

TERMS OF SERVICE

Rapture B.V.

a Company with registered address at Kaya Richard J. Beaujon Z/N Landhuis Joonchi II Curacao, registration number 156074, domain name zaza.com (hereinafter referred to as “**Company**”)

CONTENTS

1. GENERAL PROVISIONS AND POLICY STATEMENT
2. AUDIENCE
3. DEFINITIONS AND ABBREVIATIONS
4. THE PLAYER’S WARRANTIES
5. YOUR PERSONAL INFORMATION
6. SPECIAL RULES
7. CONFIDENTIALITY
8. COMPLAINTS
9. LIMITATION OF LIABILITY
10. RESPONSIBLE GAMING
11. UNDERAGE PROTECTION
12. TRAINING AND STAFF READINESS
13. DIRECT PLAYER INTERACTION
14. REALITY CHECK
15. VIOLATIONS, PENALTIES AND TERMINATION
16. FORBIDDEN JURISDICTIONS
17. INTELLECTUAL PROPERTY
18. SEVERABILITY
19. THE COMPLETENESS OF THE AGREEMENT AND ADMISSIBILITY
20. COOKIES
21. APPLICABLE LAW AND JURISDICTION
22. CONTACT INFORMATION
23. POLICY HISTORY

KEY INFORMATION

Approving Official(s):	Gouloud Mercedes Hammoud obo Guardian Corporation Curacao B.V.
Responsible Office:	Gouloud Mercedes Hammoud obo Guardian Corporation Curacao B.V.
Effective Date:	22.07.2025
Next Review Date:	22.07.2026

BY ACCEPTING THESE TERMS, YOU CONFIRM YOUR AWARENESS THAT GAMBLING MAY RESULT IN THE LOSS OF MONEY. ZAZA WILL NOT BE LIABLE FOR ANY POSSIBLE FINANCIAL LOSS RESULTING FROM YOUR USE OF THIS WEBSITE.

GAMBLING IS A FORM OF RECREATION AND SHOULD NOT BE VIEWED AS AN ALTERNATIVE SOURCE OF INCOME OR A WAY TO RECOUP DEBT. THE MAIN REASON FOR GAMBLING IS FUN AND JOY. WE HOPE YOU ARE RECREATING HERE WITH ALL THESE ENTERTAINMENTS! DON'T TAKE THE GAME TOO SERIOUSLY.

1. General Provisions and Policy Statement

1.1. The present Terms of Service reflect the complete agreement ("Agreement") between you and zaza.com with respect to this website. The terms ("Terms") apply to your use of the Games (as described below), the accompanying supporting network, mobile or other platforms through the zaza.com website ("Website") and other related links.

1.2. "zaza.com", "the Company", "Operator", "We", "Our", "us" means Rapture B.V. the company duly incorporated under the laws of Curacao with registration number: 156074, having its registered address: Kaya Richard J. Beaujon Z/N Landhuis Joonchi II, Curaçao).

1.3. "Client/s", "Customer/s", "User/s", "Player/s", "You"/"Your" means any person who use the functionality of this website.

1.4. The owner and the operator of the website is the company Rapture B.V. (registration number: 156074, registered address: Kaya Richard J. Beaujon Z/N Landhuis Joonchi II, Curaçao). The right to operate under the License, given by Curacao Gaming Control Board (GCB) with number OGL/2024/488/0787 belongs to the above-mentioned company Rapture B.V.

1.5. The present Terms of Service take effect after you give your consent to them in the form of the registration on the website. By checking "I agree with the Terms and Conditions" (Terms of Service) you inform zaza.com that you have read and accepted these Terms. The use of any webpage (part) of the Website confirms your agreement with these Terms of Service.

1.6. By using and/or visiting any section of the Website, or by opening an account with us through the Website, You agree to be bound by the Terms of Use and You accordingly: (a) agree to the use of electronic communications in order to enter into contracts; and (b) waive any applicable rules or requirements which require a signature by hand, to the extent permitted by any applicable law; (c) agree, that in order to use our service you are requested to provide us with certain sensitive personal information which shall be processed on the basis of our Privacy Policy. This Terms of Use don't affect your statutory rights.

1.7. If you do not agree with any provision of these Terms as well as with any provision of our other Policies, you should not use any webpage of this Website.

1.8. Under no circumstances should You use the Services for any purpose which is or is likely to be considered to be defamatory, abusive, obscene, unlawful, of a racist, sexist or other discriminatory nature, or which could cause offence. You must not use any abusive or aggressive language or images, swear, threaten, harass or abuse any other person, including other users, via the Website, or attempt to pass Yourself off as being any other person, or behave in such a manner towards any Operator staff used to provide the Services, Customer Services, or any helpdesk or support function which we make available to You.

1.9. Internet Gambling may be illegal in the jurisdiction/country in which You are located or residing. The Company does not intend to enable You to contravene applicable law. You are responsible for any gaming activity and You are also responsible for ensuring that You are not contravening any law or legislation prohibiting gaming online. Before relying on any information contained on the Website you should consult the rules in your jurisdiction.

