

# Terms and Conditions

## Hititbet / TC Entertainment N.V. - CGA Insertions Draft

Original last update: 15.06.2026

### 1. General

1. By using and/or visiting any section of the TC Entertainment N.V. (TCE) website [www.hititbet.com](http://www.hititbet.com) (referred to in these Terms and Conditions as the "Website"); or by opening an account with the TCE company (as determined by reference to paragraph 2 of the General Terms and Conditions) through the Website, You agree to be bound by:

1. the General Terms and Conditions on this page; and
2. the Privacy Policy; and

3. You accordingly agree to the use of electronic communications in order to enter into contracts; and you waive any applicable rights or requirements which require a signature by hand, to the extent permitted by any applicable law, these Terms and Conditions do not affect your statutory rights.

2. In addition, where you play any game, or place a bet, using the Website, you agree to be bound by:

1. the rules for all sports bets on the TCE Sportsbook ("the Betting Rules");
2. the rules of any game you play, that TCE may offer from time to time;
3. any terms and conditions and/or rules with regard to promotions, bonuses and special offers which may apply to any part of the Website from time to time; and

1. any additional end user terms and conditions of use which you are required to confirm your agreement to as part of the download and/or installation of any software which You may download in order to be able to use the Website.

3. All of the various terms and conditions in paragraphs 1.1 and 1.2 above shall together be referred to as "the Terms of Use".

4. Please read the Terms of Use carefully before accepting them. Once you have accepted the Terms of Use, please print the Terms of Use and store them, along with all confirmation emails, additional terms, transaction data, game rules, fair deal rules and payment methods relevant to Your use of the Website. Please note that the Terms of Use are subject to change, as set out in paragraph 3 below.

5. If You do not agree to accept and be bound by the Terms of Use please do not open an account, and/or continue to use Your Account. Your continued use of the Website will constitute acceptance of the Terms of Use which we have notified You are in force from time to time.

6. The Terms of Use govern your contract with the relevant company in the TCE company determined by reference to paragraph 2 below and will come into effect on July 1, 2011.

### Availability, Version Control and Accessibility of Terms

1A.1 The current version of these Terms and Conditions shall be made available to players at all times in a clear, readable, and accessible form on the Website, mobile platforms, applications, and any other delivery medium through which the Company offers its services.

1A.2 These Terms and Conditions shall be accessible within one click from the homepage, the registration page, and the player account area.

1A.3 Previous versions shall be made available to players upon request by contacting Customer Support at [support@tcentertainment.com](mailto:support@tcentertainment.com).

1A.4 The Company shall keep secure records confirming whether and when each player accepted the current version of these Terms and Conditions, including the date, time, version number, and method of acceptance.

1A.5 These Terms and Conditions are reviewed periodically and updated where necessary to reflect regulatory changes, operational changes, product changes, payment changes, and changes to applicable law.

1A.6 Where the Company operates multiple brands or differentiated Terms and Conditions, the Company shall maintain and upload each applicable version as required.

### 2. PARTIES

1. The Terms of Use shall be agreed between You and TC Entertainment N.V. (TCE) when you are using the Website, as identified below.

1. with TC Entertainment N.V. (TCE), a company registered in Curacao with registered company office address at TC Entertainment N.V., address: Schout bij Nacht Doormanweg 40, Curacao

1. using any part of the Website not referred to in paragraph 2.1.1 above; and

2. the postal address given for Your Account at the relevant time of your use of the Website is anywhere other than in the Antilles; and/or

2. For the avoidance of doubt, where You use more than one of the parts of the Website listed above You may enter into the Terms of Use with TCE who shall be generically referred to in these Terms of Use as TCE is a remote provider of gambling and gaming services.

3. The Website; the odds and prices contained in it; and its Terms of Use is translated into a number of languages and is therefore intended to be used by the citizens of the relevant countries and other countries which speak those languages.
4. TC Entertainment N.V. (TCE) is licensed and regulated by the Curaçao Egaming Authority
5. References in the Terms of Use to "us", "our" or "we" are references to TCE company who you are contracting with, as specified above; or, in the case of terms and conditions relating to monies held in your account from time to time, to TCE company which holds such money as trustee; and shall (where appropriate) be deemed to include our agents, partners, and suppliers.
6. For the avoidance of doubt, each and all sections of the Website are governed by the Terms of Use, and You should ensure at all times that Your use of the Website is in accordance with the Terms of Use.

### **Licensee Information and Regulatory Status**

- 2A.1 The Website is operated by TC Entertainment N.V., a company registered in Curaçao.
- 2A.2 Company details: Legal name: TC Entertainment N.V.; Curaçao Chamber of Commerce registration number: 133780; CGA licence number: OGL/2024/419/0348; Licence issue date: 15.05.2026; Licensee name registered with the Curaçao Gaming Authority: TC Entertainment.
- 2A.3 The Company is licensed and regulated by the Curaçao Gaming Authority for the products and services covered by its licence.
- 2A.4 The following products and services are offered under the Company's CGA licence: sportsbook, online casino, live casino, slots, table games, poker, virtual sports, crash games, lottery, bingo, esports betting.
- 2A.5 The following products or services, if any, are not regulated by the Curaçao Gaming Authority: None
- 2A.6 Where the Website redirects the player to another website, platform, brand, entity, payment provider, game provider, affiliate, or third-party service that is not operated under the Company's CGA licence, the player shall be informed before or at the point of redirection. The Company shall clearly identify whether the redirected service is provided by another entity and whether that service is not regulated by the Curaçao Gaming Authority.

### **3. Changes to the Terms of Use**

1. We may need to change the Terms of Use from time to time for a number of reasons, including (without limitation) for commercial reasons; and/or to comply with law or regulations; and/or to comply with instructions, guidance or recommendations from a regulatory body; or for customer service reasons. The most up-to-date Terms of Use can be accessed from the 'Terms and Conditions' link in the footer section of the Website, and the date on which they will come into force is noted in paragraph 1.6 of these General Terms and Conditions.
2. Where we wish to make substantial changes to the Terms of Use, we will (where reasonably practicable) give You as much prior notice of such changes as is reasonably practicable via one of the methods set out in paragraph 3.3. For minor or insubstantial changes, we may not give You any notice of such changes, so You are advised to review terms and conditions which are available through the 'Terms and Conditions' link on the Website on a regular basis.
3. Where we make changes to the Terms of Use which we wish to notify You of, we will do so by:
  1. post; and/or
  2. email (to the email address You have previously supplied us with, if any); and/or
  3. a notice on the Website; and/or
  4. notice in the Racing Post or another newspaper.
4. If any change is unacceptable to You, You may either cease the Website, and/or close Your Account by complying with paragraph 12 of these General Terms and Conditions. Your continued use of any part of the Website after the date on which the Terms of Use are stated to come into effect will be deemed to be Your binding acceptance of the revised Terms of Use, including (for the avoidance of doubt) any additions, removals, substitutions or other changes to the identity of the TCE in paragraph 2.1 of these General Terms and Conditions, whether or not You have had notice of, or have read, the revised Terms of Use.
5. We may also change the Terms of Use by notice on the Website, accompanied by an invitation for You to accept the new Terms of Use by clicking "yes", "I accept", checking a 'tick box' or similar method of confirmation by You. If You provide us with any such confirmation, from that time You are deemed to have accepted, and be bound by, the new Terms of Use.

### **Amendments and Updates to the Terms**

- 3A.1 The Company may amend these Terms and Conditions from time to time for legal, regulatory, technical, operational, security, product, payment, customer service, or commercial reasons.
- 3A.2 Players shall be notified of any update or amendment to these Terms and Conditions. The notification shall include, where applicable, a summary of the material changes, reference to the relevant clause numbers, the effective date of the amended Terms and Conditions, and a direct link to the updated version.
- 3A.3 Material changes that may affect the player's rights, obligations, funds, access to products, eligibility, withdrawal rights, bonus rights, or dispute rights shall require active re-acceptance by the player before the player may continue to use the Website.
- 3A.4 Administrative, editorial, non-impactful, or non-material changes may be notified by passive notice, including by email, account message, pop-up notice, or Website notice.
- 3A.5 The Company shall retain evidence of player notification and player acceptance or non-acceptance of amended Terms and Conditions and shall make such evidence available to the Curaçao Gaming Authority upon request.

3A.6 Amendments shall not apply retrospectively, except where the change does not prejudice the player, is required by law or regulation, or corrects a clear technical, typographical, contractual, or operational error.

3A.7 A player who does not accept a material amendment may stop using the Website and request account closure. In such case, the Company shall process the account closure and return any withdrawable balance in accordance with these Terms and Conditions, subject to verification, AML/CFT checks, open bets, bonus conditions, fraud checks, legal obligations, and regulatory obligations.

## **4. Opening Your Account**

1. In order to place a bet on the Website, You will need to open an account with TCE ("Your Account").
2. In order to open Your Account for use with the Website, You can contact Customer Services, or by clicking on Join Now on the Website and following the on-screen instructions.
3. Your Account will be operated by TCE company with whom You contract as identified by reference to paragraph 2.1,
4. When You open Your Account You will be asked to provide us with personal information, including Your name and date of birth; and appropriate contact details, including an address, telephone number and e-mail address ("Your Contact Details"). You may update Your Contact Details from time to time by contacting Customer Services; or through the My Account management page on the Website.
5. If You do not wish Your Contact Details to be used by us and our business partners to contact You to inform You with marketing information relating to others of our goods, products or services or those of our business partners, please indicate that this is the case by ticking the relevant box as instructed when You open an account on the Website or by informing Customer Services.
6. You hereby acknowledge and accept that, by the Website, there is a risk that You may, as well as winning money, lose money.
7. Your Account must be registered in your own, correct, name. You may only open one account with us in relation to the Website. Any other accounts which You open with us in relation to the Website shall be "Duplicate Accounts". Any Duplicate Accounts may be closed by us immediately and
  1. all transactions made from the Duplicate Account will be made void;
  2. all stakes or deposits made using that Duplicate Account will be returned to You; and
  3. any returns, winnings or bonuses which You have gained or accrued during such time as the Duplicate Account was active will be forfeited by You and may be reclaimed by us, and You will return to us on demand any such funds which have been withdrawn from the Duplicate Account
8. Using a public computer, an internet café or hotspot, an IP used by more than one account will be considered as a case of duplicate or multiple accounts which will end with the duplicate accounts closed as per paragraph 4.7 and 4.7.1, 4.7.2, 4.7.3 will be applied to those accounts.

### **Active Acceptance at Registration**

4A.1 A player may only complete registration after actively confirming acceptance of these Terms and Conditions, the Privacy Policy, the Responsible Gaming Policy, and any other mandatory policies displayed during registration.

