

VentureGamez N.V.

**Terms and
Conditions**

May 2025

Welcome to the services offered by VentureGamez N.V., a limited liability company, registered and incorporated under the laws of Curaçao, with company registration number 162316 and having its registered address at Kaya W.F.G. (Jombi) Mensing 24 Unit A (referred to as "we," "us," or "our" "VentureGamez").

By accessing and using our website, pages, social media and support channels (collectively, the "Services"), you, the Player, agree to comply with and be bound by these Terms and Conditions of Use ("Terms"). If you do not agree to these Terms, We kindly request that you do not use the Services.

1. Acceptance of Terms

By accessing and using the Services and voluntarily clicking on the checkbox, you agree to be bound by these Terms, as well as our Privacy Policy and our Responsible Gaming Policy. If you do not agree with any part of these Terms, you must not access or use the Services.

2. Changes to the Terms

We may update or modify these Terms from time to time. Any changes will be made available to the Player via email. However, it is your responsibility to review the changes informed via email regularly. Continued use of the Services after any changes to the Terms will indicate your acceptance of those changes.

3. Creating an Account and Account Management

To access the Services, the Player must complete the registration process by providing accurate, current, and complete information as requested during account creation. This information may include your full name, email address, date of birth, address and phone number. By creating the account, the Player affirms that it is solely responsible for maintaining the accuracy and completeness of the information provided in the account.

The Player shall be responsible for maintaining the confidentiality of your account login details, including your Playername and password. The Player agrees to notify us immediately if you suspect any unauthorized access to your account. You are also responsible for any activities that occur under your account, whether authorized by you or not.

The Player agrees to update your account information promptly if there are any changes. Failure to provide accurate information may result in the suspension or termination of your account and the forfeiture of any winnings.

In some cases, We may require you to provide additional information or documentation to verify your identity before allowing access to certain features or making withdrawals. This process is in place to ensure compliance with applicable laws, including anti-money laundering regulations and responsible gambling policies.

While we recognize that mistakes and typographical errors may occur, if we discover that the information provided during the registration process is inaccurate or misleading, we reserve the right to close your account and retain any applicable funds in it. Similarly, if you fail to successfully complete our identity verification procedures or provide sufficient documentation to verify your identity, we may close your account and withhold any winnings until verification is completed.

Bear in mind that We reserve the right to suspend or terminate your account at any time, after sending a prior written notice, if we suspect any fraudulent, illegal, or inappropriate activity associated with your account, or if you violate any part of these Terms and Conditions.

We reserve the right to refuse to open an account for any reason, at our sole discretion, and without the need for an explanation.

If you attempt to open or maintain more than one account, in addition to your initial account, we reserve the right to block or close all additional accounts. If we determine that there is more than one account registered under the same household, we will block or close all accounts associated with that household. Only one account per household is permitted.

Information regarding available payment methods can be found on both the "My Account" and "Deposit" pages of the Services. Please note that the payment methods offered, along with their average processing times and any applicable service fees, are subject to change and are described in our Services. Remember that we do not accept cash payments directly or through any payment solution provider. Only payments made in EUR, USD, or GBP will be accepted.

A player can request the permanent or temporary closure of his or her account by contacting Player Support by email. When you request closure of your account we will return any outstanding balance in your account to you, using the same method of payment which was used to fund your account, or such other accepted updated payment methods with which you have provided to us subsequently, except where we are withholding such monies a result of Cheating, Irregular Play, Collusion, Fraud and Criminal Activity, or breach of the terms of these General Terms and Conditions.

If it is not possible to pay out the full balance at once because of payment limits or other reasons, the account will remain open until the full amount has been withdrawn by player. VentureGamez N.V. reserves the right, in its sole discretion, to permanently disable your account at any time and for any reason. Any balance in your account at the time of such account termination will be credited to your credit/debit card and/or sent to you by cheque, wire or money transfer except where we are withholding such monies as a result of Cheating, Irregular Play, Collusion, Fraud and Criminal Activity, or breach of the terms of these General Terms and Conditions.