1.10. The Company reserves the right to modify, edit, update and change any Terms of Service due to several reasons, including commercial, legal (according to the new legislation or regulations), as well as for reasons related to the customer service. We will inform the player about all amendments, supplements or changes by posting a new version of the Terms of Service as well as other Policies on the Website. The new version of the Terms of Service and other Policies will be effective immediately upon posting it on the Website. zaza.com recommends the player to regularly check the updates of the Terms of Service.

1.11. Any games of zaza.com in this Agreement refer to casino and varieties of games which may periodically appear on the Website. zaza.com reserves the right to add or remove games on the Website at its own discretion.

1.12. By registering at zaza.com, the player confirms that he/she is not a PEP, resident of any blacklisted, greylisted, any sanctioned or any other way restricted country. The list of restricted countries can be found in our KYC Policy and may be changed by zaza.com without prior notice. In case of violation of these conditions, zaza.com reserves the right to block the player's account with subsequent confiscation of funds.

1.13. By agreeing to the Terms of Services, you give us the right to periodically carry out any verifications (at our discretion), or that will be required by third parties (including regulatory bodies) to confirm your identity and contact information.

2. Audience

2.1. These Terms & Conditions govern the use of the gaming services offered by the Company via this Website. The Website operates under a license granted in accordance with the laws and regulations of Curaçao. As such, it is primarily directed at individuals who are legally authorized to engage in online gaming under the laws of their respective jurisdictions.

2.2. These Terms & Conditions apply to the following categories of users:

- **Registered Players:** Individuals who have successfully registered and hold an active user account on the Website.
- **Prospective Players:** Individuals who visit the Website to explore available services prior to registering an account.
- **Affiliates and Partners:** Third parties engaged in affiliate, marketing, or strategic partnerships with the Company, where such engagement is subject to these Terms.
- **Regulatory Authorities:** Governmental, supervisory, or licensing bodies that exercise jurisdiction over the Company's operations or the online gaming sector in Curaçao.
- **Legal and Compliance Representatives:** Entities or individuals acting on behalf of the Company or its players for legal, regulatory compliance, or dispute-related matters.

2.3. By accessing or using the Website, users confirm that they are of legal age to gamble within their respective jurisdictions and are not accessing the services from a prohibited territory. It is the sole responsibility of each user to ensure that their participation complies with all relevant local laws and regulations prior to engaging in any gaming activities provided by the Company.

3. Definitions and Abbreviations

3.1. **AML** – Anti-Money Laundering.

3.2. **Company** – Rapture B.V., a legally registered entity under the laws of Curaçao (registration no. 156074), located at Kaya Richard J. Beaujon Z/N Landhuis Joonchi II, Curaçao.

3.3. **GCB** – Gaming Control Board of Curacao.

3.4. **XCG** – Caribbean Guilder, the currency of Curaçao.

3.5. **Gambling or Gambling Game** — Any online game available on the Website that involves participation in a game of chance with the opportunity to win a Prize. A game of chance may include:

- (i) a game that combines elements of both chance and skill;
- (ii) a game in which the element of chance can be overcome through exceptional skill; or
- (iii) a game that is portrayed as involving chance, regardless of whether actual chance exists—excluding sports-related activities.

3.6. **Customer** — an individual, who uses the Website and/or familiarizes himself with the provisions of the Website, these Policy and the provisions of other documents, and intends to register on the Website to participate in Gambling (acquire a Player status).

3.7. **Player, (also refers to “You”)** - refers to any natural person who meets all of the following criteria:

- Has successfully completed the registration process on the Website;
- Has been verified and approved by the Company in line with its Know Your Customer (KYC) and Anti-Money Laundering (AML) protocols;
- Maintains an active gaming account;
- Has made a deposit or participated in any game of chance or betting activity provided by the Company through its online platform.

3.8. **Third Parties** — any individuals and/or legal entities other than the User and/or the Player, in particular, but not exclusively: family members, spouses, friends, partners, counterparties, creditors, service providers, agents, etc.

3.9. **Vulnerable Persons** — refers to individuals who may be at a heightened risk of experiencing negative consequences from gambling activities. These individuals may have diminished capacity to make informed decisions or control their gambling behavior due to various factors.

3.10. **Website** — the official websites of the Company, on which Customer may play the Gambling Games.

3.11. **RG** — Responsible Gaming.

3.12. In this Policy singular include the plural, and the plural include singular in cases of a need for interpretation.

3.13. **Third Parties** — any individuals and/or legal entities other than the User and/or the Player, in particular, but not exclusively: family members, spouses, friends, partners, counterparties, creditors, service providers, agents, etc.

3.14. In this Policy singular include the plural, and the plural include singular in cases of a need for interpretation.

4. The Player’s Warranties

4.1. You hereby declare and guarantee the following:

4.1.1. Your age is not less than 18 years old or other age specifically prescribed by law in certain targeted jurisdictions.

4.1.2. You agree to use this Website and your account on zaza.com solely for purposes of your personal participation in the games, and not for any financial or other operations. Your participation in the Games is carried out exclusively in the role of an individual for the purpose of recreation and entertainment;

4.1.3. You take part in games on your own behalf and not on behalf of any other person;

4.1.4. All funds deposited to the account of your account on zaza.com, are not related to any illegal activities and, in particular, are not the result of illegal activities;

4.1.5. You agree not to engage in fraud, collusion, coordination with other players, or any other illegal activities related personally to you or third parties, and not to use a variety of software tools, methods and equipment for such participation in the game. Hereby zaza.com reserves the right to void or close your account or to annul your participation in the game in case of detection of such a conduct;

4.2. The software provided by us is the property of zaza.com or third parties and is protected by the copyright and other intellectual property laws. You can use this software exclusively for personal purposes for entertainment in compliance with all the rules specified in them, terms of Service, and in accordance with the applicable laws, rules and regulations.

