

Terms and Conditions

<https://apolosync.vip/> is operated by Apollo Sync B.V., a private limited liability company incorporated under the laws of 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 any other policies expressly incorporated herein, form a binding agreement between you and the Company.

Regulatory and Corporate Details

The following information is disclosed in accordance with the CGA Policy Guideline on Terms and Conditions:

- Licensee legal name (as registered with the CGA and the Curaçao Chamber of Commerce): Apollo Sync B.V.
- Registered business address: Chuchubiweg 17, Willemstad, Curaçao.
- Curaçao Chamber of Commerce registration number: 168482(0).
- CGA licence number: 168482.
- Licence issue date: 16.04.2026.

Licence verification: <https://cert.cga.cw/token?id=1288>.

All Services offered under this brand are regulated by the CGA. Where any product or service is provided by another entity that is not regulated by the CGA, or where you are redirected to a non-CGA entity to obtain wagering services, this will be clearly indicated to you before you use that product or service.

These Terms and Conditions incorporate by reference the following policies, each as amended from time to time and each available on the Website: the AML/CFT Policy, the KYC Policy, the Responsible Gaming Policy, the 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

You may register and use the website <https://apolosync.vip/> (the “website”), its services (the “Services”) and its downloadable contents (the “Software”) only after you have actively accepted these Terms and Conditions during registration by ticking the “I accept these Terms and Conditions” box (or by an equivalent affirmative action). Mere use of the website, or the downloading or installing of the Software, does not by itself constitute acceptance. Acceptance must be given by you personally; acceptance by a third party on your behalf is not permitted. Upon your active acceptance, the User Agreement constitutes a binding legal document between you and the Company and 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 AND AMENDMENTS 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 and the Software and remove the Software from your computer and/or any other applicable device.

We may amend the User Agreement from time to time. We will notify you of any amendment by a durable method using your registered contact details and/or by on-site notification. Each such notification will (i) identify the material changes and the relevant clause numbers, (ii) state the effective date of the amended version, and (iii) provide a direct link to the updated User Agreement.

Material changes (those affecting your rights or obligations) will take effect only after you have actively re-accepted the amended User Agreement. For administrative or non-impactful changes, notice will be given and the change will take effect on the stated effective date. If you do not accept a material change, you may close your account in accordance with Section 18 and withdraw your available balance, subject to identity verification and our AML/CFT obligations; in that case the previous version continues to apply to you until your account is closed.

Amendments will not apply retrospectively, except where the change does not prejudice you or where we are correcting a clear technical or contractual error. We maintain a historical archive of all versions of the User Agreement, and previous versions will be made available to you upon request. It remains your responsibility to ensure that you are aware of the current terms and conditions of the User Agreement.

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. 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 AND VERIFICATION (KYC)

Persons under 18 years of age may not register, access, or use the Services. Registration and acceptance of these Terms must be completed personally by the player; third-party registration or acceptance is prohibited. 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.

You may not sell, transfer, acquire, or attempt to sell, transfer or acquire any player account, and you may not assign or pledge any claim you may have against the Company.

Know-Your-Customer (KYC) and Customer Due Diligence (CDD) checks apply to your account. By accepting these Terms, you authorise us to undertake verification checks to confirm your identity, age, address and payment methods, and to prevent money laundering and terrorist financing, including checks of whether you are a politically exposed person (PEP) or subject to a sanctions regime. We may request documents such as a valid identity document (national ID, passport or driving licence), proof of address not older than six months, proof of payment method, and source-of-funds or source-of-wealth documentation. If deemed necessary, we may request that document copies are notarized by a Public Notary. Full details are set out in our KYC Policy.

Customer Due Diligence is initiated no later than when your cumulative deposits reach XCG 4,000 (formerly denominated ANG 4,000; approximately EUR 2,000), and may be initiated earlier at our discretion, including upon registration where a higher-risk profile is presented. Upon your cumulative deposits reaching XCG 4,000, your account shall be placed under verification restriction, and no further deposits, withdrawals, or gameplay shall be permitted until the required identity verification has been completed to our satisfaction, unless a narrower restriction is expressly approved under applicable law and our internal AML/CFT controls.