4A.2 Registration and acceptance of these Terms and Conditions must be completed personally by the player. Registration, acceptance, or account use by a third party on behalf of another person is prohibited.

4A.3 The Company may refuse, suspend, or close any account where it has reasonable grounds to believe that registration or acceptance was completed by a third party or by any person other than the named account holder.

### **Player Responsibilities Before and After Account Opening**

4B.1 Before opening an account, and at all times while using the Website, the player must: (a) provide accurate, complete, and current registration information; (b) register only in the player's own legal name; (c) keep all account information up to date; (d) keep login credentials secure and confidential; (e) use the account solely for personal entertainment and personal play; (f) use only funds that belong to the player and are lawfully obtained; (g) refrain from collusion, cheating, unfair play, fraud, bonus abuse, payment abuse, chargeback abuse, account sharing, multi-accounting, money laundering, terrorist financing, sanctions evasion, or any unlawful conduct; (h) comply with these Terms and Conditions, game rules, bonus terms, payment terms, and applicable laws; and (i) cooperate with KYC, AML/CFT, sanctions, responsible gaming, fraud, security, and regulatory checks.

4B.2 A player may open and maintain only one account unless the Company expressly agrees otherwise in writing.

4B.3 Duplicate accounts may be suspended or closed. The Company may void transactions, cancel bonuses, cancel winnings, return deposits, or take other reasonable action where duplicate accounts are identified.

4B.4 The player may not sell, transfer, assign, acquire, rent, lend, share, or otherwise dispose of an account. Accounts are personal to the registered player and may only be used by that player.

## **5. Verification of Your Identity: Money Laundering Requirements**

1. You warrant that:
  1. You are not younger than the greater of the age:
    1. of 18 (eighteen) years; or
  2. at which gambling or gaming activities are legal under the law or jurisdiction that applies to You ("the Relevant Age"); and

2. the name and address You supply when opening Your Account are correct; and
  3. You are the rightful owner of the money which You at any time deposit in Your Account.
1. By agreeing to the Terms of Use You authorise us to undertake any such verification checks from time to time as we may require ourselves or may be required by third parties (including, but not limited to, regulatory bodies) to confirm these facts (the "Checks"). You agree that from time to time, upon our request, You may be required to provide additional details in respect of any of such information You have provided us, of any deposits which You have made into Your Account.
  2. A maximum 72 hours grace period is granted to deposit a maximum of €2.000,00 is permitted (the first limit reached applies), from your date of registration for you to provide the documents necessary to verify id and address. Once this grace period is spent or you have deposited €2.000,00, and if we do not receive your documentation, your hititbet.com account will be suspended and you will have no access to your account until your account is verified. If your account remains inactive for 2 years, it will be deemed dormant and any funds in balance will be donated to Gamcare charity or added to assimilated funds for future consideration.
  3. Whilst we are undertaking any Checks from time to time, we may restrict You from withdrawing funds from Your Account and/or prevent access to all or certain parts of the Website. Please note that we may from time to time re-perform the Checks for regulatory, security or other business reasons. If such any such restrictions cause You a problem, please contact Customer Services.
  4. In certain circumstances we may have to contact You and ask You to provide further information to us directly in order to complete the Checks. If You do not or cannot provide us with such information then we may suspend Your Account until such time as You have provided us with such information, and/or permanently close Your Account.
  5. It may be an offence for persons under the Relevant Age to make use of the Website. If we are unable to confirm that You are the Relevant Age then we may suspend Your Account until such time that we are able to confirm that you are the Relevant Age. If You are subsequently proven to have been under the Relevant Age at the time You made any gambling or gaming transactions with Us, then:
    1. Your Account will be closed;
    2. all transactions made whilst You were underage will be made void, and all related fund
    3. any stakes for bets at made while You were underage will be returned to You; and
    4. any winnings which You have accrued during such time when You were underage will be forfeited by You and You will return to us on demand any such funds which have been withdrawn from Your Account.

## **Identification and Verification - KYC**

- 5A.1 The player must complete identity verification, age verification, address verification, payment verification, source of funds checks, source of wealth checks, or other KYC checks when requested by the Company.
- 5A.2 KYC checks may be required at registration, before deposits, before withdrawals, when cumulative deposits and withdrawals exceed applicable thresholds, when risk indicators arise, when account information changes, when the account is closed, or at any other time required by law, regulation, internal policy, or the Curaçao Gaming Authority.
- 5A.3 The Company may request documents and information including, without limitation: valid passport, national identity card, driving licence, or other government-issued identification; proof of address; date of birth confirmation; payment method ownership confirmation; bank statements; payment provider statements; proof of source of funds; proof of source of wealth; corporate documents, where relevant; tax, employment, business, inheritance, sale-of-asset, or investment documents; and any other information reasonably required for KYC, AML/CFT, sanctions, fraud prevention, regulatory, or legal compliance.
- 5A.4 The Company's KYC Policy is available at [inserted KYC policy link].
- 5A.5 The Company may suspend deposits, withdrawals, gameplay, bonuses, promotions, account access, or any transaction until KYC checks are completed to the Company's reasonable satisfaction.
- 5A.6 On account closure, the Company may request refreshed KYC where required. However, the Company shall not require information beyond what was requested while the account was open, except where additional information is strictly necessary to comply with AML/CFT, sanctions, fraud prevention, legal, or regulatory obligations.

## **AML/CFT, Sanctions and PEP Screening**

- 5B.1 The Company monitors transactions and account activity for anti-money laundering, counter-terrorist financing, sanctions, proliferation financing, fraud prevention, and regulatory compliance purposes.
- 5B.2 Monitoring may include review of deposits, withdrawals, gameplay, betting patterns, account activity, device data, payment methods, source of funds, source of wealth, location data, and other risk indicators.
- 5B.3 The Company may screen player data against sanctions lists, politically exposed person lists, adverse media databases, law enforcement information, internal risk databases, and other compliance databases.
- 5B.4 The player must not use the Website for money laundering, terrorist financing, sanctions evasion, fraud, criminal activity, or any unlawful purpose.
- 5B.5 The Company may delay, suspend, reject, or refuse any transaction where required for AML/CFT, sanctions, fraud prevention, regulatory, or legal reasons.
- 5B.6 The Company may report unusual, suspicious, or prohibited activity to the relevant authorities in accordance with Curaçao law and any other applicable legal or regulatory obligation.
- 5B.7 The Company may be legally prohibited from informing the player that a report has been made or that an investigation is taking place.

## 6. Username: Password, PIN and Customer Information

1. After opening Your Account, You must use take all reasonable steps to avoid disclosing (whether deliberately or accidentally) Your username, password and/or account number to anyone else. All transactions made where Your username and password and/or account number have been entered correctly will be regarded as valid, whether or not authorised by You, and we shall not be liable for any claims in the event that You disclose Your username, password or account number to anyone else.
2. If You have lost or forgotten Your Account details please contact us immediately for a replacement through Customer Services, details of which can be found in the 'Help' section of the Website.
3. We bear no responsibility for investment and withdrawal transactions conducted through sites other than our current official address. Users are strongly advised to use only our official and current address for transactions. Otherwise, no liability will be accepted in case of any loss, error, or fraud. The risks arising from such transactions are entirely borne by the user.

### Account Security and Unauthorised Access

- 6A.1 The player is responsible for keeping the player's username, password, PIN, security questions, two-factor authentication codes, and any other login credentials secure and confidential.
- 6A.2 The player must not disclose login credentials to any person or allow any third party to access or use the player's account.
- 6A.3 The player must notify the Company immediately if the player suspects that login credentials have been lost, stolen, compromised, misused, or accessed by an unauthorised person.
- 6A.4 The Company may temporarily suspend the account or require additional verification where it suspects unauthorised access or account compromise.
- 6A.5 The Company shall not be liable for losses caused by the player's failure to keep login credentials secure, except where such loss is caused by the Company's proven wilful misconduct or gross negligence.
- 6A.6 Where unauthorised access is caused by a security failure within the Company's systems, the Company shall investigate the matter and treat the player fairly in accordance with applicable law, regulatory obligations, and these Terms and Conditions.

## 7. Deposits and Withdrawals from Your Account

1. If You wish to participate in betting using the Website, You must deposit monies into Your Account. Such monies may then be used by You to place bets or play games. Further details of how to deposit, withdraw and transfer funds can be found in the Help section of the Website.
2. You further agree not to make any charge-backs, reversals or otherwise cancel any deposits into Your Account, and in any such event to refund and compensate us for such unpaid deposits including any expenses incurred by us in the process of collecting Your deposit.
3. Your Account is not a bank account and is therefore not insured, guaranteed, sponsored or otherwise protected by any deposit or banking insurance system or by any other similar insurance system. Any monies deposited with us in Your Account shall not attract any interest. Monies deposited with us are held under a normal bank account and/or escrow account in the name of TCE, which holds the monies in the account on trust for You and other persons entitled. As such, in the event of our insolvency, You would be entitled to claim any monies held on trust for You in such an account, but You would have no protection under any statutory deposit guarantee scheme.
4. We may at any time set off any positive balance on Your Account against any amount owed by You to TCE, including (without limitation) where we re-settle any bets or wagers pursuant to paragraph 4.8 (Duplicate Accounts), paragraph 11 (Collusion, Cheating, Fraud and Criminal Activity) or paragraph 18 (Errors or Omissions).
5. You are responsible for reporting Your winnings and losses, if such reporting is required by Your local law or tax or other authorities.
6. You can set a deposit limit on Your Account in any one (1) day. This limit cannot be increased without giving us twenty four (24) hours' notice of Your wish to increase Your deposit limit and only when twenty four (24) hours have elapsed from Your request for such an increase will the increase apply. For details of how to set up a deposit limit please contact Customer Services, or (where Your Account is for the Website) set up the limit through the Website by clicking on 'My Account', then 'Update Account Details'.
7. Subject to paragraph 12 (Closure of Your Account; etc), You may request withdrawal of funds from Your Account at any time provided that:
  1. all payments made into Your Account have been confirmed as cleared and none have been charged- back, reversed or otherwise cancelled;
  2. any Checks referred to in paragraph 5 above have been completed by us to our satisfaction. For this purpose, we will further be entitled, at our sole discretion, to require that You provide us with, and You agree to so do, a notarised ID or any equivalent certified ID according to the applicable law of Your jurisdiction or otherwise, proof of address, utility bills, bank details, bank statements and bank references; and
  3. You have complied with any other relevant withdrawal conditions in respect of, and can be found on, the relevant Website.
8. On any Withdrawal approved by us, and provided that You give us sufficient information as to how the funds should be transferred to You, we will return the relevant funds to You in accordance with paragraph 7.7 (less charges incurred or any required amount from Your Withdrawal in order to comply with any applicable law).
9. We will attempt to accommodate Your request regarding the payment method and currency of payment of Your withdrawal. This, however, cannot be guaranteed. Therefore, we may process and pay withdrawals in a different payment method than the one requested by You, such as through different payment providers, a

bank draft or wire transfer. Similarly, in certain cases, the currency of Your withdrawal may not be the currency in which Your deposit was made or that was otherwise requested by You.