4.3. By registering an account, you agree that zaza.com may use the "Activity Tracking Technologies" and may provide such an opportunity to third parties. "Third parties" mean licensed online game service providers. Tracking technologies are tools and services that automatically collect, store and analyze data on the use of our websites, applications associated with zaza.com, as well as other software that operates in parallel with our services, including the log-files, other user activity (e.g. viewed pages, time spent on a particular page, Internet browsing, clicks, actions, etc.), time stamps, notifications, etc. This information is collected in order to correct errors and bugs, research and analyze the product, as well as to ensure security, identify and prevent fraudulent activities.

4.4. You knowingly refuse to use errors or incomplete software to gain an advantage. If you identify a problem or any technical vulnerabilities, please report it to us immediately. If such error was used to gain an advantage over other players and/or personal enrichment, and/or was transferred to third parties – such actions will be regarded as fraud.

4.5. In order to provide you with efficient service, zaza.com or the service providers of the Company may require transferring your personal data from one country to another, including any country in the world. You hereby consent to such transfers.

5. Your Personal Information

5.1. During the registration process, the Company may request personal information, which may include, but is not limited to:

- Full name
- Permanent residential address
- Date of birth
- Place of birth
- Nationality
- Identity number

In certain low-risk scenarios, the required information may be limited to the following:

- Full name
- Permanent residential address
- Date of birth
- Identity number

5.2. You are required to provide a unique login and password when registering or accessing your account.

5.3. To process any withdrawal request, you must submit copies of the following documents:

1. A valid form of personal identification (e.g., passport, driver's license, or national ID card)
2. A recent utility bill (dated within the last 3 months) clearly displaying your name and registered address (e.g., gas, electricity, water, or landline phone bill)

5.4. The Company may request additional documentation or signed authorization forms, particularly in relation to credit card usage.

5.5. All required documents should be submitted via email to: **support@zaza.group**.

5.6. You are responsible for updating your personal information in the event of any changes. This can be done either directly through your account or by contacting our Support Team. The Company reserves the right to request supporting documents to verify such changes.

5.7. You may update your credit card details at any time by adding a new card. Failure to provide complete or accurate information may result in declined transactions, for which the Company assumes no liability.

5.8. If your bank card is lost or stolen, you must immediately notify the Support Team. You are solely responsible for the security of your bank card.

5.9. Changes to your first name, surname, or date of birth provided during registration are prohibited unless supported by legally valid documentation in accordance with the laws of your country of residence.

5.10. The Company reserves the right to retain all personal information you provide, even after your account is closed.

5.11. Upon account creation, you will be required to use your login credentials to access your account. You must not share your login or password with any third party. Any breach of the Terms & Conditions committed through the use of your login credentials will be considered your responsibility.

5.12. For your security, we strongly advise against using personal information in your password. You are solely responsible for creating and maintaining a secure password.

5.13. If you forget your login or password, you must promptly contact our Support Team for assistance.

5.14. The Company may, at its discretion and at any time, request proof of identity, including a valid government-issued ID, copies of payment cards used, and/or proof of address (such as a

utility bill or recent bank statement), in order to prevent identity theft and ensure the security of your account.

5.15. You acknowledge and agree that the Company may provide relevant authorities with your personal information when required by applicable laws or regulatory obligations concerning your use of the Website's services.

6. Special Rules

6.1. Games played on Our Website are organized in the same way as games played elsewhere. It means that players must be polite with each other and avoid rude or obscene comments.

6.2. As a fully licensed Casino Operator zaza.com can provide games and services in the casino, properly licensed by service providers or developers.

6.3. The use and abuse of a bug or bots or any other form of artificial intelligence in any of the Software or Services provided on the platform is illegal.

6.4. zaza.com will closely monitor such software on the computers of players and by playing on zaza.com you give your consent and agree not to block the detection devices.

6.5. Any attempt to gain an unfair advantage over other players, no matter whether it is forbidden by the rules or not, are not permitted.

6.6. zaza.com can block and/or close the player's account forever at its sole discretion and without prior notice. If the block is made not due to fraud, without violating the conditions and not due to damage caused to zaza.com or any of its users as a result of a criminal game, in this case, the funds on the balance shall be withdrawn from the user's account. The Support Service can clarify the reason for blocking unless this information will not infringe on a trade secret and can not cause any damage to zaza.com.

6.7. zaza.com can block and/or limit player's access to certain website services at its own discretion and without prior notice. The service is meant to be casinos.

6.8. In case the rules or the Terms of Service of zaza.com are violated, zaza.com reserves the right to confiscate any funds from the player's account and cancel any pending withdrawals of funds.

6.9. We reserve the right to access and verify any Personal Information collected from you. In the event that we become aware that a user who is not Legally of Age has shared any information, we may discard such information. If you have any reason to believe that a minor has shared any information with us, please contact us.