However, VentureGamez N.V. reserves the right, in its sole discretion, to void any winnings and confiscate any balance under any of the following circumstances:

- a. If you have more than one active account;
- b. If the name on your player account does not match the name on the payment or withdrawal method used (including credit card(s), Money Transfers, etc.) used to fund or withdraw from your account;
- c. If you provide incorrect or misleading registration or Player Profile information;
- d. If you are not of legal age in the province/state/country and/or jurisdiction where you reside;
- e. If you have allowed or permitted (intentionally or unintentionally) someone else to access or play using your account;
- f. If you have not played on an individual basis for personal entertainment only (that is, you have played in a professional sense, with the intent on exploiting our bonuses or in concert with other Player(s) as part of a club, group, etc.);
- g. If you have "charged back" any of the deposits made with your credit card or any available payment method associated to your account or have threatened to charge back;
- h. If you are found colluding, cheating, conducting criminal activity such as money laundering or undertaking fraudulent activity;
- i. If it is determined that you have employed or made use of a system (including machines, computers, software or other automated systems 'bots') designed

specifically to defeat Casino; or that you have made irregular betting or wagering patterns, or suspicious or irregular betting strategies;

j. If you use the Website or your account in bad faith; and

k. If we become aware that you have played at any other on-line casino under any of the foregoing circumstances set out above.

4. Withdrawals and Refunds

Minimum withdrawal amount is 20 €/£/\$, unless explicitly stated otherwise in Terms & Conditions of the specific promotion. All deposits must be wagered at least once before the player is able to withdraw any balance. Successful withdrawals will be paid back to the player's original method of deposit. If the deposit method account does not support a pay out, or if the pay-out is not possible for whatever reason, withdrawals will be paid to the player via any payment method used by a player to deposit in the Services in the past.

In special cases, usually to prevent money laundering, the cashier will reserve the right to pay the player's withdrawal via any method even if the player requested otherwise. Withdrawal requests to credit cards which are not refundable will be either issued to an e-wallet of player's choice or via Wire Transfer. In this case all processing fees are the player's responsibility.

Due to restrictions of the payment processor the minimum withdrawal amount processed via Wire Transfer is 500 €/£/\$/. For transactions within European Union the minimum withdrawal amount processed with Wire Transfer is 100€/£/\$. Maximum withdrawal amount processed to a player is 2000 €/£/\$ per a week and 5000 €/£/\$ per a month, unless otherwise specified in the promotional Terms & Conditions, where exceptions can be made to players with a higher VIP status.

If withdrawal is limited (in the case that the player wins with a Free Signup Bonus for instance), any balance over the maximum allowed amount will be removed from the player's account after the withdrawal is requested. Should a player attempt to withdraw before the wagering has been completed, the bonus and any potential winnings derived from the bonus will be forfeited. VentureGamez N.V. reserves the right to refuse or withhold any bonus amounts or winnings if the player's deposited funds were cancelled or denied by the payment service. VentureGamez N.V. finance department may take up to two (2) business days in order to process the withdrawal, after all the requested account verification documents are received and confirmed.

In order to withdraw the player must submit copies of all the following personal documents:

- Copy of a personal identification document (ID, driver's license, or passport); and
- Copy of a utility bill (gas, electric, water, telephone – must not be older than 3 months) with name and address as registered in player's casino account.

An additional authorization form for credit card and documents may be requested from the Finance department. Should you wish to verify your account before requesting a withdrawal, you need to contact our Live Support. Once you receive an E-mail from our KYC team, please make sure to upload all of the requested documents within the set time-frame by following the instructions.

Refunds are in addition to a Player's rights as a consumer under the applicable consumer protection laws and regulations. All monies deposited by Players are held in the Player's player account. The Player's funds are kept in bank accounts separate from business accounts. After filing a dispute regarding a deposit-related concern, the Player can proceed to request a refund. To request a refund the Player must contact Player Support, clearly describe the issue, and specify the requested refund amount. This request will be passed on to the relevant department, depending on the nature of the request.

The refund request can be considered at any time, depending on the nature of the request. It will be diligently investigated and where necessary, information will be obtained from the player's account, game providers, PSP's etc until an accurate and satisfactory conclusion can be reached. If the refund is agreed, the amount refunded will be a true reflection on what the Player is owed and unique from the Player's existing balance and winnings.

We reserve the right to withhold any refund until the identity of the account's holder is established to our satisfaction. Where possible, refunds will be issued via the same method that was used for deposits. In case the payment method used to deposit does not support withdrawals, the refund will be processed via bank transfer only.

The refund will be for the full amount where possible and not staggered over a period of time. In the event the request is not approved, the Player will be notified as to the reasons why their request was declined. If the Player is still dissatisfied, then they should email Player Support and a manager will contact them directly to resolve the issue. If the issue still cannot be resolved, then the Player should refer to our complaints procedure policy. Where possible the time frame/period between a refund request and resolution, either approving or not approving the refund, will be no longer than seventy-two (72) hours from the time the request is received.