10. For the avoidance of doubt, all withdrawals are subject to the provisions of paragraph 5.2 regarding the carrying out by us of Checks.

11. We will hold monies in the deposit account and/or escrow account referred to in paragraph 7.3 as trustee for You and not as your banker or debtor. Therefore, notwithstanding any other provision in the Terms of Use, we will deal with your money as a trustee, and no such provision shall create or give rise to any obligation on the part of TCE to repay money to You as Your debtor.

## **Deposits, Withdrawals and Processing Times**

7A.1 The payment methods available to players are listed at [inserted payment methods page/link] and include bank transfer, cards, e-wallets, vouchers, crypto, or other methods].

7A.2 The Company may add, remove, suspend, or limit payment methods for legal, regulatory, AML/CFT, payment provider, operational, technical, or risk reasons.

7A.3 Deposit and withdrawal processing times vary by payment method.

7A.4 Withdrawal requests are subject to completed KYC checks, AML/CFT checks, sanctions checks, fraud checks, open bets, chargeback checks, payment provider checks, bonus terms, wagering requirements, technical availability, and applicable law.

7A.5 Additional identity verification may be required where cumulative deposits and withdrawals exceed XCG 4,000, approximately EUR 2,000, or any other threshold required by applicable law, regulation, AML/CFT policy, or internal risk policy.

7A.6 The Company may refuse or delay a withdrawal where the player has not provided requested documents or information, where the payment method has not been verified, or where the withdrawal would breach applicable law, AML/CFT obligations, sanctions rules, payment provider rules, or these Terms and Conditions.

7A.7 The player may be required to wager deposited funds before withdrawing them where necessary to prevent money laundering, payment abuse, fraud, or misuse of payment services. Any such restriction shall be applied fairly and proportionately.

7A.8 Unwagered funds may be withdrawn only after completion of KYC, AML/CFT, fraud, payment, and security checks. The Company may deduct reasonable payment processing charges where such charges are clearly disclosed and permitted by applicable law.

## **Remittance Rules and Return of Funds**

7B.1 The general rule is that withdrawals and returned funds shall be paid only to the same payment account, card, bank account, e-wallet, crypto wallet, or payment method from which the funds originated.

7B.2 The Company may require proof that the payment method belongs to the player.

7B.3 Where return to the original payment method is not possible, the Company may request additional information and documents to verify an alternative payment method.

7B.4 Return to the original payment method may be impossible where the account, card, PSP wallet, bank account, or crypto wallet is closed, suspended, unavailable, deactivated, non-compliant, sanctioned, blocked, lost, or otherwise unable to receive funds.

7B.5 In such cases, the Company shall use a reasonable alternative remittance process, subject to KYC, AML/CFT, sanctions, fraud, payment provider, and regulatory checks.

7B.6 The Company shall not remit funds to a third-party payment account unless required by law or expressly permitted after enhanced checks and internal approval.

## **Crypto Funds, Deposits and Withdrawals**

7C.1 Where cryptocurrency deposits or withdrawals are accepted, they are subject to these Terms and Conditions, the Company's AML/CFT Policy, the CGA Crypto Policy, payment provider rules, blockchain network conditions, and any crypto-specific rules published by the Company.

7C.2 The Company may accept only those cryptocurrencies, tokens, networks, and wallets listed on the Website.

7C.3 The player is responsible for using the correct wallet address, token, network, memo, tag, and transaction details.

7C.4 The Company shall not be liable for crypto losses caused by the player sending funds to an incorrect address, unsupported network, unsupported token, missing memo or tag, incompatible wallet, or third-party wallet error.

7C.5 Crypto withdrawals may be delayed, refused, or returned where the wallet address is sanctioned, blocked, high risk, non-compliant, linked to illicit activity, technically unavailable, or not verified to the Company's satisfaction.

7C.6 Where a token is delisted, suspended, unsupported, or unavailable, the Company may require the player to select an alternative supported withdrawal method, subject to verification and applicable law.

7C.7 Where a blockchain fork, network disruption, chain split, network congestion, smart contract issue, protocol change, or wallet failure occurs, the Company may suspend or delay crypto transactions until the matter is resolved.

7C.8 The Company may screen crypto wallets and blockchain transactions using blockchain analytics tools and may report suspicious activity to relevant authorities.

## **Licensee Not a Financial Institution**

7D.1 The Company is not a bank, credit institution, financial institution, payment institution, investment firm, trust company, or deposit-taking institution.

7D.2 Player accounts are gaming accounts only and must not be used as bank accounts, savings accounts, payment accounts, investment accounts, or money transmission accounts.

7D.3 No interest is owed or paid on funds held in a player account.

7D.4 Funds held in a player account are held only for the purpose of using the Company's gambling services and are subject to these Terms and Conditions, applicable law, AML/CFT obligations, payment rules, and regulatory requirements.

## **8. Terms of Credit**

1. TCE does not offer credit to customers;

## **9. Explanation of Fees**

1. TCE will close accounts and retain assimilated funds if:
  1. A customer's identity still remains unverified after one year and all reasonable efforts to contact the customer have been exhausted;
  2. A customer's account has been closed after an unsuccessful appeal to CURACAO EGAMING AUTHORITY against an illegal or fraudulent act against [www.hititbet.com](http://www.hititbet.com) or;
  3. A customer account has been inactive for (No log-in activity or transactions for 12 months) and all reasonable efforts to contact the customer have been exhausted in the following 12 months, the account will then become dormant and the funds deemed assimilated;

### **Inactive and Dormant Accounts / Fees**

9A.1 An account shall be considered inactive where the player has not logged in, deposited, withdrawn, placed a bet, played a game, or otherwise used the account for a continuous period of 12 months.

9A.2 An account shall be considered dormant where it has remained inactive for a continuous period of 12 months.

9A.3 When an account becomes inactive or dormant, the Company shall make reasonable attempts to contact the player using the contact details registered on the account.

9A.4 The Company may restrict, suspend, or close an inactive or dormant account after giving notice to the player, unless immediate action is required by law, regulation, security, AML/CFT, fraud prevention, or responsible gaming obligations.

9A.5 The Company may charge an inactive or dormant account administration fee only where such fee is disclosed in these Terms and Conditions and is fair and proportionate.

9A.6 Dormant account fee: the Company does not currently charge dormant account fees.

9A.7 Fee calculation: NA

9A.8 Before applying any dormant account fee, the Company shall notify the player by email, account message, or other available contact method at least [insert notice period] before the fee is charged.

9A.9 The Company shall not deduct dormant account fees where deduction would be unfair, disproportionate, or prohibited by law.

9A.10 Dormant account funds shall be handled in accordance with applicable law, regulatory obligations, AML/CFT obligations, and the Company's internal policy. Funds shall not be forfeited unless expressly permitted under these Terms and Conditions and applicable law.

## **10. Legal Use of the Website**

1. Access to or use of the Website or any of the products offered via the Website may not be legal for some or all residents of or persons in certain countries. We do not intend that the Website should be used for betting, gaming or any other purposes by persons in countries in which such activities are illegal, which includes the United States of America. We make no representation or warranty with respect to the legality or otherwise of the access to and use of the Website, and the making of deposits or receipt of any winning from Your Account. The Website does not constitute an offer, solicitation or invitation by us for the use of or subscription to betting, gaming or other services in any jurisdiction in which such activities are prohibited by law.
2. It is Your responsibility to determine the law that applies in the location in which You are present. You should ensure that You will be acting legally in Your jurisdiction in opening Your Account and/or using the Website and You represent, warrant and agree that You will do so.

### **Player Eligibility and Restricted Jurisdictions**

10A.1 The player must be at least eighteen years old or any higher minimum legal age required by the laws applicable to the player, whichever is higher.

10A.2 The player may only register and use the Website where participation is lawful and permitted. The player is responsible for ensuring that registration, deposits, wagers, gameplay, withdrawals, and use of the Website are lawful in the jurisdiction where the player is located or resident.

10A.3 The Company does not accept players from jurisdictions where online gambling is prohibited, restricted, sanctioned, or otherwise not accepted by the Company.

10A.4 The Company may refuse registration, restrict access, suspend an account, close an account, void bets, cancel winnings, or return deposits where it determines that the player is located in, resident in, connected to, or using the Website from a restricted jurisdiction.

## **11. Placing Your Bet on the Website**

1. In order participate in betting or gaming using the Website, you should login, and deposit monies into, Your Account.
2. Any stake you place with us does not attract any tax, including VAT. All transactions through the Website will be concluded in the language of the version of the Website from which you placed your transaction.
3. It is Your responsibility to ensure that the details of any transaction which You place is correct. For bets or stakes placed through the Website, you can 'check' and 'amend' bets using the relevant on-screen prompts, and/or visually check stakes before clicking 'buy'.
4. Your transaction history can be accessed by you through our Customer Services team (including by opting to receive a written statement), or by clicking 'My accounts' on the Website.
5. We reserve the right to refuse the whole or part of any transaction requested by You via the Website at any time in our sole discretion or where You have breached the Terms of Use. No transaction is accepted by us until we have confirmed to You via on-screen prompts that it has been accepted. If You do not receive a confirmation that Your transaction has been accepted, it may not have been accepted successfully by us. If

You are in any doubt as to whether it has been accepted successfully, You should contact Customer Services.

6. Once such confirmation has been given by us, You cannot cancel the transaction unless we agree otherwise.
7. We may cancel or amend a transaction pursuant to the provisions of paragraph 11 (Collusion, Cheating, Fraud and Criminal Activity) or paragraph 18 (Errors or Omissions).

### **Currency for Bets, Deposits, Withdrawals and Prize Money**

11A.1 The currencies accepted by the Company are listed on the Website.

11A.2 The player must select an account currency where required. The selected account currency may apply to deposits, wagers, gameplay, winnings, bonuses, and withdrawals unless otherwise stated.

11A.3 Where the Company allows betting in more than one currency, the applicable currency shall be displayed before the bet or game round is confirmed.

11A.4 Prize money and winnings shall normally be credited in the same currency in which the bet or game round was placed, unless the applicable game rules, payment rules, crypto rules, or account currency rules state otherwise.

11A.5 Where currency conversion is required, the Company may apply the exchange rate available through its payment provider, platform provider, bank, crypto provider, or internal payment system at the relevant time.