6.10. Games, which include an option for a chat, provide players with the possibility of collective communication with each other during the game. There are certain rules designed to ensure a pleasant atmosphere in the lobby, as well as prevent fraudulent actions and allow players to feel like a part of the community.

6.11. To report an abusive behavior in the chat, please contact the support service of zaza.com. The moderation or control of the chat system is carried out automatically or by the employees of zaza.com or third party software support.

6.12. In case of chat rules violation, zaza.com sends a player a warning. If the player continues to violate the rules, he may be banned from the chat. The player can also be banned with immediate effect without prior notice for an unlimited period at zaza.com own discretion. The Company also reserves the right in its sole discretion to unblock the chat for a player prior to the earlier declared blocking period.

6.13. All conversations with malice will be reported to the appropriate authorities.

6.14. You are hereby informed that the company reserves the right to suspend, withdraw or cancel any payments or winnings that were received as a result of intentional or unintentional use of technical vulnerabilities.

7. Confidentiality

7.1. You hereby acknowledge and agree that zaza.com is entitled to process your personal data in order to provide you with the access to the Website and the possibility to use it, as well as to provide you with the opportunity to participate in games and to provide the related services.

7.2. zaza.com uses your personal information to provide the access to the games and the performance of its functions related to ensuring your participation in the games.

7.3. zaza.com also handles your personal data in accordance with our Privacy Policy for the purpose of verification procedures to ensure your participation in the games.

7.4. If any information you provide is false, inaccurate, misleading, and/or otherwise incomplete, you break the terms of the agreement, we reserve the right to close your account immediately and/or to refuse to you to use the services of the Website, in addition to any other action at our sole discretion.

7.5. You are required to immediately notify zaza.com of changes in the information specified by you upon the registration and opening of an account at zaza.com by making appropriate changes to your profile or contacting our customer support service.

7.6. By his own acceptance of the Agreement, the Player voluntarily gives his consent to the collection and processing of his personal data for the purpose specified in the Terms and to the use of data for commercial purposes, including receiving/sending information about participation in the Gambling and processing information about such participation, as well as sending advertising and special offers, information about promotions or any other information about the Company's activities by telecommunication means of communication (e-mail, mobile communication). The Company is obliged to comply with the requirements of the Personal Data Protection Policy.

8. Complaints

8.1. Feel free to contact Rapture B.V. anytime in all convenient ways. You can share your opinion and experience about the quality of any games, apply for additional information and give us any complaints or dissatisfied feedbacks within six months of the incident related to your participation in a game of chance or in the case of P2P (such as poker) the six months clock begins after the resolution of the specific event rather than the placement of the wager. . The opinion, as well as the claim of every client (player), is very important for us, as you directly participate in problem-solving and improvement of our services.

8.2. Rapture B.V. is to acknowledge that a complaint can be initiated and processed by the account holder only (meaning a real existing player). It is forbidden to assign, or any other way transfer your complaint to a third party. We will reject the complaint if the matter is handed over to be conducted by the third party and not the real player (account owner).

8.3. You can send a complaint directly to the e-mail address of our customer care department at support@zaza.group. If your query is related to finance, please contact payments@zaza.com and specify the issue. We will check any doubtful or disputed transactions. If there are discrepancies between the information on your computer and the balance on our server, the balance available on the Company's server is considered as the balance on your account, and this decision shall be final and binding.

8.4. Your complaint must include your name, address, and place of residence, date of the complaint, description of the conduct being disputed and any supporting documentation you requires to include as part of the complaint. We kindly ask you to use the template of the complaint.

8.5. As soon as you send the complaint to the Company, we shall within one week of receiving a complaint:

8.6. Within one week of receiving of a complaint, the Company will confirm the receipt of the complaint in writing via email, providing you with an explanation of how the complaint will be processed and expected timeline for resolution.

8.7. The complaint review period should not exceed 4 weeks, however, if the request requires additional checks or requests to third parties, the Company may extend the consideration period for another 4 weeks and notify the player about it. At each stage, we inform you about the status of the complaint to a reasonable level. If the Company needs additional information, it will be requested within the initial four week time period. Should the complainant not provide the necessary information within that time period, the Company has the right to reject the complaint.

8.8. Responsible Gaming Complaints are given priority due to their potential impact on player well-being. Our Responsible Gaming Policy is available for review in the Policies section located at the bottom of the website.

8.9. The Company will endeavor to resolve any Responsible Gaming-related complaint within five business days. If additional time is required to address the matter, we will inform you accordingly. In such cases, the extension will not exceed two weeks.

8.10. If the complaint remains unresolved or if the Company is unable to resolve the matter to your satisfaction, you have the right to escalate the issue to an independent Alternative Dispute Resolution (ADR) entity.

8.11. In case of any disagreement, the key point is to justify the positions of the player and the operator. When dealing with any complaints regarding the gameplay, we rely on the logs and records that are kept continuously during your game session. By accepting these rules, you undoubtedly agree that the logs stored on our servers will have the strongest and final value in resolving any of such disputes.

8.12. You agree that the outcome of the games on the Website is defined by our random number generator that generates events at random, and you accept the results of all games. However, the results on our server shall be final and binding, if there are any disagreements between the gaming

results on your computer and the outcomes of such games on our server.