Upon receiving a request for verification, you must provide the requested documentation within thirty (30) calendar days. If you fail to provide all required verification documents within that period, or if the documents fail our internal security checks (for example, suspected tampering or misrepresentation), your account may be blocked and the business relationship terminated in accordance with our AML/CFT Policy. In such circumstances, any available balance in your account (net of applicable deductions) shall be returned to your originating payment source, unless we are required by law or 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. Where we seek refreshed KYC on account closure, we will not require any information other than that requested during the period when the account was opened, except where such information is strictly necessary to comply with applicable AML/CFT obligations.

We reserve the right to perform background checks on any registered customer and request any relevant documentation, including verification of registration details, occupation, financial transactions, financial standing, and/or gaming activity. The Company is under no obligation to advise the registered customer of such an investigation, and may use specific third-party companies to perform investigations. 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 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, 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 Prohibited Activities and shall provide the Company with reasonable assistance with any investigations it may conduct.

The apolosync.vip website and any other trademarks, service marks and/or trade names used by the Company (the "Trade Marks") are the property 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 the Software, images, pictures, graphics, photographs, animations, videos, music, audio and text available via the Software or on the Internet (the "Website Content"), which 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 of legal 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, including during registration and as part of any payment transaction, are true, current, correct and complete and match the name(s) on the payment accounts used to deposit or receive funds. You may only use payment instruments 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. 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, including your address, source of funds, financial standing and occupation. Should any information be untrue, inaccurate, misleading or incomplete, you will be in breach of contract and we reserve the right to terminate your account and/or prevent you from using the Services.
- Your account is solely for your benefit. You shall not allow any third party (including a relative) to use your account, password or identity, 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 shall take all steps to keep them secure. You shall inform us immediately if you suspect misuse of your account, and cooperate with any investigation.
- You are responsible for the security of your username and password on your own device or internet access location. If this combination is compromised due to viruses or malware present on the device you use, this is your responsibility. You should report any possible hacking attempts or security breaches to the Company immediately.
- You have verified 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 of Internet gambling in general, and it is your responsibility to ensure the details of bets and games are correct. You will not commit any acts that damage the reputation of the Company.
- You are fully aware that there is a risk of losing money when gambling and you are fully responsible for any such loss. Your use of the Services is at your sole option, discretion and risk, and in relation to your gambling losses you shall have no claims against the Company or its directors, officers or employees.
- You acknowledge that the website may include features provided by third parties which may be installed on your device and automatically updated, and which may access your 'hand' history stored on your device for the purpose of providing promotions and notifications. You may elect not to enable recording of your hand history or to uninstall the feature.
- You will use the Services and the Software in accordance with the User Agreement, as amended from time to time, and abide by the rules and instructions for playing the games.
- You are solely responsible for recording, paying and accounting to any relevant authority for any tax or levy 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 this 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 required in connection with your use of the Software and the Services.
- You will use the Services and the Software only in good faith towards both the Company and other players. If the Company has a reasonable suspicion that you have used the Services in bad faith, the Company may terminate your account and any other accounts you hold.
- You acknowledge that certain games and tables are offered on a “shared basis”, enabling Company customers and users of third-party platforms to play with one another, possibly with different configurations, currencies and bet limits. You agree that you may be pooled into such shared games and tables at the Company's discretion.
- You acknowledge that we offer progressive jackpots for certain games, which increase in size as a result of contributions of monies staked by players in various countries, and that we may decommission a progressive jackpot at any time (including, in certain circumstances, before the jackpot is won).
- 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.

Responsible gaming undertakings (cooling-off, self-exclusion, deposit limits and related tools) are set out in Section 9 (Responsible Gaming) and in our Responsible Gaming Policy.

7. PROHIBITED USES, AML/CFT AND SANCTIONS

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 as a money transfer system or for any unlawful or fraudulent activity, including 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 money laundering, your access to the Services may be terminated immediately and/or your account blocked, and we may prevent you from accessing any of the Company's other websites, servers or services. The Company shall be entitled to inform relevant authorities, banks, credit card companies, electronic payment providers, other online service providers and 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 any investigation. In the interests of fair play, it is prohibited to utilise any recognised betting techniques to circumvent the standard house edge in our games; if such techniques are detected, we may block the account.