11A.6 The player is responsible for any exchange rate differences, blockchain fees, bank fees, payment provider charges, or currency conversion costs, unless otherwise stated.

## **12. Remote Gaming or Betting**

1. Where You are betting or gaming via an electronic form of communication You should be aware that:
  1. In relation to Your use of the Website for the placing of bets or playing of games:
    1. You may be using a connection or equipment which is slower than such equipment used by others and this may affect Your performance in time critical events offered via the Website;
    2. You may encounter system flaws, faults, errors or service interruption which will be dealt with in accordance with paragraph 17 (IT Failure);
    3. The rules for each event or game offered via the Website are available and should be considered by You prior to Your use of the products offered via the Website; and
    4. in games offered via the Website which benefit from more players or greater liquidity we may deploy electronic players (known as robots, and whose usernames will be "bot") who are pre-programmed to play and join in with the game in order to assist the liquidity or the number of players gaming; and
  2. in relation to Your use of the Website, if You are betting on an "in running" event, You may not at any relevant time be able to see or otherwise be provided with the most up to date information in relation to the relevant event.

## **13. Collusion, Cheating, Fraud and Criminal Activity**

1. If You are gaming on peer-to-peer events via the Website (i.e. against third parties, for example, whilst playing Poker) You cannot see who You are gaming against and they may be:
  1. colluding with other third parties; and/or
  2. using unfair external factors or influences (commonly known as cheating); and/or
  3. undertaking fraudulent activities to Your disadvantage and their advantage. Such practices are not permitted and we will take all reasonable steps to prevent them; detect them and the relevant players concerned if they do occur; and deal with the relevant players

appropriately. We will not be liable for any loss or damage which You or any other player may incur as a result of collusive, fraudulent or otherwise illegal activity, or cheating, and any action we take in respect of the same will be at our sole discretion.

2. If You suspect a person is colluding, cheating or undertaking a fraudulent activity, You shall as soon as reasonably practicable report it to us by e-mailing us or telephoning Customer Services.

3. You agree that You shall not participate in or be connected with any form of collusion, cheating or fraudulent practice, or otherwise any other criminal activity, in connection with Your access to or use of the Website. Any breach of this paragraph by You will be a material breach of the Terms of Use.

4. If:

1. We have reasonable grounds to believe that:

1. You have participated in or have been connected with any form of collusion, cheating, unfair or fraudulent practice, or otherwise any other criminal activity; or

2. You have, in relation to any bet placed or game played, gained an unfair advantage over us or any other person participating in the relevant game; or

3. a game in which You participated included the use of collusive or fraudulent practice, or any cheating; or

2. we become aware that You have placed bets and/or played online games with any other online provider of gambling services and are suspected (as a result of such play) of collusion, cheating or fraud (including in relation to charge-backs), or otherwise any criminal or otherwise improper activity; or

3. we become aware that You have "charged back" or denied any of the purchases or deposits that You made to Your Account; or

4. You become bankrupt or suffered analogous proceedings anywhere in the world, then we shall have the right to suspend Your Account for an indefinite period of time; and/or withhold the whole or part of balance of Your Account; and/or close Your Account and terminate the Terms of Use; and/or recover from Your Account the amount of any pay-outs, bonuses or winnings which have been affected by the event(s) contemplated in paragraphs 11.4.1 to 11.4.4 (inclusive) above.

5. For the purposes of paragraph 11.4.1:

1. the basis of our belief shall include the use by us (and by our gaming partners and our other suppliers) of any fraud, cheating and collusion detection practices which are used in the gambling and gaming industry at the relevant time;

2. a "fraudulent practice" shall include the use by You or any other person who was participating in the same game as You at any time, of a stolen, cloned or otherwise unauthorised credit or debit card, as a source of funds;

3. a "criminal activity" shall include money laundering and any offence under section 42 of the Gambling Act 2005; and

4. an "unfair advantage" shall include: the exploitation of a fault, loophole or error in our software (including a game); the use of automated players (sometimes known as 'bots'); or the exploitation by You of an 'Error' as defined in paragraph 18.1.

6. Where we exercise our rights under paragraph 11.4 pursuant to the ground in paragraph 11.4.1, we undertake to thoroughly investigate the grounds for our belief (which may be after we have initially suspended Your Account or withheld the balance of Your Account, as the case may be) in accordance with our usual practices and to our satisfaction, and that we shall complete such investigations in a timely manner. We undertake that we will use all reasonable endeavours to ensure that, while complying with our regulatory and other legal obligations, we exercise our rights in this paragraph in a manner which is fair to You and to our other customers.

7. We reserve the right to inform relevant authorities, other online gaming or gambling operators, other online service providers and banks, credit card companies, electronic payment providers or other financial institutions of Your identity and of any suspected unlawful, fraudulent or improper activity, and You agree to cooperate fully with us to investigate any such activity.

## **Acceptable Behaviour, Chatrooms and Messaging**

13A.1 The player must behave respectfully and lawfully when using the Website, including any chatroom, forum, private message, live chat, messaging function, social feature, comment section, or community feature.

13A.2 The player must not use any chatroom, forum, or messaging function to harass, threaten, abuse, intimidate, defame, or insult another person; use racist, discriminatory, hateful, obscene, sexually explicit, violent, or offensive language; promote illegal activity; solicit personal information from other players; disclose personal data of another person; advertise third-party products or services; promote competing gambling websites; collude with other players; share game strategy for the purpose of unfair play; manipulate markets, odds, games, promotions, or other players; misuse the chat function for spam, fraud, or phishing; or breach the Company's Code of Ethics or player conduct rules.

13A.3 The Company may monitor, log, record, review, restrict, moderate, or disable chatrooms, forums, and messaging functions for security, fraud prevention, AML/CFT, responsible gaming, regulatory, integrity, and player protection purposes.

13A.4 The Company may warn the player, restrict chat access, suspend the account, close the account, void bets, confiscate winnings, report conduct to relevant authorities, or take other reasonable action where the player breaches acceptable behaviour rules.

13A.5 The Company's Code of Ethics for player conduct is available at [insert link]. If no separate Code of Ethics applies, the conduct rules in this clause shall operate as the applicable player conduct code.

## **Collusion, Fraud and Unfair Play Controls**

13B.1 The Company uses fraud, collusion, cheating, bonus abuse, account abuse, payment abuse, game-integrity, and risk-monitoring systems to detect and prevent unfair or fraudulent activity.

13B.2 These controls may include account monitoring, device checks, IP checks, geolocation checks, payment checks, gameplay analysis, betting pattern analysis, bonus-use analysis, transaction monitoring, identity verification, sanctions screening, PEP screening, and monitoring or recording of chat and message activity.

13B.3 The player must not engage in collusion, cheating, fraud, unfair play, use of bots, automated play, software manipulation, exploitation of bugs, exploitation of errors, chip dumping, arbitrage abuse, bonus abuse, syndicate betting, multi-accounting, payment abuse, or any conduct that gives the player or any other person an unfair advantage.

13B.4 Where the Company has reasonable grounds to suspect prohibited conduct, the Company may suspend the account, withhold withdrawals, void bets, cancel winnings, remove bonuses, request additional information, investigate the matter, close the account, and report the matter to relevant authorities.

13B.5 The Company shall conduct investigations fairly, proportionately, and within a reasonable time, taking into account its legal, regulatory, AML/CFT, responsible gaming, and player protection obligations.

## **14. Closure of Your Account; Termination of the Terms Of Use**

### **Closure and Termination By You**

1. You are entitled to close Your Account and terminate the Terms of Use on not less than 24 hours' notice to us at any time, provided that Your Account does not show a balance is due to us, by contacting us by any of the contact details in paragraph 6.2, in each case clearly:

1. indicating Your wish to close Your Account; and

2. stating the reasons why You wish to close Your Account, in particular if You are doing so because of concerns over the level of Your use of the same.

2. We will respond to Your request, confirming closure of Your Account and the date on which such closure will be effective, within a reasonable time, provided that You continue to assume responsibility for all activity on Your Account until such closure has been carried out by us.

3. The Terms of Use shall terminate with effect from the date on which the closure of Your Account takes effect. 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 You provided upon registration of Your Account, or such other accepted updated payment methods with which You have provided to us subsequently, except where we are withholding such monies pursuant to paragraph 11 (Collusion, Cheating, Fraud and Criminal Activity) or paragraph 20 (Breach of the Terms of Use) of these General Terms and Conditions.

4. Where You have closed Your Account, we may in certain circumstances be able to re-open Your Account with the same account details as before if You request us to do so. In such circumstances, while Your Account will have the same account details as before, it will be subject to the Terms of Use which are in force at the date of any such re-opening; and any prior entitlements (including, but without limitation, to bonuses or contingent winnings) will no longer be valid.

### **Closure and Termination By Us**

1. If Your Account remains inactive for a continuous period of six (6) months or more, we may close or suspend Your Account without notice. In the event of such account closure, the Terms of Use will be terminated automatically from the date on which such termination takes effect.

2. We are entitled to close Your Account and terminate the Terms of Use on written notice (or attempted notice) to You using Your Contact Details. In the event of any such termination by us, other than where such closure and termination is made pursuant to paragraph 11 (Collusion, Cheating, Fraud and Criminal Activity) or paragraph 20 (Breach of the Terms of Use) of these General Terms and Conditions, as soon as reasonably possible following a request by You we will refund the balance of Your Account using the same method of payment which You provided upon registration of Your Account, or such other accepted updated payment methods which You have provided to us subsequently.

3. Where we close Your Account and terminate the Terms of Use pursuant paragraphs 11 (Collusion, Cheating, Fraud and Criminal Activity) or paragraph 20 (Breach of the Terms of Use) of these General Terms and Conditions, the balance of Your Account will be non-refundable and deemed to be forfeited by You. Closure of Your Account and Termination of the Terms of Use, other than pursuant to paragraphs 11 or 20 of these General Terms and Conditions, will not affect any outstanding bets, provided that such outstanding bets are valid and You not in breach of the Terms of Use in any way.

4. The following paragraphs shall survive any termination of the Terms of Use: 11, 19, 20, 21, 22, 23, 25, 26, 28, 29, 30, 31 and 32 and any other paragraphs which are required for the purposes of interpretation; together with any relevant sections of the Betting Rules and the Privacy Policy.

5. We will not credit any bonuses into Your Account, nor will You be entitled to any contingent winnings, at any time while we have suspended it, or after the date on which it has been closed (whether by us pursuant to the Terms of Use, or in response to Your request).

