER THAT MAKES IT AVAILABLE ARE FREE OF VIRUSES OR BUGS OR REPRESENTS THE FULL FUNCTIONALITY, ACCURACY, RELIABILITY OF THE MATERIALS OR AS TO RESULTS OR THE ACCURACY OF ANY INFORMATION OBTAINED BY YOU THROUGH THE SERVICES.

A MALFUNCTION VOIDS ALL PAYS. IN THE EVENT OF SYSTEMS OR COMMUNICATIONS ERRORS OR MALFUNCTIONS, BUGS OR VIRUSES RELATING TO ACCOUNT SETTLEMENT OR OTHER ELEMENTS OF THE SERVICES OR RESULTING IN LOSS OF DATA OR WINNINGS OR BONUSES OR ANYTHING ANALAGOUS THERETO BY YOU OR ANY OTHER DAMAGE TO YOUR COMPUTER EQUIPMENT OR SOFTWARE, THE COMPANY SHALL IN NO WAY BE LIABLE TO YOU AND THE COMPANY SHALL VOID ALL GAMES IN QUESTION AND PAYMENTS (WHENEVER SUCH SYSTEMS OR COMMUNICATIONS ERRORS OR MALFUNCTIONS, BUGS OR VIRUSES ARE DISCOVERED) IN REALTION THERETO AND MAY TAKE ANY OTHER ACTION TO CORRECT SUCH ERRORS EXCEPT THAT THE COMPANY IS NOT REQUIRED TO PROVIDE ANY BACK UP NETWORK AND/OR SYSTEMS OR SIMILAR SERVICES.

IF YOU RECEIVE ANY WINNINGS OR BONUSES (OR ANY OTHER SIMILAR BENEFIT) ("BENEFITS") AS A RESULT OF ANY ERROR MADE BY US OR ON OUR BEHALF (WHETHER TECHNICAL OR MANUAL) IN CALCULATING, ALLOCATING OR DISTRIBUTING BENEFITS, WE MAY VOID THE BENEFITS AND, TO THE EXTENT THAT YOU HAVE ALREADY RECEIVED OR BEEN CREDITED WITH A PAYMENT IN RESPECT OF THE SAME, YOU WILL REPAY THAT AMOUNT TO US OR WE MAY DEDUCT IT FROM YOUR ACCOUNT.

THE COMPANY SHALL NOT BE LIABLE FOR ANY ACTS OR OMISSIONS MADE BY YOUR INTERNET SERVICE PROVIDER OR OTHER THIRD PARTY WITH WHOM YOU HAVE CONTRACTED TO GAIN ACCESS TO THE SERVER THAT HOSTS THE WEBSITE.

13. LIMITATIONS OF LIABILITY

You agree that you are free to choose whether to use the Services and do so at your sole option, discretion and risk.

The Company shall not be liable to you or any third party in contract, tort, negligence, or otherwise, for any loss or damage whatsoever arising from or in any way connected with your, or any third party's use of the Software or the Services, whether direct or indirect, including, without limitation, damage for loss of business, loss of profits (including loss of or

failure to receive anticipated winnings), business interruption, loss of business information, or any other pecuniary or consequential loss (even where We have been notified by you of the possibility of such loss or damage).

The Company shall not be liable in contract, tort or otherwise, for any loss or damage whatsoever arising from or in any way connected with your use, of any link contained on the website. The Company is not responsible for the content contained on any Internet website linked to or from the website or via the Services.

You confirm that the Company shall not be liable to you or any third party for any modification to, suspension of or discontinuance of the Software or the Services.

Nothing in the User Agreement will operate so as to exclude any liability of the Company for death or personal injury that is caused by the Company's negligence.

You agree that, in the event that the Software or Services fail to operate correctly as a result of, but not limited to, any delay or interruption in operation or transmission, any loss or corruption of data or communication or lines failure, any person's misuse of the website or its contents or any error or omission in content or any other factors beyond our control: a. the Company will not be responsible for any loss, including loss of winnings, that may result; and b. if any such errors result in an increase in winnings owed or paid to you, you shall not be entitled to the winnings falling within such increase. You shall immediately inform the Company of the error and shall repay any winnings credited to your account in error to the Company (as directed by the Company) or the Company may, in its discretion, deduct an amount equal to those winnings from your account or set off such amount against any money owed to you by the Company.