AML/CFT Monitoring and Screening. All transactions are monitored for AML/CFT purposes to detect and prevent money laundering and the financing of terrorism. Unusual or suspicious transactions will be reported to the relevant authorities (including the Financial Intelligence Unit (FIU) Curaçao) in accordance with Curaçao law, and we may not be permitted to inform you of such reports. Your data is screened against applicable sanctions lists and politically-

exposed-person (PEP) lists at registration, upon CDD initiation, and periodically thereafter. Where source of funds cannot be satisfactorily verified, or where a sanctions match is confirmed, we may refuse, suspend, reverse, freeze or close the relevant account or transaction as required by applicable law, sanctions obligations and our internal procedures.

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

Restricted Territories. 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. 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 resulting from your failure to keep your credentials secure, and all transactions where your username and password have been entered correctly will be regarded as valid, whether or not authorized by you. This does not exclude our liability for unauthorized access caused by our own negligence, technical failure on our part, or fraud for which we are responsible.

The Company is not a bank or financial institution. Funds held in your account are not a deposit, do not constitute a banking relationship, and no interest or any other return is owed or paid on them. We uphold high security standards: customer funds are segregated from the Company's operational accounts and are monitored daily.

Remittance of funds. As a general rule, funds are returned only to the payment account or source from which they originated. Where return to the originating source is not possible (for example, where a payment account or e-wallet is closed, suspended, deactivated, non-compliant or unavailable, or, in the case of cryptocurrency, where the relevant wallet is lost, unavailable, deactivated, sanctioned or blocked), we will agree an alternative compliant return method with you, subject to identity verification and our AML/CFT obligations. Crypto-specific remittance, including delisted tokens, chain forks, and sanctioned or blocked addresses, is handled in accordance with the CGA Crypto Policy and applicable law.

Inactive and dormant accounts. If your account remains inactive for 365 consecutive days, we may classify it as a dormant account. Before any further action is taken, we will make all reasonable attempts to notify you using your registered contact details. Dormant 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 and dormancy controls required by law. Where a dormancy administrative fee applies, it is €5 per month, charged only against any remaining balance, never creating a negative balance, and never applied to self-excluded accounts; before any fee is charged we will notify you of the fee, how it is calculated and the date from which it applies. Bonus balances and promotional entitlements may expire in accordance with the applicable bonus terms.

The Company may set off any positive balance in your account against any amount owed by you to us, and may deduct from your account any amount required. Monies deposited or cashed-out in currencies other than Euros may be rounded up or down on conversion in accordance with our rounding policy. As well as restricting your account, we reserve the right to limit or refuse any bet, stake or other wager. Where the Software uses a third-party application interface, not all information relating to your past gambling activities may be displayed online.

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

9. RESPONSIBLE GAMING

The Company is committed to responsible gaming and to protecting players from gambling-related harm in accordance with the CGA Responsible Gaming Policy for Licensed Operators. A dedicated Responsible Gaming section is accessible within one click from the homepage, the footer and your account area, and our full Responsible Gaming Policy is available on the Website. Responsible gaming information is provided in English and in the primary language(s) of each player-facing market.

We provide the following tools, which you can activate from your account or by contacting support@apolosync.vip:

- Deposit limits: customizable daily, weekly and monthly limits. A request that makes a limit more restrictive takes effect immediately; a request that makes a limit less restrictive is subject to a cooling-off period of at least 24 hours (or longer where required).
- Cooling-off: short-term breaks of 24 hours, 7 days, 1 month or 3 months, applicable to specific game verticals, specific brands, or all gambling activities. Cooling-off takes effect immediately upon submission; during a cooling-off period no bonuses or marketing communications are sent, while your funds remain available for withdrawal.
- Self-exclusion: long-term exclusion for a minimum of twelve (12) months in accordance with Article 5.4(2) of the LOK, with available durations of 1 year, 3 years, 5 years, 10 years, and Lifetime, applying across all brands operated by the Company under our licence. Self-exclusion takes effect immediately upon request and is irrevocable for its full duration; it cannot be lifted, shortened or suspended for any reason while in force. A reactivation request may only be submitted after the selected period has fully and

naturally expired, and is subject to a responsible-gaming review and a responsible-gaming reminder before access is restored.

- Reality checks and self-assessment: session timers and activity summaries (which you must acknowledge before continuing), and self-assessment tools including the CAGE gambling self-assessment questionnaire available on the website.