### **Account Suspension and Termination by the Company**

14A.1 The Company may suspend, restrict, or close an account where it has reasonable grounds to believe that: the player breached these Terms and Conditions; the player failed KYC checks or did not provide requested information; the player is underage; the player registered from or accessed the Website from a restricted jurisdiction; the player opened or used a duplicate account; the player provided false, inaccurate, incomplete, or misleading information; the player used third-party payment methods without authorisation; the player engaged in collusion, cheating, fraud, unfair play, bonus abuse, payment abuse, or chargeback abuse; the player breached AML/CFT, sanctions, or regulatory requirements; the player's account has been compromised or used without authorisation; suspension is necessary

for responsible gaming reasons; suspension is required by law, regulation, court order, regulator request, payment provider request, or law enforcement request; or continued account access creates legal, regulatory, fraud, security, player protection, or operational risk.

14A.2 During suspension, the Company may restrict deposits, withdrawals, gameplay, bonuses, promotions, account access, and communication features.

14A.3 The Company shall inform the player of the suspension or closure where it is legally and practically permitted to do so.

14A.4 The Company shall explain the general reason for suspension or closure where disclosure is legally permitted and would not compromise fraud prevention, AML/CFT obligations, security, investigations, or regulatory obligations.

14A.5 Where the account is suspended or closed, the Company shall determine the treatment of the account balance in accordance with these Terms and Conditions, applicable law, AML/CFT obligations, game rules, bonus terms, fraud checks, open bets, chargebacks, and regulatory obligations.

14A.6 Where no lawful reason exists to withhold funds, the Company shall return the player's withdrawable balance after completion of any required checks.

14A.7 Where the Company withholds, voids, confiscates, or deducts funds, the Company shall act on a clear basis under these Terms and Conditions and shall allow the player to raise a complaint under the Complaints and Dispute Resolution clause.

### **Player-Initiated Account Closure**

14B.1 The player may request account closure at any time by contacting Customer Support at support@tcentertainment.com or by using the account closure function in the player account area, where available.

14B.2 The closure request must identify the player's account and clearly state that the player wishes to close the account.

14B.3 The Company shall acknowledge the closure request within 24 to 48 hours.

14B.4 The Company shall confirm account closure once any required identity verification, AML/CFT checks, open bets, unsettled transactions, bonus conditions, fraud checks, chargeback reviews, or legal/regulatory checks are completed.

14B.5 The Company shall aim to complete account closure within the stipulated timeframe in point 14B.4 above, unless a longer period is reasonably required due to outstanding verification, pending transactions, open bets, investigations, legal obligations, regulatory obligations, or player protection requirements.

14B.6 Any withdrawable balance shall be returned in accordance with the withdrawal and remittance clauses.

14B.7 Where the player requests account closure due to responsible gaming concerns, the request shall be treated as a responsible gaming matter and processed in accordance with the Responsible Gaming Policy.

## **15. Access To, and Use of the Website**

1. You are solely responsible for the supply and maintenance of all of the computer equipment and telecommunications networks and internet access services that You need to use in order to access the Website. We will not be liable in any way whatsoever for any losses caused to You by the internet service provider which You have engaged in order to access the Website.
2. You shall not corrupt the Website, flood the Website with information so as to cause the Website to not function, nor use any features which may affect the function of the Website in any way for example (but not limited to) releasing or propagating viruses, worms, logic bombs or similar. Any multiple submissions or "spam" are strictly prohibited. You must not interfere or tamper with, remove or otherwise alter in any way, any information in any form which is included on the Website.
3. You shall use the Website for personal entertainment only and shall not be allowed to provide access or reproduce the Website or any part of it in any form whatsoever without our express consent, including creating links to it.
4. For various legal and commercial reasons, we reserve the right to restrict access to certain parts of the Website, in respect of customers who are based in certain jurisdictions.
5. You will fully indemnify, defend and hold us and our officers, directors, employees, agents, contractors and suppliers (including without limitation the Software Provider) harmless from and against any and all losses, costs, expenses, claims, demands, liabilities and damages (including legal fees), however caused, that may arise as a result of or in connection with:
  1. access and use of the Website by Yourself or by anyone else using Your Username and Password; and/or
  2. breach by You of any of the terms and provisions of these Terms of Use.

## **16. Betting and Gaming Terms**

Expressions used in the betting and gaming industry are numerous. Where appropriate, a glossary explaining the meaning of commonly-used betting and gaming expressions is available through the 'Help' pages in the Website. Should You be in any doubt as to the meaning of any expression, You should look up its meaning in the glossary in the relevant 'help' section relating to the event or game.

You are betting or gaming on. If You are still in any doubt You should contact Customer Services and should not place any bet or game on any event until its meaning is understood to Your satisfaction. We cannot accept any responsibility if You place a bet or game via the products offered via the Website in circumstances where You do not understand any of the terms involved in or relating to the bet or game.

## 17. Alteration of the Website

We may, in our absolute discretion, alter or amend any product offered via the Website at any time for the purpose of ensuring the ongoing provision of the Website and may alter prices offered via the products offered via the Website where such alterations do not affect games and/or bets already in progress. From time to time, we may restrict You from accessing some parts of the Website for the purpose of maintenance of the Website and/or alteration or amendment of any of the products offered via it.

## 18. Software

1. It may be necessary to provide You with software ("Software") provided by third parties to enable You to use the products offered via the Website.
2. In such circumstances, You may be required to enter into end user terms and conditions of use in respect of such Software with such third party (a "Third Party Software Agreement") in order to make use of such Software. In case of any inconsistency between the Terms of Use and any Third Party Software Agreement, the Terms of Use will prevail.
3. You shall not interfere with, modify or reverse engineer any software provided to You by us and/or any Third Party or attempt to do so, except as permitted by law.

## 19. IT Failure

1. Where unexpected system flaws, faults or errors occur in the software or hardware which we use to provide the Website we will take immediate steps to remedy the problem. Where such flaws, faults or errors cause a game to be interrupted in circumstances where it cannot be restarted from exactly the same position without any detriment to You or other players, we will take all reasonable steps to treat You in a fair manner.
2. We do not accept any liability whatsoever for IT failures which are caused by the equipment which You or other players are using to access the Website or faults which relate to Your or their internet service provider.

## 20. Errors or Omissions

1. A number of circumstances may arise where a bet or wager is accepted, or a payment is made, by us in error. A non-exhaustive list of such circumstances is as follows:
  1. where we mis-state any odds or terms of a bet or gaming wager to You as a result of obvious error or omission in inputting the information or setting up a market, or as a result of a computer malfunction;
  2. where we have made a 'palpable error'. A palpable error occurs where:
    1. in relation to bets placed prior to an event taking place, the prices/terms offered are materially different from those available in the general market; or
    2. in relation to any event, the price/terms offered at the time the bet is placed are clearly incorrect given the probability of the event occurring;
  3. where we have continued to accept bets on a market which should have been suspended, including where the relevant event is in progress (except where 'in-running' bets are accepted) or had already finished (sometimes referred to as 'late bets');
  4. where we should not have accepted, or have the right to cancel or re-settle, a bet pursuant to the Betting Rules (for example due to 'Related Contingencies'); or
  5. where an error is made by us as to the amount of winnings/returns that are paid to You, including as a result of a manual or computer input error (commonly referred to as a 'settlement error'), any such circumstances being referred to as an "Error".
2. We reserve the right to correct any Error made on a bet placed and re-settle the same at the correct price or terms which were available or should have been available through TCE (absent the publishing error) at the time that the bet was placed and the bet will be deemed to have taken place on the terms which were usual for that bet.
3. Any monies which credited to your Account, or paid to you as a result of an Error shall be deemed to be held by You on trust for us and shall be immediately repaid to us when a demand for payment is made by us to You. Where such circumstances exist, If You have monies in Your Account we may reclaim these monies from Your Account pursuant to paragraph 7.4. We agree that we shall use all reasonable endeavours to detect any Errors and inform You of them as soon as reasonably practicable.
4. Neither we (including our employees or agents) nor our partners or suppliers shall be liable for any loss including loss of winnings that results from any Error by us or an error by You. You will forfeit any winnings/losses that result from any such Error.
5. Where You have used monies which have been credited to Your Account or awarded to You as a result of an Error to place subsequent bets or play games, we may cancel such bets and/or withhold any winnings which You may have won with such monies, and if we have paid out on any such bets or gaming activities, such amounts shall be deemed to be held by You on trust for us and You shall be immediately repaid to us when a demand for payment is made by us to You.

## Cancellation, Change, Voiding and Settlement of Wagers

20A.1 The Company may cancel, void, amend, resettle, or refuse a wager, game round, transaction, event, competition, market, or payout where: the wager was accepted after the event started or after the result was known; odds, prices, pay tables, or game information were published incorrectly; a technical error, software bug, display error, settlement error, input error, or system malfunction occurred; a

live dealer mistake, dealer misread, game procedure error, equipment error, or streaming failure affected the result; the event was cancelled, postponed, abandoned, interrupted, or materially changed; the market was incorrectly configured; the player gained an unfair advantage; fraud, collusion, cheating, or manipulation is suspected; the wager breached game rules, betting rules, bonus terms, or these Terms and Conditions; or cancellation or amendment is required by law, regulation, sports integrity rules, game provider rules, or regulator instruction.

20A.2 Where a wager, game, event, or market is cancelled, the Company shall determine refund eligibility in accordance with the applicable game rules, betting rules, event rules, provider rules, and these Terms and Conditions.

20A.3 Where a refund is due, the Company shall return the relevant stake to the player's account unless prohibited by law, AML/CFT obligations, fraud checks, sanctions rules, payment provider rules, or regulatory obligations.

20A.4 Where an error affects only part of a transaction, the Company may settle the unaffected part and void or resettle the affected part.

20A.5 The Company shall use reasonable efforts to identify and correct errors promptly and to treat players fairly.

20A.6 The Company shall not knowingly rely on an error to the player's disadvantage after the Company has confirmed that the error occurred and that the player is entitled to a refund or correction under these Terms and Conditions.

## **Published Odds, Pay Tables, Software Bugs and Live Dealer Games**

20B.1 If incorrect odds, pay tables, game rules, game displays, jackpot information, prize information, or payout information are published due to error, the Company may correct the error and settle the affected wager or game according to the correct odds, pay table, rules, or payout information that should have applied.

20B.2 If gaming software, RNG software, sportsbook software, live casino systems, platform software, or payment systems malfunction, the Company may void, cancel, resettle, or refund affected bets, game rounds, or transactions in accordance with the applicable provider rules and these Terms and Conditions.

20B.3 In live dealer games, results are determined according to the applicable game rules and provider procedures. If a live dealer mistake, equipment malfunction, stream interruption, card-reading error, wheel error, ball-tracking error, dice error, or other live game discrepancy occurs, the Company shall review the relevant logs, video records, provider records, and game data where available.

20B.4 The Company shall resolve live dealer discrepancies in accordance with the applicable game provider rules, certified game procedures, and these Terms and Conditions.