8.13. To comply with the licensing requirements under the National Ordinance on Games of Chance (LOK), the Company provides access to independent Alternative Dispute Resolution (ADR) services for its players. If your complaint cannot be resolved through our internal process, you have the right to escalate the issue to an independent ADR provider at no cost to you. For clarity, all expenses associated with the ADR process will be fully covered by the Company.

8.14. Contact details for the ADR provider are included in all official complaint-related communications.

8.15. ADR decisions are not legally binding unless both you and the Company have explicitly agreed to be bound by the outcome. You maintain the right to pursue further legal or judicial action, regardless of the ADR outcome. Participating in ADR does not limit your ability to take the matter to court unless mutually agreed otherwise. For more comprehensive information on the ADR process, please refer to our Alternative Dispute Resolution (ADR) Policy.

8.16. If you are not satisfied with the resolution provided by the Company and believe there has been a breach of regulatory requirements, you may report the issue to the Curacao Gaming Control Board using the Online Form available on the CGA website. Please note that the CGA does not resolve or adjudicate disputes related to individual gambling transactions, it should only be contacted by players when they believe an Operator is in breach of their license.

8.17. For more detailed information concerning complaints, please, refer to Our Player Complaints Policy.

9. Limitation of Liability

9.1. . 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, including (without limitation) any telecommunications network failures, power failures, failures in third party computer (or other) equipment, fire, lightning, explosion, flood, severe weather, industrial disputes or lock-outs, terrorist activity and acts of government or other competent authorities.

9.2. You are knowingly and voluntarily assuming all risks of using any third-party websites, services or applications. You agree that we shall have no liability whatsoever with respect to such third party sites and your usage of them.

9.3. You hereby agree to fully release zaza.com, its directors, employees, partners and service providers from liability for damages, costs, expenses, liability on complaints or any other liability that may arise from your use of the Website or participation in the Games.

9.4. Rapture B.V. couldn't guarantee the complete absence of fraud activities by particular players and doesn't compensate any funds to the injured party. You are fully accounted for the whole course of the game and interaction with rivals furthermore you accept the outcome of your interaction. In case one or more than one of your rivals are blocked because of a violation of the project rules, no compensation or distribution of funds, involved into your interaction, is made.

9.5. 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 written permission.

9.6. You are solely responsible for the supply and maintenance of all of Your Access Devices and related equipment, networks and internet access services that You need to use in order to access the Services. We will not be liable in any way whatsoever for any losses caused to You (whether resulting from loss of service, poor internet connectivity, insufficient bandwidth or otherwise) by the internet or any telecommunications service provider that You have engaged in order to access the Services. For the avoidance of doubt, the Operator does not make any representation or give any warranty as to the compatibility of the Services with any particular third party software or hardware, including (for the avoidance of doubt) third party analysis which promise certain results from any of the Services.

9.7. zaza.com will not bear any responsibility for any damage or financial loss that surely or supposedly has arisen in connection with the activities of the site and its content; including without limitation of delay or interruption of the work of the site or the transmission of data, loss or damage of data, the termination or interruption of communication, abuse of the site by anyone or its content or any errors or omissions in the content.

9.8. The website, its directors, officers, employees and shareholders shall not be liable for any acts or omissions of or advertisements published by third party advertisers and marketers.

10. Responsible Gaming

10.1. Behavioral Monitoring and Early Intervention

10.1.1. We have a technical opportunity to flag clients who experience repeated losses are facing possible financial or mental health risks or who sound distressed and/or act abusively when communicating with our staff. These individuals were contacted by Customer Service to assess the situation and to discuss activating further self-control options.

10.1.2. We have a regular reminder to the players about effective limit tools such as spend limit, deposit limit, and session time limit and are given an option to personalize a limit-setting approach. Having a time-out to cool off temporarily is advisable for those who are predisposed to addictive behavior, experience changes in personal circumstances or exhibit signs of mental illness.

10.1.3. At zaza.com, we implement comprehensive behavior tracking to gain a full understanding of each player's interaction with our platform. This enables us to identify individuals who may be at risk and take timely, preventative action to minimize gambling-related harm.

10.1.4. Our monitoring includes, but is not limited to, the following key indicators:

- Deposit and wagering behavior: Sudden or unexplained increases in deposit amounts, wagering frequency, or duration of gaming sessions.
- Failed transactions: Repeated failed payment attempts due to insufficient funds.
- Withdrawal reversals: Multiple instances of cancelled withdrawal requests.
- Extended gaming sessions: Patterns of unusually long or continuous periods of play without logical breaks.

- Customer support engagement: Excessive or agitated communication, especially involving repeated bonus requests or emotional expressions.
- Responsible Gaming tool manipulation: Frequent setting, modifying, or removing of deposit or loss limits, or repeated use of the cooling-off feature.
- Credit behavior: Use of credit cards to their limit or beyond typical financial behavior.
- Account circumvention attempts: Efforts to create multiple accounts in order to bypass self-imposed or system-imposed limits.

10.1.5. This data is assessed in real-time and over time to support early intervention, ensure regulatory compliance, and promote safer gambling environments for all players.