We do not offer any credit to players for the purpose of wagering; all gameplay must be funded by cleared balances in your account. We monitor player activity for indicators of problem gambling and may, where reasonably necessary and proportionate to the risk identified, apply protective measures (including contact, deposit restrictions, removal from marketing, temporary suspension, or mandatory exclusion), in some cases without your prior consent. Support resources for gambling-related harm are listed in our Responsible Gaming section, including links to independent organisations such as GamCare, Gamblers Anonymous and Gambling Therapy, and to blocking tools such as BetBlocker, Gamban, Net Nanny, GamBlock and CyberSitter. We will not send marketing communications to self-excluded players or players in an active cooling-off period.

If you have previously been subject to a gambling ban, self-exclusion, bankruptcy, or other condition addressed under our Responsible Gaming Policy, it is your responsibility to refrain from opening new accounts while such condition is in place. If you do so, we will close all such accounts as soon as detected, and we are not obligated to refund deposits or funds wagered from an account opened in breach of an active exclusion or restriction; any balances will be handled in accordance with applicable law, regulatory requirements, our Responsible Gaming Policy and any fraud or AML findings.

10. DATA PROTECTION AND PRIVACY

We process your personal data — including its collection, use, storage, retention and sharing — only in accordance with applicable law (including the LOK and, where applicable, the GDPR), and only for purposes connected with providing the Services, verifying your identity, meeting our AML/CFT, regulatory, tax and legal obligations, and (unless you have opted out) marketing. We collect the identity, contact, payment, transaction and gaming-activity data described in these Terms and in our KYC and AML/CFT Policies, and share it only with payment, verification and hosting providers, regulators and other competent authorities, and other parties where required by law or necessary to provide the Services. You have the rights afforded under applicable data-protection law, including rights of access and correction, which you may exercise by contacting support@apolosync.vip. The retention periods that apply to your data are described below.

In accordance with Article 5.9(1)(j) of the LOK, all digital records containing critical information about players, their gaming transactions and their financial transactions are maintained on a server located within a Tier-IV certified data centre registered in Curaçao, to which the CGA has access. KYC, transaction, gaming, CDD/EDD, screening and responsible-gaming records are retained for a minimum of five (5) years, or for any longer period required by applicable law, regulatory requirement, limitation period, litigation hold, ADR process, or CGA/FIU instruction.

11. PAYMENT TRANSACTIONS AND PAYMENT FRAUD

The deposit and withdrawal methods available to you, together with the expected or average processing time for each method, are displayed in the cashier before you confirm a transaction. Withdrawals are paid to a verified payment method held in your own name and, as a general rule, to the source from which the corresponding deposit was made, and we will process withdrawal requests without undue delay once any required checks are complete. Withdrawals are subject to identity verification and KYC in line with our AML/CFT Policy, in particular where cumulative deposits and/or withdrawals reach XCG 4,000 (approximately EUR 2,000). Any restrictions or conditions on withdrawing unwagered funds are set out in the applicable bonus terms. We accept cryptocurrency deposits and withdrawals, currently in USDT (Tether). Crypto deposits and withdrawals are made to a wallet held by you and are subject to wallet screening and blockchain analytics, and we may refuse, delay or reverse transactions involving anonymous, mixer-based, sanctioned or otherwise high-risk wallets; crypto transactions, and matters such as delisted tokens, chain forks or blocked addresses, are subject to the CGA Crypto Policy and applicable law.

Each user is fully responsible for paying all monies owed to the Company. You agree not to make or attempt any chargebacks, or to deny or reverse any payment you have made, and you agree to reimburse the Company for any chargebacks, denials or reversals and any loss suffered as a consequence. The Company may, at its sole discretion, cease to provide the Services or withhold payment to certain users.

We reserve the right to run credit checks with third-party agencies on the basis of the information provided on registration, and to use third-party electronic payment processors and/or financial institutions to process payments. Where we have reasonable suspicion that a fraudulent payment is being made or received, including the use of stolen credit cards or any other fraudulent activity, we reserve the right to block or terminate an account, reverse any pay-out made and recover any winnings, and to inform any relevant authorities or entities. 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 that person's approval.

You must make all payments to us in good faith and not take any action that would cause a payment to be cancelled by a third party in order to avoid liability. 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.

12. BONUSES

All promotions, bonuses or special offers are subject to promotion-specific terms and conditions, which are clear, fair and prominently disclosed either in the main User Agreement or in linked bonus-specific terms. You must explicitly accept the applicable bonus terms before participating in any promotion, and you will not be time-barred from accessing a bonus in a way that prevents you from reviewing its full terms. Bonus-specific terms disclose wagering requirements and how they are calculated, expiry periods, withdrawal restrictions, forfeiture and confiscation conditions, and whether bonus funds are withdrawable and under what 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.