An inactive account is an account that has not been accessed for at least six (6) months, that has a real money balance. If we realize this, VentureGamez N.V. will contact you via email up to one (1) month prior to your account become inactive informing that your account is about to become inactive. When an account becomes inactive, VentureGamez N.V. might charge 5 EUR (or the equivalent in any other currency) per month administrative fee on your account. If after your Account has become inactive, you access your Account, you shall be entitled to reimbursement if you can proof one of the following: a) You could not access your Account due to lack of internet connectivity. b) You could not access your Account due to a reasonable cause.

5. Eligibility to Use the Services

To use the Services, you must have reached at least eighteen (18) years old or more, according to the legal gambling age of the jurisdiction where you are based. By accepting these Terms and using the Services, you also confirm that you are of legal age and are able to enter into a legally binding agreement.

By using the Services, the Player (i) confirms that they are playing for their own account and with their own funds; (ii) acknowledges that this is the Player's first and only registration on the Services, and they are not registered under any other account or profile on the website; (iii) affirms that they have not self-excluded from, nor been banned by, any gambling website or platform; (iv) warrants that all information provided is accurate, complete, and verifiable; and (v) acknowledge that VentureGamez N.V. sets certain limitations to the maximum prices that can be won per day/week/month and/or can be withdrawn per day/week/month.

The Player acknowledges and understands that providing false, misleading, or incomplete information, whether during registration or at any other time, may result in the immediate voiding of any winnings earned on the Website. In such cases, the Player's account may be suspended or permanently terminated, and any funds within the account may be forfeited. Additionally, the Player may be prohibited from creating a new account on the Website in the future.

6. Your Responsibilities as Player

You agree to use the Services in a responsible, lawful, and appropriate manner. You will not: (a) violate any applicable laws or regulations; (b) infringe upon or violate our or any third party's intellectual property rights; (c) upload, distribute, or transmit harmful, defamatory, obscene, or unlawful content; (d) attempt to interfere with, modify or disrupt the Services or other Players' experience; (e) use the Services for fraudulent or malicious purposes; and (f) attempt to gain unauthorized access to the Services.

We may provide a chat facility to enable communication between players within the platform. The following guidelines and restrictions apply to your use of the chat facility. By using this feature, you agree not to:

- **Sexually Explicit or Offensive Content:** You shall not post, transmit, or share any content that is sexually explicit, obscene, or grossly offensive in nature, including, but not limited to, graphic depictions of sexual acts, lewd language, or content intended to sexually harass other Players.
- **Derogatory, Discriminatory, or Hateful Language:** You must refrain from using derogatory terms, racial slurs, discriminatory language, or content that promotes hate speech, intolerance, or prejudice against any individual or group based on characteristics such as race, ethnicity, religion, gender, sexual orientation, disability, or other protected characteristics.
- **Encouraging antisocial or harmful behavior:** You shall not post or transmit content that encourages harmful behavior, including but not limited to self-harm, violence, substance abuse, or any other activity that may lead to harm to yourself or others.
- **Facilitation of illegal activities:** You must not use the chat facility to promote, facilitate, or encourage illegal activities, including but not limited to gambling, fraud, hacking, or any form of cybercrime, and must refrain from soliciting or offering any illegal services.
- **Harassment, threats, and intimidation:** You shall not use the chat function to harass, threaten, bully, or cause distress or inconvenience to other Players. This includes actions such as sending repeated unsolicited messages, offensive personal attacks, or engaging in malicious behaviors designed to distress or intimidate other players.
- **Influencing or abusing other Players:** You may not use the chat facility to manipulate, intimidate, or otherwise influence other players' actions through coercion, intimidation, or abusive behavior. This includes threatening players to act in a way that is contrary to their best interests or in violation of the game's rules.
- **Disruption of normal dialogue flow:** You shall not disrupt, derail, or interfere with the normal flow of communication within the chat, including posting excessively repetitive, irrelevant, or off-topic content, spamming, or posting in a manner that interferes with other Players' ability to engage in meaningful conversations.
- **Advertising or promotion of external entities:** The use of the chat facility to advertise, promote, or otherwise relate to any third-party services, products,

websites, online forums, or any other external entities is prohibited. This includes unsolicited promotional messages or links to external websites.

- **False or malicious information about the Services:** You are prohibited from making false, malicious, or defamatory statements about the Services, or any affiliated parties. This includes spreading untrue or harmful rumors about the platform, its operations, or its staff.

You agree that you will not collude with other players or coordinate your actions in any way to gain an unfair advantage or disrupt the integrity of the game. Collusion refers to any agreement, cooperation, or shared strategy that undermines the fairness of the game or the platform.

Kindly bear in mind that any suspicious or illegal behavior, including but not limited to cheating, fraud, or inappropriate content, observed within the chat facility will be promptly reported to the appropriate authorities.