14. BREACH OF THESE TERMS AND CONDITIONS

You agree to fully indemnify, defend and hold the Company, its white label partners and their respective companies and their respective officers, directors and employees harmless immediately on demand from and against all claims, demands liabilities, damages, losses, costs and expenses, including legal fees and any other charges whatsoever, howsoever caused, that may arise as a result:

- of any breach of the User Agreement by you;
- violation by you of any law or the rights of any third party;
- use by you of the Services or Software or use by any other person accessing the Services or Software using your user identification, whether or not with your authorization; or
- acceptance of any winnings.

In addition to any other remedy available, if you breach any of these terms and conditions of the User Agreement or the Company has reasonable grounds for suspecting that you have breached the terms and conditions of the User Agreement, in addition to any other remedies available to the Company, your winnings may be forfeited at the discretion of the Company and the Company may retain any positive balance then existing in your account on account of any damages or other amounts owed by you to the Company pending investigation and/or the conclusion of any legal proceedings. Failure to comply with the User Agreement may also result in disqualification, account closure and/or legal action being taken against you.

15. DISPUTES

You accept and agree that the random number generator will determine the randomly generated events required in connection with the Services and where the result shown on the Software (as installed and operated by your hardware) conflicts with the result shown on our server, the result shown on our server shall in all circumstances take precedence. You understand and agree that (without prejudice to your other rights and remedies) the Company records shall be the final authority in determining the terms of your use of the Services and you shall have no right to dispute the Company's decisions in regard to such matters.

No claims or disputes will be considered if submitted more than six (6) months after the date of the original incident or disputed transaction. In the case of in-running (live) sports betting, players are strongly advised to submit complaints within 30 calendar days to ensure the availability of live event data, though submissions will be accepted within the standard six (6) month timeframe.

You hereby undertake to raise such claims or disputes with the customer service department at our provided contact details and to provide the Company with all the relevant information or evidence which the Company reasonably requires to review your claim. The Company will confirm receipt of your complaint in writing within two (2) days, providing an explanation of the process and an average timeline for resolution.

The Company will make its best efforts to resolve all standard complaints within four (4) weeks of receipt. If necessary, due to complexity, this period may be extended once by an additional four (4) weeks, with prior written notice provided to you. Complaints related to Responsible Gaming will be prioritised and resolved within five (5) business days where possible.

If you do not agree with the Company's final decision, you have the explicit right to escalate the matter to an independent Alternative Dispute Resolution (ADR) entity certified by the Curaçao Gaming Authority (CGA). The ADR decision is final and binding with respect to the ADR process. Furthermore, this does not restrict your ability to contact the CGA directly regarding matters such as malpractice or breaches of license conditions.

If you wish to make a complaint, you should first contact Customer Support via support@apolosync.vip or live chat. Formal complaints may be submitted using the complaint form available on the Website. We will acknowledge receipt within 2 business days and aim to resolve complaints within 4 weeks, subject to one extension of up to 4 additional weeks where reasonably necessary. If you remain dissatisfied after our final response, you may refer the matter to our CGA-certified ADR provider: EGIS (egis-adr.com). The Company bears all costs of the ADR process. If the Company has contracted with more than one ADR provider, you have the right to choose which provider to submit your dispute to.

For the avoidance of doubt: the CGA does not adjudicate ordinary individual transaction disputes between players and operators. Ordinary transactional disputes (e.g., deposits, withdrawals, bonuses, game results) must first be submitted through the Company's internal complaint process, and if unresolved, to the CGA-certified ADR provider. Players may contact the CGA directly regarding: (i) regulatory misconduct or malpractice by the

operator; (ii) concerns about breach of licensing conditions; (iii) whistleblowing matters. Nothing in these Terms limits a player's right to contact the CGA for such purposes.

16. DURATION AND TERMINATION

The User Agreement shall come into force immediately upon your completion of the registration process with the Company and shall continue in force unless and until terminated in accordance with its terms.

We may terminate the User Agreement and your account (including your username and password) immediately without notice:

- if for any reason We decide to discontinue to provide the Services in general or specifically to you;
- if We believe that you have breached any of the terms of the User Agreement;
- if your use of the Services has been in any way improper or breaches the spirit of the User Agreement; or
- if your account is associated in any way with any existing account that has been terminated for breach of the User Agreement. If your account is associated with, or related to, existing blocked accounts, We may terminate your account, irrespective of the nature of this relationship, and the registration details provided on said accounts.
- for any other reasonable grounds We see fit.