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 are entitled only to one welcome bonus per brand.

Your account is made up of both Available Funds (which can be used in any applicable game or withdrawn subject to the withdrawal conditions set out in Section 11, also referred to 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, also referred to as “Bonus Balance”). Your deposit may take a number of days to be processed and reach your account, and until then is not considered Available Funds. Where you have both, the next wager uses Available Funds first; Restricted Funds are used only once your Available Funds balance is zero.

You may request the removal of a bonus from your account, but this removal may include any winnings gained from such bonus. The ‘confirm your ID’ bonus is issued at the Company’s discretion and may not be available for all customers; relevant criteria include registration country, deposit amount and deposit payment type. Please contact support@apolosync.vip for further information on eligibility.

Where we reasonably suspect that a customer is abusing deposit-related bonuses (for example, through repeated patterns of deposit, cash-out and re-deposit purely to gain the bonus), or is abusing free-site or free-game offers, or that an account or group of accounts is operating systematically (for example, employing specific wagering techniques or wagering as a group), we may suspend or close the relevant account(s) and any related accounts, and apply proportionate measures to the funds connected to the abuse, subject to applicable law and our AML/CFT obligations.

13. OBLIGATIONS OF THE COMPANY

The Company has no obligation to check whether users are using the Services in accordance with the User Agreement, but may, at its sole discretion, take appropriate action against any person it suspects of unlawful behavior or of violating the User Agreement. 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.

14. NO WARRANTY

THE SERVICES AND THE SOFTWARE ARE PROVIDED “AS IS”. THE COMPANY MAKES NO WARRANTY OR REPRESENTATION, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, COMPLETENESS OR ACCURACY OF THE SERVICES OR THE SOFTWARE, OR NON-INFRINGEMENT. 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 ARE FREE OF VIRUSES OR BUGS.

A MALFUNCTION VOIDS ALL PAYS. IN THE EVENT OF SYSTEMS OR COMMUNICATIONS ERRORS, MALFUNCTIONS, BUGS OR VIRUSES RELATING TO ACCOUNT SETTLEMENT OR OTHER ELEMENTS OF THE SERVICES, OR RESULTING IN LOSS OF DATA, WINNINGS OR BONUSES, THE COMPANY SHALL VOID THE GAMES AND PAYMENTS IN QUESTION AND MAY TAKE ANY OTHER ACTION TO CORRECT SUCH ERRORS, AND IS NOT REQUIRED TO PROVIDE ANY BACK-UP NETWORK OR SYSTEMS.

IF YOU RECEIVE ANY WINNINGS OR BONUSES ("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, 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 OF YOUR INTERNET SERVICE PROVIDER OR OTHER THIRD PARTY.

15. 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. Subject to the paragraph on death or personal injury below, 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 connected with your, or any third party's, use of the Software or the Services, whether direct or indirect, including 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.

The Company shall not be liable for any loss or damage arising from your use of any link contained on the website and is not responsible for the content of any Internet website linked to or from the website. You confirm that the Company shall not be liable 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 caused by the Company's negligence, or any other liability that cannot be excluded under applicable law.

If the Software or Services fail to operate correctly as a result of any delay or interruption, loss or corruption of data, communication or line failure, misuse of the website, error or omission in content, or any other factors beyond our control: (a) the Company will not be responsible for any resulting loss, including loss of winnings; and (b) if such errors result in an increase in winnings owed or paid to you, you shall not be entitled to the increase, shall inform the Company immediately, and shall repay any winnings credited in error, which the Company may also deduct or set off.

16. BREACH OF THESE TERMS AND CONDITIONS

You agree to fully indemnify, defend and hold the Company, its white label partners and their respective companies, officers, directors and employees harmless on demand from and against all claims, demands, liabilities, damages, losses, costs and expenses, including legal fees, 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 or any other person of the Services or

Software using your user identification, whether or not authorized; or acceptance of any winnings.