10.2. Player Identification and Intervention Procedures

10.2.1. Development of Player Profiles

10.2.1.1. We compile and maintain detailed player profiles within our Player Account Management (PAM) system. Each profile includes key behavioral data such as:

- Frequency and length of gaming sessions
- Patterns in deposits and losses
- Notable changes in betting behavior
- History of self-exclusion or use of cooling-off periods
- Player communications or complaints related to gambling issues

10.2.2. Risk-Based Monitoring

10.2.2.1. To support player well-being and promote safer gambling practices, we have implemented a structured, tiered risk-based monitoring system. This approach ensures that the level of oversight and intervention is proportionate to each player's risk profile, based on their behavior and engagement patterns.

10.2.3. Risk Classification Levels

10.2.3.1. Players are continuously assessed and categorized into risk levels according to predefined behavioral thresholds and indicators:

- Low Risk – No clear signs of gambling-related harm; continued engagement with responsible gambling messaging is encouraged.
- Moderate Risk – Early warning signs or changes in behavior; warrants direct communication and guidance on available responsible gaming tools.
- High Risk – Strong indicators of problematic or uncontrolled gambling; requires immediate

attention and potentially mandatory intervention measures.

10.2.4. Assessment Criteria

10.2.4.1. Risk levels are determined using a combination of behavioral data and transactional activity, including:

- Duration and frequency of gaming sessions
- Amount and regularity of deposits and losses
- Reversal or cancellation of withdrawal requests
- Repeated efforts to override deposit or session limits
- Expressions of emotional distress or complaints related to financial loss
- Use, avoidance, or manipulation of Responsible Gaming tools

10.2.4.2. This dynamic monitoring framework allows us to respond swiftly and appropriately to emerging risks, ensuring a safe and supportive gaming environment.

10.2.5. Corresponding Intervention Measures

Each risk level corresponds with specific actions:

Risk Level	Monitoring & Intervention
------------	---------------------------

Low	Passive monitoring, display of RG messaging, offer of voluntary limits
-----	--

Moderate	Personalized outreach, recommendation of RG tools, closer activity review
----------	---

High	Mandatory limits, temporary suspension, or permanent exclusion; referral to support services if necessary
------	---

10.3. Player Notification

10.3.1. When a player is identified as exhibiting at-risk behavior, we will take prompt action to ensure appropriate support by:

- Informing the player in a timely and transparent manner
- Clearly outlining the available Responsible Gaming tools, including deposit limits, session time limits, cooling-off periods, and self-exclusion options

10.4. Escalation Protocol

10.4.1. If concerning behavior continues or intensifies, we implement a structured, tiered intervention process:

- Step 1: Impose mandatory limits on deposits and/or session durations
- Step 2: Temporarily suspend the player's account to allow for a thorough risk assessment and further engagement
- Step 3: If the player's risk level remains high or problematic behavior persists, proceed with permanent account exclusion to prevent further harm

10.5. Self-assessment and support resources

10.5.1. Players have the right to access a detailed record of their betting and wagering history, including transaction timestamps, covering at least the previous six months. This information is available directly through their player account, without affecting any longer retention obligations required by applicable laws and regulations.

10.5.2. If a player requests records beyond the six-month period, these must be provided within 10 working days. In cases where this timeframe cannot be reasonably met, we may apply to the Curacao Gaming Authority (CGA) for an extension, which may be granted at the CGA's discretion based on the circumstances.

10.5.3. We encourage you to regularly reflect on your gaming behavior to ensure your gambling remains within healthy and manageable limits. A helpful resource is the 20-question self-assessment quiz provided by Gamblers Anonymous, available on their website at <https://gamblersanonymous.org/20-questions/>.

10.5.4. This brief quiz takes only a few minutes to complete and can offer valuable insight into the nature of your gambling habits.

10.5.5. In such case, the player will also need to contact Support which will ask a set of questions to ensure that the player is able to gamble within his own means, or he doesn't experience any other problems.

10.5.6. Also, we provide you with the CAGE Questionnaire (Adapted for Gambling). Please, answer the following questions honestly:

1. C – Cut Down: Have you ever felt you should cut down on your gambling?
2. A – Annoyed: Have people annoyed you by criticizing your gambling habits?
3. G – Guilty: Have you ever felt guilty about your gambling?
4. E – Eye-Opener: Have you ever had a morning "eye-opener" to steady your nerves or recover from gambling losses?

Interpreting the Results

- 0 Yes Answers: Low risk for gambling problems.
- 1 Yes Answer: Moderate risk; further assessment may be needed.

- 2 or More Yes Answers: High risk; further evaluation and intervention are strongly recommended

10.5.7. Please take into consideration that there are organizations in many countries that help to cope with addiction to the games, such as:

www.gamblingtherapy.org

www.gamblersanonymous.com

www.gamcare.org.uk

www.begambleaware.org

800gambler.org

10.6. Behavior Tracking

10.6.1. We undertake behavior tracking by holistically analysing the player's relationship with zaza.com, we can identify at-risk individuals and take proactive steps to prevent gambling-related harm.

10.6.2. Key monitoring factors include:

- Deposit and wagering frequency – sudden unexplained increases in wagering or gaming session patterns.
- Repeated failed transactions due to insufficient funds.
- Reversing withdrawals – players cancelling withdrawal requests multiple times.
- A pattern of Inexplicable extended play sessions.
- Unreasonably increased communication with customer support – including requests for bonuses reflecting signs of agitation.
- Frequent changes to Responsible Gaming tools – such as continuously setting or changing deposit or loss limits or repeatedly making use of cooling-off period.
- Players maxing out a credit card.
- Attempts to open multiple accounts to bypass deposit or loss limits.