Save for as otherwise provided herein, on termination of the User Agreement any balance in your account will be returned to you within a reasonable time, subject always to our right to deduct any amounts owed by you to us.

You may terminate the User Agreement and your account (including your username and password) at any time by sending an email to us at support@apolosync.vip or our Online customer service, such termination to take effect upon the Company terminating your account (including username and password), which shall occur within 7 calendar days after receipt by the Company of your email on our servers, provided that you shall remain responsible for any activity on your account between sending us an email and the termination of your account by the Company.

On termination of the User Agreement you shall:

- discontinue the use of the Software and the Services and
- remove and permanently delete the Software from your computer equipment and destroy all related documentation in your possession, custody, power or control.

The right to terminate the User Agreement given by this clause shall not prejudice any other right or remedy of either party in respect of the breach concerned (if any) or any other breach.

Upon the termination of the User Agreement for any reason, except as otherwise provided in the User Agreement and subject to any rights or obligations which have accrued prior to termination, neither party shall have any further obligation to the other under the User Agreement.

If you have previously had any issue with gaming addiction, financial difficulty, or any other such issue accounted for under our “Responsible Gaming” procedure, it is your responsibility to refrain from opening new accounts whilst such issue is in place. For

example, if you have previously been blocked for a gaming addiction with any brand operated by the Company, it is your obligation to refrain from opening new accounts in any of the brands operated by the Company. If you do so, We will close all accounts as soon as detected. We are not obligated to refund to you any deposits or funds wagered from the account that you opened whilst such issue was in place.

17. GENERAL

If any part of the User Agreement shall be deemed unlawful, void or for any reason unenforceable, then that provision shall be deemed to be severable from the rest of the User Agreement and shall not affect the validity and enforceability of any of the remaining provisions of the User Agreement. In such cases, the part deemed invalid or unenforceable shall be construed in a manner consistent with applicable law to reflect, as closely as possible, the original intent of the parties.

No waiver by us of any terms of the User Agreement shall be construed as a waiver of any preceding or succeeding breach of any terms of the User Agreement.

Unless otherwise expressly stated, nothing in the User Agreement shall create or confer any rights or any other benefits to third parties.

Nothing in the User Agreement shall be construed as creating any agency, partnership, trust arrangement, fiduciary relationship or any other form of joint enterprise between you and us.

The User Agreement (as defined in the preamble) contains the entire agreement between the Company and you relating to your use of the Software and the Services and supersedes any and all prior agreement between the Company and you in relation to the same. You confirm that, in accepting the User Agreement, you have not relied on any representation save insofar as expressly made by the Company in the User Agreement.

The Company reserves the right to transfer, assign, sublicense or pledge the User Agreement, in whole or in part, without your consent: (i) to any entity within the same corporate group as the Company, or (ii) in the event of a merger, sale of assets or other similar corporate transaction in which the Company may be involved in. You may not transfer, assign, sublicense or pledge in any manner whatsoever any of your rights or obligations under the User Agreement.

Subject to applicable laws and regulation, the Company may outsource any or all of the Services it provides under the User Agreement to third parties.

In the User Agreement, "you" or "your" or "user" or "player" or "registered customer" means any person who uses the Services or the Software under the User Agreement. Unless otherwise stated, "we", "us" or "our" refers collectively to the Company and its subsidiaries, affiliates, directors, officers, employees, agents and contractors.

Nothing in the User Agreement shall be construed so as to grant you any security interest whatsoever over the assets of the Company, including for the avoidance of doubt on any amounts standing to the credit of your account.

18. SPORTS BETTING RULES

Please carefully read the 'Sports Betting Rules'.

19. GAMING REGULATIONS

The Company is regulated by the laws and gaming regulations of Curaçao. You acknowledge that the Company may be bound to disclose certain information about you and your account to the competent authorities pursuant to such laws and regulations. For more information regarding the licensing status of <https://apolosync.vip/> please see following link: <https://cert.cga.cw/token?id=1288>

20. CHAT FEATURE

As part of your use of the Service, the Company may provide you with a chat facility via which you will be able to communicate with other users of the Service. The Company reserves the right to review the chat and to keep a record of all statements made on such facility. Your use of the chat facility you is subject to the following rules:

- You shall not make any statements that are sexually explicit or grossly offensive, including expressions of bigotry, racism, hatred or profanity.
- You shall not make statements that are abusive, defamatory or harassing or insulting to other users of the Service.
- You shall not make statements that advertise, promote or otherwise relate to other entities.
- You shall not make statements about the Company or the website or any other Internet website connected to the Company that are untrue and/or malicious and/or damaging to the Company.
- We are fully aware that English is not the first language of many of our players worldwide. However, at this current time, our policy upholds that this is the only language permitted in our chat application.