In addition to any other remedy available, if you breach these terms or the Company has reasonable grounds for suspecting a breach, your winnings reasonably connected to the breach may be forfeited and the Company may retain a positive balance reasonably connected to the breach pending investigation and/or the conclusion of any proceedings. Any such measure will be proportionate and limited to funds reasonably connected to the breach; legitimate balances not connected to the breach will be handled in accordance with applicable law and our AML/CFT obligations. Failure to comply with the User Agreement may also result in disqualification, account closure and/or legal action.

17. COMPLAINTS, DISPUTE RESOLUTION AND GAME FAIRNESS

Game fairness. All games are fair and use certified random number generators (RNG). Game outcomes are determined by the certified RNG, and the result recorded on our server shall in all circumstances take precedence over any result displayed on your device. For non-RNG products (such as fixed-odds betting and live-dealer games), outcomes are determined by the underlying event or the live game as recorded by us, and any discrepancy (including live-dealer human error) will be resolved by reference to our records and the applicable game rules, with affected wagers voided or corrected where appropriate. The Company's records constitute strong evidence of the matters recorded, without prejudice to your right to complain and to escalate as set out below.

Making a complaint. 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, which is clearly linked on the Website and in these Terms and is available in English, Dutch and Papiamentu and, where the relevant player-facing website is operated in another language, in that language. Complaints may only be submitted by the registered player who holds the relevant account; anonymous complaints will not be accepted, and you may not assign, sell or pledge any claim against the Company.

Timeframes. You may lodge a complaint free of charge within six (6) months of the incident or disputed transaction. For peer-to-peer games (such as poker) and ante-post fixed-odds bets, the six-month period begins after bet settlement or conclusion of the relevant event. For in-running (live) sports betting, the six-month period also applies, but you are encouraged to submit promptly because certain live-event data may only be retained for a limited period. We will confirm receipt of your complaint in writing within two (2) business days, providing an explanation of the process and an indication of the average resolution timeline. We will use our best efforts to resolve standard complaints within four (4) weeks of receipt; where necessary due to complexity, this period may be extended once by a further four (4) weeks with prior written notice. Complaints relating to Responsible Gaming are prioritised and resolved within five (5) business days where possible.

Alternative Dispute Resolution (ADR). If you remain dissatisfied after our final response, you have the explicit right to escalate the matter to an independent Alternative Dispute Resolution (ADR) entity certified by the CGA. We have contracted with EGIS (egis-adr.com; info@egis.io) as our CGA-certified ADR provider. The Company bears all costs of the ADR process and you are not charged for submitting a dispute. Where the Company has contracted with more than one CGA-certified ADR provider, you may choose which provider to use. ADR contact details

are included in all written communications regarding the outcome of your complaint and in these Terms.

Effect and finality of ADR. The ADR decision is final and binding with respect to the ADR process, and once an ADR provider has issued a final decision the same dispute may not be re-submitted to a different ADR provider. The ADR process does not restrict your right to take legal action: except where otherwise agreed under the specific terms of the ADR or required by law, nothing in these Terms limits your ability to seek relief before a court of competent jurisdiction. We will implement ADR decisions promptly and in full; where an ADR decision requires payment to you, we will make that payment within ten (10) business days of receiving the decision, and we will not withhold compliance pending any legal proceedings unless ordered to do so by a court.

Contacting the CGA. The CGA does not adjudicate ordinary individual transaction disputes (for example, deposits, withdrawals, bonuses, or game results); these must first be submitted through our internal complaint process and, if unresolved, to our CGA-certified ADR provider. You may contact the CGA directly regarding: (i) regulatory misconduct or malpractice by the operator; (ii) breach of licensing conditions; or (iii) whistleblowing matters. Nothing in these Terms limits your right to contact the CGA for such purposes.

18. DURATION AND TERMINATION

The User Agreement comes into force immediately upon your completion of the registration process and your active acceptance, and continues in force unless and until terminated in accordance with its terms. We may terminate the User Agreement and your account immediately, with notice where reasonably practicable:

- if we decide to discontinue providing the Services in general or specifically to you;
- if we reasonably believe that you have breached any of the terms of the User Agreement;
- if your use of the Services has been improper or breaches the spirit of the User Agreement;
- if your account is associated with any existing account that has been terminated for breach of the User Agreement; or
- for any other reasonable grounds we see fit.

Save as otherwise provided herein, on termination any balance lawfully belonging to you will be returned to you within a reasonable time, subject to our right to deduct any amounts owed by you to us and to our identity-verification and AML/CFT obligations. Where termination or suspension occurs, the treatment of funds will be handled as set out in Sections 8 and 16, and you may escalate any dispute as set out in Section 17.