For security, compliance, and quality purposes, all chat conversations are monitored and logged. By using the chat facility, you consent to the collection, monitoring, and retention of all messages exchanged within the chat. This record will be stored securely for a period necessary to fulfill the purposes of monitoring, resolving disputes, or complying with legal or regulatory requirements. This includes reviewing chat logs in case of reported violations or when an investigation is warranted.

The chat facility is intended solely for recreational, social, and entertainment purposes. It is not designed for the dissemination of professional, commercial, or inappropriate content. The chat feature should be used to engage in friendly, respectful interactions with fellow players, while adhering to the platform's code of conduct.

While we strive to provide a safe and enjoyable chat experience, we are not liable for any damage, loss, or harm resulting from the use of the chat functionality. This includes any direct, indirect, incidental, or consequential damages that may arise from your interactions with other Players or the content exchanged within the chat facility.

You agree to indemnify, defend, and hold harmless the Site, its affiliates, directors, employees, and agents from any claims, liabilities, damages, losses, costs, or expenses arising out of your violation of these chat rules, illegal conduct, or inappropriate behavior within the chat facility caused by the Player.

7. Disclaimers and Limitation of Liability

The Services are provided on an "as is" and "as available" basis, without any warranties or representations, either express or implied, including but not limited to, the accuracy, reliability, completeness, or availability of the Services. VentureGamez, its affiliates, employees, partners, and agents make no representations or guarantees that the Services will meet your expectations, be uninterrupted, error-free, secure, or free from viruses, malware, trojan horses, spyware, bugs, or other harmful or destructive components.

To the fullest extent permitted by applicable law, VentureGamez, its affiliates, employees, partners, and agents disclaim all warranties, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement. VentureGamez does not guarantee that the Services will be free from defects, viruses, malware, bugs, or other harmful elements that could damage or interfere with your devices or software.

Under no circumstances, and to the fullest extent permitted by law, shall VentureGamez or its affiliates, employees, partners, or agents be liable for any direct, indirect, incidental, special, consequential, punitive, or exemplary damages, including, but not limited to, any loss of profits, loss of data, loss of business opportunities, or other intangible losses arising out of or in connection with your use, inability to use, or reliance on the Services. This includes, without limitation, any damage arising from the transmission of viruses, malware, or other harmful code through the Services, or from any security breach or data loss.

The Player acknowledges and agrees that it is the solely responsible for implementing adequate safeguards and procedures to protect your own personal systems and data, and that VentureGamez is not responsible for any damage to your system, loss of data, or any other harm that may result from your use of the Services.

The Player agrees to hold harmless VentureGamez and its affiliates, employees, officers, partners and agents from any claims, damages, losses, liabilities, or expenses (including legal fees) arising out of or in connection with your use of the Services, your violation of these Terms, or your violation of any rights of any third party.

8. Intellectual Property Rights

All content provided through the Services, including but not limited to text, images, graphics, logos, trademarks, software, videos, sounds, melodies and other materials, are the exclusive property of VentureGamez or our licensors and partners and are protected by copyright, trademark, and other intellectual property laws.

By using the Services You are granted a temporary, limited, non-transferable, non-exclusive right to access and view the content solely for personal, non-commercial purposes, and only in accordance with these Terms.

You may not copy, reproduce, modify, distribute, display, or create derivative works of any content from the Services without obtaining our prior written consent. Any unauthorized use of the content may violate intellectual property laws and result in legal action.

9. Third-Party Links and Content

The Services may include links to third-party websites, services, or content that are not controlled or operated by us. These links are provided solely for your convenience, and we do not endorse, guarantee, or take responsibility for the content, accuracy, privacy practices, or terms of use of any third-party websites. By accessing third-party sites or services through links provided in the Services, you do so at your own risk. We strongly encourage you to review the privacy policies and terms of use of any third-party websites you visit.

10. Privacy and Data Protection

Your privacy is important to us. Our Privacy Policy outlines how we collect, use, and protect your personal information when you use the Services. By using the Services and clicking on the checkbox, you affirm you have read our Policy Privacy and you have understood how we collect some data and you also consent to the collection of other data, as described in our Privacy Policy.

For more information about how VentureGamez handles privacy and data protection, kindly verify our Privacy Policy.

11. Responsible Gaming

At VentureGamez we take responsible gaming seriously and are committed to providing a safe and healthy experience for all our Players. By using our Services, you agree to follow the principles of responsible gaming, which include, but are not limited to, playing consciously, maintaining control over your gaming habits, and seeking help when needed.

Our Responsible Gaming Policy outlines the best practices and resources we offer to support our Players, including self-exclusion tools, deposit and wager limits, and information about support organizations for responsible gaming. We encourage you to read it regularly and understand our Responsible Gaming Policy and to use these tools whenever necessary.