20B.5 The Company may refund the stake, void the round, settle according to the verified result, or take another fair and reasonable corrective action depending on the nature of the error.

## **21. Exclusion of Our Liability**

1. Your access to and use of the products offered via the Website is at Your sole option, discretion and risk. We shall not be liable for any attempts by You to use the Website by methods, means or ways not intended by us.
2. We will provide the Website with reasonable skill and care and substantially as described in the Terms of Use. We do not make any other promises or warranties regarding the Website, or the products offered via the Website, and hereby exclude (to the extent permitted by law) all implied warranties in respect of the same.
3. Save as provided in our Betting Rules, our maximum liability to You or any third party arising out of the Terms of Use or Your use of the Website, whether for breach of contract, tort (including negligence), or otherwise will be limited in any six (6) month period to the greater of: (a) the amount if any, You have paid into Your Account in the same six (6) month period and in relation to the product offered by us relevant to which the liability in question has arisen; and (b) ten thousand pounds sterling (£10,000).
4. We (including our parent and subsidiary companies, affiliates, officers, directors, agents and employees) shall not be liable to You in contract, tort (including negligence) or otherwise for any business losses, including but not limited to loss of data, profits, revenue, business, opportunity, goodwill, reputation or business interruption or for any losses which are not currently foreseeable by us arising out of the Terms of Use or Your use of the Website.
5. Nothing in the Terms of Use will operate so as to exclude any liability which we may have in respect of fraud, or death or personal injury caused by our negligence.

## **Liability Limits for Accounts and Product Errors**

21A.1 The Company's liability in relation to player accounts, technical failures, fraud, unauthorised access, live dealer games, human error, and product errors shall be limited in accordance with these Terms and Conditions and applicable law.

21A.2 The Company shall not exclude liability where such exclusion is prohibited by mandatory law.

21A.3 Where a technical failure, fraud event, unauthorised access event, live dealer error, human error, software fault, system fault, or provider fault occurs, the Company shall investigate the matter and determine whether a correction, refund, resettlement, account adjustment, or other remedy is required under these Terms and Conditions, applicable game rules, and applicable law.

21A.4 The Company shall not be liable for losses caused by the player's own equipment, internet connection, device security, disclosure of login credentials, breach of these Terms and Conditions, unlawful conduct, or use of third-party websites not operated by the Company, except where liability cannot be excluded under applicable law.

## 22. Breach of the Terms of Use

1. You shall compensate us in full for any claims, liabilities, costs, expenses (including legal fees) and any other charges that may arise as a result of Your breach of the Terms of Use or any breach by You or by any other person using Your Account (whether or not with Your authority) of any laws of any jurisdiction which is applicable to You, or the Website.
2. Where You are in material breach of the Terms of Use, we reserve the right, but shall not be required, to:
  1. Provide You with notice (using Your Contact Details) that You are in breach; requiring You to stop the relevant act or failure to act, and/or requiring You to put right an act or fault on Your part; and warning You of our intended action if You do not do so; and/or
  2. suspend Your Account so that You are unable to place bets or play games on the Website, for such period as we may determine; and/or
  3. close Your Account and terminate these Terms of Use, with or without prior notice from us.
3. We have the right to disable any user identification code or password, whether chosen by You or allocated by us, at any time, if in our reasonable opinion You have failed to comply with any of the provisions of the Terms of Use.
4. In addition to any other remedy available, if You materially breach any of the Terms of Use Your winnings will be forfeited. In these circumstances TCE may retain any positive balance then existing on Your Account.

### Confiscation, Limitation or Refusal of Winnings

22A.1 The Company may confiscate, limit, withhold, void, or refuse to pay winnings only where a clear basis exists under these Terms and Conditions, game rules, betting rules, bonus terms, applicable law, regulatory obligations, AML/CFT obligations, payment provider rules, or fraud prevention requirements.

22A.2 Circumstances where winnings may be confiscated, limited, withheld, voided, or refused include: underage gambling; duplicate accounts; use of false, inaccurate, or misleading information; failure to complete KYC or AML/CFT checks; restricted jurisdiction access; collusion, cheating, fraud, unfair play, or use of prohibited software; bonus abuse; chargeback, payment reversal, or payment fraud; use of third-party payment methods without authorisation; exploitation of errors, bugs, loopholes, or technical failures; breach of game rules or betting rules; suspected money laundering, terrorist financing, sanctions breach, or criminal activity; breach of these Terms and Conditions; or requirement by law, regulator, court, payment provider, or competent authority.

22A.3 The Company shall apply confiscation, limitation, withholding, voiding, or refusal of winnings fairly and proportionately, taking into account the seriousness of the breach, the affected transactions, the evidence available, and applicable law.

22A.4 The player may challenge the Company's decision through the Complaints and Dispute Resolution procedure.

## 23. Intellectual Property Rights

1. All website design, text, graphics, music, sound, photographs, video, the selection and arrangement thereof, software compilations, underlying source code, software and all other material contained within the Website are subject to copyright and other proprietary rights which are either owned by us or used under licence from third party rights owners. To the extent that any material contained on the Website may be downloaded or printed then such material may be downloaded to a single personal computer only and hard copy portions may be printed solely for Your own personal and non-commercial use.
2. Under no circumstances shall the use of the Website grant to any user any interest in any intellectual property rights (for example copyright, know-how or trade marks) owned by us or by any third party whatsoever.
3. No rights whatsoever are granted to use or reproduce any trade marks or logos which appear on the Website except as specifically permitted in accordance with the Terms of Use.
4. You must not, nor must You allow any other person to copy, store, publish, rent, licence, sell, distribute, alter, add to, delete, remove or tamper with the Website or any part of them in any way or directly or indirectly disrupt or interfere (or attempt to disrupt or interfere) with or alter the Website, other than in the course of viewing or using the Website in accordance with the Terms of Use .
5. All intellectual property rights in the name "TCE", the logos, designs, trade marks and other distinctive brand features of TCE and any content provided by TCE for inclusion on the Website vest in TCE. You agree not to display or use such logos, designs, trade marks and other distinctive brand features in any manner without our prior written consent.

## 24. Viruses, Hacking and Other Offences

1. You must not misuse the Website by knowingly or negligently introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to the Website, the servers on which the Website are stored or any server, computer or database connected to the Website. You must not attack the Website via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, You may have committed a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing Your identity to them. In the event of such a breach, Your right to use the Website will cease immediately.
2. We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect Your computer equipment, computer programs, data or other proprietary material due to Your use of the Website or to Your downloading of any material posted on such Website, or on any website linked to the Website.

## 25. Your Personal Information

1. All information on Your Account held by us is securely data warehoused and remains confidential except where otherwise stated in the Terms of Use (including, for the avoidance of doubt, the Privacy Policy).
2. We are required by law (in particular by the Data Protection Act 1998 in the UK and, where relevant, the Data Protection Act 2004 in Gibraltar) to comply with data protection requirements in the way in which we use any personal information collected from You in Your use of the Website. We therefore take very seriously our obligations in relation to the way in which we use Your personal information.
3. When You use the Website it will be necessary for us to collect certain information about You, including Your name and date of birth, Your Contact Details, and may also include information about Your marketing preferences (all of which shall be known as "Your Personal Information").
4. By providing us with Your Personal Information, You consent to our processing Your Personal Information, including any of the same which is particularly sensitive:
  1. for the purposes set out in the Terms of Use (including the Privacy Policy); and
  2. for other purposes where we need to process Your Personal Information for the purposes of operating the Website, including by sharing it with our service providers and agents for these purposes, for example to our providers of postal services, marketing services and customer services agents. We may also disclose Your Personal Information personal data in order to comply with a legal or regulatory obligation.
5. We will retain copies of any communications that You send to us (including copies of any emails) in order to maintain accurate records of the information that we have received from You.

### Data Protection and Retention

25A.1 The Company processes player personal data in accordance with its Privacy Policy, applicable data protection laws, the LOK, applicable AML/CFT obligations, and any other applicable legal or regulatory requirements.

25A.2 The Company's Privacy Policy is available at [inserted privacy policy link].

25A.3 The Privacy Policy explains how the Company collects, uses, stores, retains, shares, protects, and deletes personal data.

25A.4 The Company may process personal data for account registration, identity verification, payment processing, gameplay, customer support, fraud prevention, AML/CFT compliance, sanctions screening, responsible gaming, complaints handling, legal claims, regulatory reporting, marketing where permitted, and business operations.

25A.5 The Company may share personal data with payment providers, game providers, platform providers, identity verification providers, AML/CFT screening providers, fraud prevention providers, professional advisers, auditors, regulators, law enforcement authorities, courts, and other persons where necessary for the purposes set out in the Privacy Policy.

25A.6 Personal data shall be retained for the period required by applicable law, regulatory obligations, AML/CFT obligations, tax obligations, dispute limitation periods, and legitimate business needs. The standard retention period is [insert retention period, for example five years after account closure, or other period confirmed by legal counsel and internal policy], unless a longer period is required or permitted by law.

25A.7 Player data linked to suspicious activity, disputes, legal claims, fraud investigations, AML/CFT reports, regulatory inquiries, or responsible gaming matters may be retained for a longer period where required or permitted by law.

## 26. Use of 'Cookies' on the Website

1. The Website use 'cookies' to track Your use of the web and to assist the functionality of the Website. A cookie is a small file of text which is downloaded onto Your computer when You access the Website and it allows us to recognise when You come back to the Website. We use cookies for the operation of the Website, including (for example) to allow You to remain logged in as You browse between, and use Your Account to bet on or play games on, different parts of the Website. We also use cookies for our own analytical purposes so that we can identify where customers have encountered technical problems on the Website, and therefore help us improve our customers' experience.
2. If You object to cookies or want to delete any cookies that are already stored on Your computer, we recommend that You follow the instructions for deleting existing cookies and disabling future cookies on Your file management software. Further information on deleting or controlling cookies is available within our Privacy Policy or at [www.aboutcookies.org](http://www.aboutcookies.org). Please note that by deleting our cookies or disabling future cookies You may not be able to access certain areas or features of the Website.

## 27. Complaints and Notices

1. No claim or dispute with regard to the acceptance or settlement of a bet which You have made via the Website will be considered more than 30 days after the date of the original transaction. No claim or dispute in respect of a game which You have played via the Website will be considered more than 12 (twelve) weeks after the date on which the relevant transaction or game play took place.
2. If You wish to make a complaint regarding the Website, as a first step You should as soon as reasonably practicable contact Customer Services about Your complaint.