You may terminate the User Agreement and your account at any time by sending an email to support@apolosync.vip or contacting our online customer service. Such termination takes effect upon the Company closing your account, which shall occur within seven (7) calendar days after receipt of your request, provided that you remain responsible for any activity on your account in the meantime. On termination you shall discontinue use of the Software and the Services and permanently delete the Software from your equipment. The right to terminate shall not prejudice any other right or remedy of either party.

19. GENERAL

If any part of the User Agreement is deemed unlawful, void or unenforceable, that provision shall be severable from the rest of the User Agreement and shall not affect the validity of the remaining provisions; the invalid part 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 term shall be construed as a waiver of any preceding or succeeding breach. Unless otherwise expressly stated, nothing in the User Agreement creates any rights or benefits for third parties, nor any agency, partnership, trust, fiduciary relationship or joint enterprise between you and us. The User Agreement contains the entire agreement between the Company and you relating to your use of the Software and the Services and supersedes any prior agreement on the same subject.

The Company may 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; or (ii) in the event of a merger, sale of assets or similar corporate transaction. You may not transfer, assign, sublicense or pledge any of your rights or obligations. Subject to applicable laws, the Company may outsource any or all of the Services to third parties. The User Agreement is reviewed periodically and updated in line with regulatory changes. Player support is available at support@apolosync.vip.

In the User Agreement, “you”, “your”, “user”, “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 grants you any security interest over the assets of the Company, including any amounts standing to the credit of your account.

20. SPORTS BETTING RULES

Please carefully read the ‘Sports Betting Rules’, available on the Website, which apply in addition to these Terms.

21. 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: <https://cert.cga.cw/token?id=1288>.

22. CHAT FEATURE

The Company may provide a chat facility via which you can communicate with other users. The Company reserves the right to review the chat and keep a record of all statements made. Your use of the chat facility 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, harassing or insulting to other users.

- You shall not make statements that advertise, promote or otherwise relate to other entities.
- You shall not make statements about the Company or any connected website that are untrue, malicious or damaging.
- While we are aware that English is not the first language of many players, at this time English is the only language permitted in our chat application.

If you breach any of the above provisions, the Company may remove your chat privilege or temporarily suspend or permanently terminate your account. Upon such termination the Company shall refund any funds in your account over and above any amount owing to the Company. Please note: any personally identifiable information you submit via the chat facility can be read, collected or used by other users and could be used by third parties to send you unsolicited messages; the Company is not responsible for information you choose to submit via the chat facility.

23. CUSTOMER SERVICE DEPARTMENT AND SPECIAL PROMOTIONS

For service quality assurance, calls made by you to the customer service department are recorded. You expressly consent to the Company using the contact details provided by you on registration to contact you in relation to your use of the Services. The Company will not tolerate any abusive behavior by users towards the Company's employees; where the Company reasonably deems your behavior, via any channel, to have been abusive or derogatory, it may block or terminate your account.

The Company may from time to time offer you special promotions, notified by means including email, telephone, SMS and in-Software windows. Promotions begin at 00:00 and end at 23:59 GMT on specified dates, unless stated otherwise in the promotion's terms. We will provide you with an opt-out option in relation to various types of communications, and will respect your choice to opt out. No promotional or marketing communications will be sent to self-excluded players or players in an active cooling-off period.

24. CURRENCIES

You acknowledge that jackpot and other promotional amounts may be displayed on the website in one currency but paid to you in another currency. The procedures and rules for placing bets in different currencies, and whether prize money is credited in the same currency in which the bet was placed (including where that currency is a cryptocurrency such as USDT), are set out on the Website. All currency conversions executed by the Company shall be at an exchange rate comparable with daily commercial rates from oanda.com, or at our own bank's or payment processor's prevailing rate of exchange, following which your account will be credited accordingly.

25. GOVERNING LAW AND JURISDICTION

In accordance with Article 5.5 of the LOK, the User Agreement and the relationship between the parties shall be governed by, and interpreted in accordance with, the laws of Curaçao, and any dispute arising out of or in connection with the User Agreement shall be submitted to the competent court of Curaçao. This is without prejudice to your rights under the complaint and ADR process set out in Section 17.

26. 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.