In the event of your breaching any of the above provisions relating to the chat facility, the Company shall have the right to remove your chat privilege or even temporarily suspend or permanently terminate your account. Upon such termination the Company shall refund to you any funds which may be in your account over and above any amount which may be owing to the Company at such time (if any).

PLEASE NOTE: When using the chat facility any personally identifiable information that you submit, can be read, collected, or used by other users of the same chat facility and could be used by third parties to send you unsolicited messages. The Company is not and shall not be responsible for the personally identifiable information that you choose to submit via the chat facility.

21. CUSTOMER SERVICE DEPARTMENT AND SPECIAL PROMOTIONS

For service quality assurance calls made by you to the customer service department are recorded.

You hereby expressly consent to the Company using the contact details provided by you on registration to occasionally contact you directly in relation to your use of the Services or

any other products or services offered by the Company, its partners or affiliates from time to time.

The Company will not tolerate any abusive behavior exhibited by users of the Service towards the Company's employees. In the event that the Company, in its sole discretion, deems that your behavior, via telephone, live chat, email or otherwise, has been abusive or derogatory towards any of the Company's employees, the Company shall have the right to block or terminate your account with the Company.

The Company may, from time to time, offer you special promotions. These promotions may be notified to you by various means, including but not limited to (i) email, (ii) telephone, (iii) SMS and (iv) additional windows opening from within the Software. Promotions begin at 00:00 and end at 23:59 GMT on specified dates, unless stated otherwise in the promotion's Terms & Conditions.

We will provide you with an opt-out option in relation to various types of communications from the Company and should you choose to opt-out from communications the Company shall respect your wishes in such regard.

22. CURRENCIES

You hereby acknowledge and accept that jackpot and other promotional amounts may be displayed on the website in one currency but actually paid to you in another currency. All currency conversions executed by the Company for the purposes of allowing you to deposit and cash-out money from your account shall be executed by the Company at an exchange rate comparable with daily commercial rates from oanda.com, or at our own bank's or our payment processor's prevailing rate of exchange following which your Account will be deposited accordingly.

23. GOVERNING LAW

The User Agreement and the relationship between the parties shall be governed by, and interpreted in accordance with, the laws of Curacao and you irrevocably submit, for the benefit of the Company, to the exclusive jurisdiction of the Joint Court of Justice of Aruba, Curaçao, Sint Maarten, and of Bonaire, Sint Eustatius and Saba to settle any disputes (including claims for set off and counterclaims) which may arise in connection with the creation, validity, effect, interpretation or performance of, or the legal relationships established by, the User Agreement or otherwise arising in connection with the User Agreement.

24. LANGUAGE DISCREPANCIES

The User Agreement has been drafted in the English language. In the event of any discrepancy between the meanings of any translated versions of the User Agreement and the English language version, the meaning of the English language version shall prevail.

If We reasonably suspect that a Registered Customer is abusing any of our deposit related bonuses in any way, We may choose to terminate the account, and any related accounts across our Services, and withhold any funds from such accounts. A suspicion of abuse may be based on the repeated patterns of deposit/cash-out/redeposit purely intended to gain the deposit related bonus. If We reasonably suspect that the Registered Customer is abusing our free sites and free games offers, We may choose to terminate the account, and any related accounts across our Services, and withhold any funds from such accounts. If We reasonably suspect that the Registered Customer is abusing the spirit of the free games sites – for example, by playing repeatedly only with free games, or by purchasing all the tickets for a free game, We may choose to close the account, and any related accounts across our Services, and withhold any funds from such accounts. If We have reason to suspect that an account or group of accounts are operating systematically – for example employing specific wagering techniques or wagering as a group, the Company shall have the right to block or terminate all accounts and, in such circumstances, the Company shall be under no obligation to refund to you any funds that may be in your account.

PLEASE PRINT OFF AND RETAIN A HARD COPY OF THE USER AGREEMENT FOR YOUR RECORDS.

A handwritten signature in black ink, consisting of a large, stylized 'D' followed by several vertical strokes and a long, sweeping horizontal line extending to the right.