3. If there is a dispute arising from these Terms of Use which cannot be resolved by Customer Services, it should be referred, prior to taking any other steps, for adjudication by the CURACAO EGAMING AUTHORITY (Curacao Egaming Authority), [info@Curacao-egaming.com](mailto:info@Curacao-egaming.com).
4. Further about CURACAO EGAMING AUTHORITY can be found on [www.curacao-egaming.com](http://www.curacao-egaming.com). CURACAO EGAMING AUTHORITY's decision will be final so long as the full facts are presented by all parties concerned. We are able to provide You with CURACAO EGAMING AUTHORITY's postal address on request
5. In the event of any dispute, both You and TCE agree that the records of the server shall act as the final authority in determining the outcome of any claim.
6. When we wish to contact You, we may do so using any of Your Contact Details. Notices will be deemed to have been properly served and received by You immediately after an e-mail is sent or after we have communicated with You directly by telephone (including where we leave You a voicemail), or three (3) days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and; and in the case of an email, that such email was sent to the specified email address (if any) in Your Contact Details at the time that any such e-mail was sent.

## Complaints and Dispute Resolution

- 27A.1 The player may submit a complaint regarding the account, a transaction, a bet, a game, a bonus, a withdrawal, account closure, account suspension, responsible gaming, or any other matter relating to the Website.
- 27A.2 Complaints may be submitted to [complaints@tcentertainment.com](mailto:complaints@tcentertainment.com).
- 27A.3 The complaint should include the player's full name, username, registered email address, date of the issue, transaction or bet reference where available, a description of the issue, and any supporting evidence.
- 27A.4 The Company shall acknowledge receipt of the complaint within 24 hours.
- 27A.5 The Company shall investigate the complaint fairly and provide a response within 24-48 hours unless the matter is complex, requires third-party information, or is subject to legal, regulatory, AML/CFT, fraud, security, game provider, or payment provider review.
- 27A.6 Where additional time is required, the Company shall inform the player, unless prohibited by law or regulatory obligation.
- 27A.7 If the player is not satisfied with the Company's response, the player may request escalation within the Company.
- 27A.8 If the matter remains unresolved after completion of the Company's internal complaints procedure, the player may escalate the complaint in accordance with the Company's Player Complaints Policy at [\[inserted complaints policy link\]](#) and any applicable Curaçao Gaming Authority complaints procedure.
- 27A.9 The Company shall keep records of complaints, investigation steps, evidence, correspondence, decisions, and outcomes in accordance with applicable law and regulatory requirements.

## Alternative Dispute Resolution

- 27.B.1 If a player is dissatisfied with the outcome of the Company's internal complaints procedure, or if the complaint has not been resolved within the timeframe stated in these Terms and Conditions or the Player Complaints Policy, the player may escalate the complaint to Alternative Dispute Resolution ("ADR").
- 27.B.2 For the purpose of this clause, a "Complaint" means a written expression of dissatisfaction by a player relating to the Company's services, decisions, terms, conduct, account, payment, wager, game, bonus, withdrawal, suspension, closure, or any related matter. A "Dispute" means a Complaint that has not been resolved to the player's satisfaction through the Company's internal complaints process.
- 27.B.3 ADR is available only after the player has first completed the Company's internal complaints procedure to [www.abc-adr.com](http://www.abc-adr.com)
- 27.B.4 The player must submit the Dispute to the ADR provider in writing and must include the player's full name, username, registered email address, complaint reference number, relevant dates, transaction or bet reference numbers where available, a summary of the Dispute, the outcome sought, and copies of relevant evidence and correspondence with the Company.

## 28. Interpretation

1. The original text of the Terms of Use is in English and any interpretation of them will be based on the original English text. If the Terms of Use or any documents or notices related to them are translated into any other language, the original English version will prevail.
2. In the event that there is any conflict or inconsistency between the terms and conditions which make up Your contract with TCE as identified in paragraphs 1.1 and 1.2, the order of precedence shall be as follows:
  1. First, the terms and conditions relating to promotions, bonuses and special offers referred to in paragraph 1.2.3;
  2. Second, the Betting Rules;
  3. Third, the game rules referred to in paragraph 1.2.1;
  4. Fourth, the General Terms and Conditions
  5. Fifth, the Privacy Policy; and
  6. Sixth, the end user terms and conditions of use referred to in paragraph 1.2.4.

## **29. Transfer of Rights and Obligations**

We reserve the right to transfer, assign, sublicense or pledge the Terms of Use, in whole or in part, to any person (but without Your consent) without notice, provided that any such assignment will be on the same terms or terms that are no less advantageous to You. You may not assign, sublicense or otherwise transfer in any manner whatsoever any of Your rights or obligations under the Terms of Use.

## **30. Events Outside Our Control**

1. We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under the Terms of Use that is caused by events outside our reasonable control (a "Force Majeure Event").
2. Our performance is deemed to be suspended for the period that the Force Majeure Event continues, and we will have an extension of time for performance for the duration of that period. We will use our reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which our obligations may be performed despite the Force Majeure Event.

## **31. Waiver**

1. If we fail to insist upon strict performance of any of Your obligations or if we fail to exercise any of the rights or remedies to which we are entitled, this shall not constitute a waiver of such rights or remedies and shall not relieve You from compliance with such obligations.
2. A waiver by us of any default shall not constitute a waiver of any subsequent default.
3. No waiver by us of any of the provisions of the Terms of Use shall be effective unless it is expressly stated to be a waiver and is communicated to You in writing in accordance with paragraph 25 (Complaints and Notices) above.

## **32. Severability**

1. If any of the Terms of Use are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.
2. In such cases, the part deemed invalid or unenforceable shall be amended in a manner consistent with the applicable law to reflect, as closely as possible, TCE's original intent.
3. If any provision of these Terms and Conditions is found to be invalid, unlawful, void, or unenforceable, that provision shall be severed to the minimum extent necessary.
4. The remaining provisions shall continue in full force and effect.
5. Where possible, the invalid or unenforceable provision shall be replaced by a valid and enforceable provision that most closely reflects the original commercial and legal intention, while complying with applicable law.

## **33. Entire Agreement**

1. The Terms of Use and any document expressly referred to in them represent the entire agreement between You and us and supersede any prior agreement, understanding or arrangement between You and us, whether oral or in writing.
2. We each acknowledge that neither of us has relied on any representation, undertaking or promise given by the other or be implied from anything said or written in negotiations between us except as expressly stated in the Terms of Use.
3. Neither party shall have any remedy in respect of any untrue statement made by the other, whether orally or in writing, prior to the date of the contract (unless such untrue statement was made fraudulently) and the other party's only remedy shall be for breach of contract as provided in the Terms of Use.
4. These Terms and Conditions, together with the Privacy Policy, Responsible Gaming Policy, KYC Policy, AML/CFT-related notices, Player Complaints Policy, Betting Rules, Game Rules, Bonus Terms, Payment Terms, and any other policy expressly incorporated by reference, constitute the entire agreement between the Company and the player in relation to the player's use of the Website.
5. In the event of inconsistency between these Terms and Conditions and product-specific rules, the product-specific rules shall apply only to the relevant product, provided that they do not conflict with mandatory law, regulatory obligations, or player protection requirements.
6. In the event of inconsistency between these Terms and Conditions and mandatory applicable law or regulatory requirements, the mandatory law or regulatory requirement shall prevail.

## **34. Law and Jurisdiction**

1. If You are gaming with TCE, the Terms of Use shall be governed by and interpreted in accordance with the laws of Curacao.
2. These Terms and Conditions and the agreement between the Company and the player shall be governed by the laws of Curaçao.
3. Any dispute, claim, or proceeding arising out of or in connection with these Terms and Conditions, the player's account, the Website, any wager, any game, any payment, or any service provided by the Company shall be submitted to the competent court of Curaçao, without prejudice to any mandatory player protection rights that may apply under applicable law.

## 35. Responsible Gaming/Gambling

1. For those customers who wish to restrict their gambling, we provide a voluntary self exclusion policy, which enables You to close Your Account or restrict Your ability to place bets or game on the Website for a minimum period of six months. You can ask that the restriction lasts for a period of up to 5 (five) years.
2. If You require any information relating to this facility please speak to Customer Services.
3. We will use our reasonable endeavours to ensure compliance with self exclusion. However You accept that we have no responsibility or liability whatsoever if You continue gambling and/or seek to use the Website and we fail to recognise or determine that You have requested self exclusion in circumstances which are beyond our reasonable control. For example including but not limited to You opening a new account, gambling in an LBO or over the telephone rather than over the internet or using a different name or address.
4. The National Association for Gambling Care Educational Resources and Training (GAMCARE) provides information, advice and counselling to individuals, their family and friends who have concerns about problem gambling. You may however go on-line and visit their website [www.gamcare.org.uk](http://www.gamcare.org.uk) and seek advice.
5. TCE is committed to supporting Responsible Gambling initiatives.
6. The Company is committed to responsible gaming and provides tools and information designed to help players maintain control over their gambling activity.
7. The Company's Responsible Gaming Policy is available at [inserted Responsible Gaming Policy link].
8. Responsible gaming tools may include deposit limits, loss limits, wager limits, session limits, time-outs, reality checks, self-exclusion, account closure, cooling-off periods, and access to support information.
9. Players may request responsible gaming limits through the player account area or by contacting Customer Support at [support@tcentertainment.com](mailto:support@tcentertainment.com)
10. Where a player requests self-exclusion, the Company shall restrict the player's access in accordance with the Responsible Gaming Policy and applicable law.
11. The Company may refuse to reopen an account, restrict account access, or take other protective action where required for responsible gaming reasons.
12. The player should not gamble if gambling causes financial, emotional, family, employment, legal, or health difficulties.
13. The Company provides links to independent responsible gaming support organisations at <https://www.gamcare.org.uk/>.

## 36. Links

1. Where we provide hyperlinks to other websites, we do so for information purposes only. You use any such links at your own risk and we accept no responsibility for the content or use of such websites, or for the information contained on them. You may not link to this site, nor frame it without our express permission.

## 37. General Bonus Terms and Conditions

1. Members who wish to benefit from promotions are deemed to have read and accepted the related rules and conditions.
2. Coupon earnings obtained through bonuses are added to the user's account within 24 hours at the latest, and casino bonus earnings are added after the turnover is completed.
3. A maximum of 25 times the received bonus can be withdrawn. Earnings above this amount will be deleted.
4. To make a withdrawal, at least 70% of the invested amount must be used.
5. If a bonus is incorrectly defined and the member does not inform, the bonus and all earnings will be canceled, and the rightful amount will be defined.
6. Only one promotion request can be made for an investment. Two different promotion requests cannot be made for one investment.
7. For the investment promotion you can use in the sports area, you need to contact our Live Support team by 23:59 after your investments.
8. All bonuses you can use in the sports area are invalid for Virtual, Horse & Greyhound, ante-post, and live bets.
9. For the investment promotion you can use in the casino area, you need to contact our Live Support team before using your balance after making your investment.
10. Cashback bonuses can be applied for your losses within a maximum of 3 days. Retrospective cashback calculations are not made for longer periods.
11. The total amount you can win from all casino games and/or bets in one day can be a maximum of 1,300,000 ₺. Excess winnings will be deleted.
12. After making any investment, to be able to withdraw your earnings, you need to play at least 20 rounds based on your average bet in live casino games, purchase at least 10 freerounds based on the average freeround amount if you purchase freerounds in slot games, or play at least 1 hour based on the average bet in classic slot games.
13. A bet is accepted up to a maximum of 1,000 times.
14. The highest earnings that can be obtained from a bet coupon and in one day is 1,300,000 TL. Earnings above this amount will be deleted.