10.7. Cooling-off and Self-exclusion Procedure

10.7.1. At zaza.com, players have access to two distinct Responsible Gaming tools designed to support safer gambling:

- Cooling-Off: A short-term, temporary break from gambling that the player can customize according to their needs.

- Self-Exclusion: A long-term, non-reversible exclusion from all gambling activities offered under the zaza.com license.

These options serve different purposes, and their key differences are outlined below:

Criteria	Cooling Off	Self-Exclusion
Wagering	Prohibited. Player selection – all or by vertical.	No wagering, all verticals blocked
Deposits	No	No
Withdrawals	Yes	Depends on civil law
Log-in	Yes	No
Brands	Current brand or all operator brands – as selected	All brands/domains under the operator's license
Duration	Min 24 hours	Min 1 year
Changes	Can be made more restrictive	None
Antepost bets	Remain	Refunded/cancelled
Active poker tournaments	Must be completed	Must be completed
Marketing messages	Opt-out given as an option	None. All messages blocked
Activation	Self-executed by player on the website. Very limited intervention by operator in this process. In exceptional cases, the player may request via email or chat and elected options must be enabled within 24 hours.	Self-executed by player on the website. Very limited intervention by operator in this process. In exceptional cases, the player may request via email or chat and elected option must be enabled within 24 hours. Operator should have a plan to fully automate this process in short term.
Reactivation	Automatic	Player initiated

10.7.2. Cooling-Off Procedure

10.7.2.1. You have the option to initiate a Cooling-Off period, which temporarily restricts your access to gambling activities. This self-imposed break is designed to help you regain control and reflect on your gaming behavior. When activating a Cooling-Off period, you will be required to specify the following:

1. Duration (mandatory) – You may choose to suspend all wagering activity for one of the following predefined periods: 24 hours, 7 days, 1 month, or 3 months.

2. Brand Scope – Apply the restriction to either the current website or all websites operated under our brand.

3. Vertical Scope – Select to restrict all gambling activity or limit access to specific product verticals (e.g., Casino, Fixed Odds Betting, Poker, and other peer-to-peer games). For Casino, you may further specify “All Games” or “Slots Only.”

4. Marketing Opt-Out (mandatory) – You must opt out of marketing communications during the Cooling-Off period.

10.7.2.2. All selected restrictions take effect immediately and must be enforced according to your preferences.

10.7.2.3. For Cooling-Off periods of 1 or 3 months, a simple online verification may be used to confirm your decision (e.g., “You wish to cool off for one month. Please confirm.”). This step is presented in a neutral and non-intrusive manner.

10.7.2.4. During the Cooling-Off period:

- Your account remains active, but all gambling functionalities will be disabled.
- Your funds remain available and can be withdrawn at any time.
- No marketing materials will be sent if you have opted out, and you will not receive any bonuses, free play offers, or promotional incentives.

10.7.2.5. At the end of the Cooling-Off period, your account will be automatically reactivated, and no further action is required on your part.

10.7.3. Self-Exclusion Procedure

10.7.3.1. Preliminary Blocking

10.7.3.1.1. Players may initiate a temporary block on their account by contacting us through any available communication channel (e.g., live chat, email, or directly via their account manager). Upon receiving such a request—regardless of format—we will apply an immediate block to the account for a minimum of 24 hours (referred to as preliminary blocking).

10.7.3.1.2. Following this action, the player will receive an email containing a self-exclusion form to complete. This form will request details such as the desired exclusion period and the reason for the request.

10.7.3.1.3. Once the completed form is received, our Support Team will activate the self-exclusion for the duration specified by the player.

10.7.3.1.4. If the player does not complete the form, the account will be automatically reactivated once the preliminary blocking period ends.

10.7.3.1.5. Alternatively, players may access and complete the self-exclusion form independently without assistance from the Support Team.

10.7.4. Self-Exclusion Options

10.7.4.1. Players may choose to permanently exclude themselves from all gambling activity under the zaza.com license. The self-exclusion settings include:

1. Duration – Long-term self-exclusion periods available: 1 year, 3 years, 5 years, 10 years, or Lifetime.
2. Brand Coverage – Applies to all brands and domains operated under the license.
3. Activity Scope – Full restriction on all gambling products and verticals.
4. Marketing – An automatic opt-out from all promotional and marketing communications.

10.7.4.2. We may implement a simple online verification step to confirm the player's decision to self-exclude. This check is intended to ensure the player is fully aware of their choice and its consequences. The messaging must remain neutral, e.g., "You have chosen to self-exclude for 5 years. Please confirm."

10.7.5. Lifetime Self-Exclusion and Account Access

10.7.5.1. Confirmation of Lifetime Self-Exclusion

10.7.5.1.1. To confirm a lifetime (permanent) self-exclusion, the player must complete an additional identity verification process to ensure the request is valid and intentional.

10.7.5.2. Account Access and Restrictions

10.7.5.2.1. Access to an account under temporary self-exclusion cannot be restored until the selected exclusion period has fully expired. Once the designated period ends, account access will be automatically reinstated without further action required by the player.