Also, if you feel that your gaming behavior is becoming a problem, we encourage you to seek assistance through our support channels, any organization mentioned in our Responsible Gaming Policy or even with specialized professionals.

12. Anti-Money Laundering and Funding of Terrorism

We are subject to anti-money laundering and funding of terrorism laws and must in this regard perform due diligence on customers. The information provided to us for the purposes of our due diligence obligations shall be handled in accordance with the Privacy Policy.

The player hereby acknowledge that we shall use the information obtained from him for our due diligence obligations to conduct public searches and perform checks in order to verify the information provided to us.

Whilst we are carrying out our due diligence measures, the player may be allowed to continue using his account. However, he will not be allowed to effect any withdrawals from such account until our verification procedures are completed.

Where we are unable to conclude our due diligence obligations because we have not received the required information from the player or we are otherwise unable to verify the identity, no activity may be undertaken from the account and the account will be blocked and/or terminated. In such event, we shall return any Deposit Funds present in the account at the time of blocking and/or termination except where it is necessary for us to delay or withhold payment of all or some of the player funds to comply with our legal obligations.

We reserve the right to ask for additional information and documentation to fulfil our due diligence obligations, and any communication for the provision of information/documentation is not to be deemed as being final communication in this regard.

If we become aware or suspect that the information provided by the player is materially false, we shall cancel the registration and take such other steps as may be required by us under law. We will not pay out any winnings in such circumstances.

13. Termination of Access

We reserve the right to suspend or terminate your access to the Services at any time, with prior written notice, if you breach these Terms or engage in conduct that we, in our sole discretion, consider to be inappropriate, harmful, unlawful, or in violation of the rights of others. This includes but is not limited to actions that disrupt the functioning of the Services, violate intellectual property rights, or engage in fraudulent or malicious activities.

In the event of termination or suspension, all rights granted to you under these Terms will immediately cease, and you agree to immediately discontinue all use of the Services. You further acknowledge that, upon termination, we may retain any information associated with your account as required by law or for legitimate business purposes, but you will no longer be permitted to access or use the Services.

If your account is terminated due to violations of these terms and there are any remaining funds in your account, these remaining funds will be refunded to you, provided there are no outstanding debts or fees. Refunds will be processed through the same payment method used for deposits.

14. Force Majeure

We will not be held liable for any delay, failure, or disruption in the performance of the Services due to events or circumstances beyond our reasonable control. This includes, but is not limited to, acts of God, natural disasters, extreme weather conditions, war, terrorism, civil unrest, labor disputes or strikes, network failures, pandemics, government actions, changes in law or regulations, or any other unforeseeable events that prevent us from fulfilling our obligations. In such cases, we will take reasonable steps to mitigate the impact and restore the Services as quickly as possible.

15. Severability

If any provision of these Terms is found to be unlawful, invalid, or unenforceable by a court of competent jurisdiction, the remainder of these Terms will remain in full force and effect.

16. Entire Agreement

These Terms, together with our Privacy Policy and our Responsible Gaming Policy, constitute the entire agreement with you and concerning your use of the Services. These Terms supersede all prior agreements, representations, and understandings that may have existed.

17. Complaints

The player may contact our customer support via our Support Channel according to the instructions provided at the Website to give us any complaints regarding our services.

- a. Complaints are handled by the support team and escalated in the organization if required. The player shall be informed about the state of the complaint to a reasonable level.
- b. The Player has the right to bring unresolved disputes to compliance@venturegamezvn.com or even to the alternative dispute resolution system.

18. Dispute Resolution and Governing Law

If you have any disputes with us regarding these Terms or the Services, we encourage you to contact us first to try to resolve the issue amicably. If we cannot resolve the dispute amicably, we shall proceed with an alternative dispute resolution system. If the problem is still not solved, the dispute shall be resolved through a judicial procedure, in accordance with the laws of Curaçao.

These Terms shall be governed by and construed in accordance with the laws of Curaçao. Any legal action, dispute, or proceeding arising out of or in connection with these Terms, including any claims related to the Services, shall be exclusively brought before the competent courts located in Willemstad, Curaçao.

19. Contact Information

Thank you for reading our Terms. If you have any questions, concerns suggestions, or inquiries regarding these Terms and our Services, please feel free to contact us using the following details:

- **Email:** compliance@venturegameznl.com
- **Physical Address:** Kaya W.F.G. (Jombi) Mensing 24, Unit A, Willemstad, Curacao

We are committed to addressing your concerns promptly and will respond to your inquiry as soon as possible.

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