15. New customers without other memberships can benefit from welcome bonuses.
16. If there is a bonus with a turnover condition defined in the player's account, the withdrawal process cannot be carried out until the turnover of this bonus is completed. The bonus turnover amount can be checked from My Account>Finance>Turnover Locks section.
17. Except for special promotions and tournaments, all bonuses on the page are valid until 01.01.2025.
18. Users who have become members with real identity information and are over 18 years old can benefit from the bonuses in our account.
19. In case of any dispute within the promotion rules, the authority to make a decision on the subject belongs to the site management.
20. Our company reserves the right to change and terminate all promotions in the account without any warning or notification.
21. If our company detects that promotions are being used maliciously or against the rules, it may impose sanctions on accounts, freeze member accounts, withdraw earnings, or request some documents for identity verification.
22. Members residing in the following countries are not included in the scope of the bonuses on our site: Armenia, Belarus, Bulgaria, China, Croatia, Georgia, Kazakhstan, Latvia, Lithuania, Macau, Macedonia, Malaysia, Moldova, Portugal, Romania, Russia, Serbia, Singapore, Slovenia, Taiwan, Ukraine, Uzbekistan, Vietnam, and the United Kingdom.
23. Bonus and promotion terms shall be clear, fair, and prominently displayed in the main Terms and Conditions or in separate bonus-specific terms linked to the relevant bonus or promotion.
24. The player must explicitly accept the applicable bonus terms before participating in a bonus or promotion.
25. The Company shall not require the player to accept a bonus within a timeframe that prevents the player from reviewing the full bonus terms before participation.
26. Bonus-specific terms shall state eligibility criteria, minimum and maximum deposit requirements, wagering requirements, how wagering requirements are calculated, eligible games or markets, game weighting, expiry period, maximum bonus amount, maximum bet while using bonus funds, withdrawal restrictions, whether bonus funds are cashable, whether winnings from bonus funds are cashable, confiscation or forfeiture rules, excluded payment methods, territories, accounts, or player categories, and any other material condition.
27. Bonus funds are not withdrawable unless the applicable bonus terms expressly state that they are withdrawable and the player has satisfied all relevant conditions.
28. The Company may cancel a bonus or related winnings only where the player breaches the applicable bonus terms, these Terms and Conditions, game rules, AML/CFT requirements, fraud rules, or applicable law.
29. The Company may amend or withdraw a bonus or promotion for future participation. Amendments shall not unfairly affect players who have already accepted and started participating in a promotion, unless required by law, regulation, fraud prevention, technical error correction, or player protection obligations.

### **Non-Cashable Prize Money and Bonus Money**

30. Non-cashable prize money means any prize, bonus, free bet, free spin, promotional credit, tournament credit, loyalty credit, or reward that cannot be withdrawn as cash unless the applicable terms expressly allow withdrawal.
31. The following are non-cashable unless the relevant bonus or promotion terms state otherwise: bonus funds, free spins, free bets, promotional credits, tournament entries, loyalty points, cashback credits, and any other reward marked as non-cashable.
32. Non-cashable prize money may only be used in accordance with the applicable bonus or promotion terms.
33. Any winnings generated from non-cashable prize money shall be withdrawable only where the applicable wagering requirements, KYC checks, AML/CFT checks, withdrawal rules, and bonus conditions have been satisfied.

## **38. Casino Rules**

1. These items contain the terms and rules between Hititbet and the user. By becoming a member of Hititbet, you accept these terms and conditions.
2. Members must be at least 18 years old.
3. Hititbet reserves the right to close all accounts, cancel all settled or pending bets, and keep the account permanently closed if it detects that the user has opened more than one account for any purpose.
4. The total amount you can win from all casino games in one day is a maximum of 1,300,000 TL. Excess winnings will be deleted.
5. Hititbet reserves the right to delete the winnings along with the bonus earnings from the account in case of abuse of the investment bonus and cashback. If abuse of bonuses is detected or suspected of being used for a different purpose, Hititbet reserves the right not to give bonuses.
6. In any issues arising from user error, such as being unable to connect in Live Casino and slot games, the responsibility lies with the user. Hititbet does not accept any responsibility.
7. In the games 'Craps', 'Deal or No Deal', 'RNG Dream Catcher', 'Cash or Crash', 'Crazy Time', 'Monopoly Live', 'Lightning Dice', 'Dream Catcher', 'Mega Wheel', 'Lucky 7', 'Mega Ball' the maximum payment amount that can be received from winnings is 50 times the investment amount, up to a maximum of 100,000 TRY.
8. Hititbet reserves the right to cancel and delete all winnings if free spins won during the game are not collected immediately, accumulated, and used for other investments to contribute to the games.
9. According to Hititbet rules, the martingale (doubling) game system is not allowed on our site. The system reserves the right to cancel all winnings except for the principal of users who play such games.

10. According to Hititbet bonus rules, you can withdraw up to 25 times the casino bonus you received. If you combine the bonus with the investment, you can withdraw up to 25 times the bonus and the investment amount, and the remaining balance will be deducted by the system.

11. After any investment, to make a withdrawal, you must play a minimum of 20 rounds based on your average bet in live casino games, purchase at least 10 freerounds based on the average freeround amount in slot games, or spin for at least 1 hour based on the average bet in classic slot games.

12. Our casino rules have been updated as of 21.08.2024. All changes to site rules will be published on this page. The responsibility and follow-up of active rules lie solely with our members. In case of any problems and disputes, the decision-making authority belongs to the Hititbet management.

### **Fairness, RNGs and Game Rules**

13. The Company offers games that are designed to operate fairly and in accordance with applicable game rules, provider rules, technical standards, and regulatory requirements.

14. Random number generator games use certified RNGs provided by approved or recognised game providers, testing laboratories, or technical service providers.

15. The player may access the rules of each game before playing. The player should read and understand the applicable rules before placing a bet or participating in a game.

16. Game results are determined by the applicable game rules, certified game software, RNG, live dealer procedures, sportsbook rules, official event results, provider data, or other result-determination method applicable to the product.

17. Fixed odds betting results are settled according to the official result declared by the relevant event organiser, data provider, sports governing body, or other recognised source, subject to the betting rules.

18. Live dealer game results are determined according to the live dealer provider's certified procedures, game records, video records, logs, and applicable rules.

19. Non-RNG products are settled according to the applicable rules for that product, including sportsbook rules, live dealer rules, event rules, virtual game rules, crash game rules, or other product-specific rules.

20. If a discrepancy occurs, the Company shall review available records, including system logs, provider records, transaction records, game records, video records, and settlement data, and shall resolve the discrepancy in accordance with these Terms and Conditions and the applicable product rules.

## **39. Contacting Us**

1. TCE can be contacted at the addresses given in paragraph 2.1 above, by email addresses or support link.

### **Support Contact Details**

39A.1 Players may contact Customer Support using the following details: Customer Support email: [support@tcentertainment.com](mailto:support@tcentertainment.com); Complaints email: [complaints@tcentertainment.com](mailto:complaints@tcentertainment.com); Responsible Gaming contact: [info@tcentertainment.com](mailto:info@tcentertainment.com);

39A.2 The player is responsible for keeping contact details accurate and up to date. Notices sent to the player's registered email address or account inbox shall be deemed received unless delivery failure is identified.

## **40. Netent Policy**

1. Absolute Restriction United States of America, Canada, United Kingdom, Spain, France and Italy.

2. Blacklisted Territories NetEnt content shall not be served in the following territories: Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Cambodia, Ecuador, Ethiopia, Ghana, Guyana, Hong Kong, Iran, Iraq, Israel, Kuwait, Laos, Myanmar, Namibia, Nicaragua, North Korea, Pakistan, Panama, Papua New Guinea, Philippines, Singapore, Sri Lanka, Sudan, , Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, Yemen, Zimbabwe.

3. Regulated Territories (only permitted to offer if receipt of a license from the local regulator which has been seen and approved by NetEnt) Belgium, Bulgaria, Canada, Czech Republic, Denmark, Estonia, France, Italy, Latvia, Lithuania, Mexico, Portugal, Romania, Serbia, Spain, Sweden, Switzerland, United Kingdom, the United States of America.

4. Branded Game Territories Jumanji, emojiplanet, Guns & Roses, Jimi Hendrix & Motörhead, Planet of the Apes cannot be offered in the following countries: Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Cambodia, Ecuador, Ethiopia, Ghana, Guyana, Hong Kong, Iran, Iraq, Israel, Kuwait, Laos, Myanmar, Namibia, Nicaragua, North Korea, Pakistan, Panama, Papua New Guinea, Philippines, Singapore, Sri Lanka, Sudan, Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, Yemen, Zimbabwe. Belgium, Bulgaria, Canada, Czech Republic, Denmark, Estonia, France, Italy, Latvia, Lithuania Mexico, Portugal, Romania, Serbia, Spain, Sweden, United States of America, United Kingdom, Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Turkey and Ukraine. Vikings Video Slot must not be offered in the following jurisdictions: Afghanistan, Albania, Algeria, Angola, Australia, Azerbaijan, Cambodia, China, Ecuador, France, Guyana, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Kuwait, Laos, Malaysia, Myanmar, Namibia, North Korea, Pakistan, Papua New Guinea, Philippines, Qatar, Russia, Singapore, South Korea, Sudan, Syria, Taiwan, Thailand, Tunisia, Turkey, Ukraine, United States of America, Uganda. Universal Monsters (Frankenstein, the Bride of Frankenstein, Dracula, The Mummy, The Wolf Man, Creature from the Black Lagoon and The Invisible Man), can only be played in the following countries: Andorra, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Brazil, Georgia, Iceland, Liechtenstein, Moldova, Monaco, Montenegro, Norway, Russia,

San Marino, Serbia, Switzerland, Ukraine, Croatia, Macedonia, Turkey, Austria, Bulgaria, Cyprus, Czech Republic, Finland, France, Germany, Greece, Hungary, Ireland, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Peru, Poland, Slovakia, Slovenia, and Sweden.