10.7.5.2.2. If any promotional or bonus offers expire during a temporary or preliminary block, such offers cannot be reinstated or compensated once the account is reopened.

10.7.5.2.3. For accounts subject to permanent (lifetime) self-exclusion, access will not be restored under any circumstances.

10.7.5.2.4. Handling of Player Funds. In the case of permanent self-exclusion, we will make all reasonable efforts to return any remaining balance in the player's account to a verified payment method registered in the player's name, such as a bank account or approved e-wallet.

10.7.6. Immediate Enforcement

10.7.6.1. Self-exclusion measures take immediate effect and must be enforced strictly according to the player's selections.

10.7.6.2. Any wagers placed after a self-exclusion request but before the restriction becomes active must be voided, and the corresponding funds returned to the player.

10.8. Tournaments and Progressive Jackpots

10.8.1. Players must complete any in-progress tournaments (e.g., poker tournaments) that began prior to the activation of the self-exclusion.

10.8.2. Contributions to progressive jackpots made before self-exclusion remain valid; however, the player will no longer be eligible to participate in those jackpots once self-exclusion is in place.

10.9. Marketing and Communication

10.9.1. No direct marketing or promotional communications will be sent to players who are self-excluded, regardless of the duration or scope of their exclusion.

10.10. Reactivation and Post-Self-Exclusion Protocol

10.10.1. Once the self-exclusion period has expired, the player must submit a written request—via email or live chat—to have their account unblocked.

10.10.2. This request may be initiated either:

- In response to a login attempt following the end of the exclusion period, or
- Through direct, unsolicited written communication from the player using approved support channels.

10.10.3. Under no circumstances may reactivation be initiated by the operator through re-establishing contact with the player. Self-exclusion, once activated by the player, is binding and irreversible for the entire duration selected.

10.10.4. We retain records of all self-excluded accounts in accordance with applicable data retention laws and regulatory requirements.

10.10.5. Additionally, where technically feasible and permitted by regulation, we will block any previously known payment methods associated with a self-excluded player to prevent circumvention of self-exclusion measures.

10.11. Company-initiated Exclusion

10.11.1. zaza.com reserves the right to initiate an account exclusion as a high-risk intervention measure in the following cases:

- The player exhibits signs of problematic or harmful gambling behavior
- The player is suspected of attempting or engaging in criminal activity through the platform

10.11.2. All operator-initiated exclusions are formally documented, with records securely maintained for a minimum of five years, in line with regulatory obligations. The Curacao Gaming Authority (CGA) may request access to these records at any time.

10.12. Limits

10.12.1. To support responsible gambling, zaza.com offers players the ability to set deposit limits to manage their spending. These limits may be customized based on the player's preferences and applied over daily, weekly, or monthly periods.

10.12.2. Deposit Limits

- Players can define the total amount they are permitted to deposit within a selected time frame (daily, weekly, or monthly).
- Once the limit is reached, no additional deposits can be made until the limit resets.
- Requests to increase the strictness of a limit (e.g., lowering the maximum deposit) take effect immediately.
- Requests to decrease the strictness (e.g., increasing the deposit cap) are subject to a 24-hour cooling-off period before taking effect.
- Any existing or pending wagers placed before the limit was applied remain valid and are not retroactively affected.

10.12.3. Exceptions to Limits and Exclusions

10.12.3.1. While deposit limits and exclusions are applied immediately upon activation, certain exceptions apply in the case of active wagers or ongoing gameplay, including:

- Players actively participating in a poker tournament at the time a time-based limit is triggered
- Players with unresolved ante-post bets on future events

10.12.3.2. In these cases, the restriction will be applied after the completion of the relevant tournament, game, or betting event. Until then:

- The player may not initiate new wagers or enter new gameplay sessions
- The restriction applies to all future gambling activity not tied to the unresolved event

10.12.3.3. Once the active gameplay or wager concludes, the restriction (limit or exclusion) becomes fully enforceable across the account.

11. Underage Protection

11.1. Minors should be safe

11.2. All we know is the global network nature: the internet provides its users with unlimited opportunities. Since the casino entertainments are widely available, we use all necessary measures to keep minors from playing and do not allow anyone under the age of 18 (or other age specifically prescribed by law in certain targeted jurisdictions) to open zaza.com account. Still, we encourage you to cooperate with us in children's protection.

11.3. We have implemented age verification procedures to ensure all participants meet the legal gambling age requirements. All players must verify their age by checking a designated box and uploading a valid government-issued document (such as a passport, national ID, or driver's license) before placing any bets. If we discover that a player is a minor, their account will be immediately closed.

11.4. Here are some easy things you can do, to create a safe environment and prevent your child from accessing the casino website:

- don't use auto-fill for login details, and keep them out of the children's reach;
- avoid playing on gambling websites, if there are children nearby you;
- if you use one device for all family members, as soon as you finish the gaming session, please log out;
- keep your payment cards safe and private;
- educate your child about all the risks connected with the use of the internet and gaming sites, particularly.

11.5. Learn more about parental tools that you can use on your devices. zaza.com recommends parents install a reputable filtering software system, for example, www.betblocker.org, www.netnanny.com, www.gamban.com, betblocker.org, gamblock.com or any other alternative.

11.6. We do not target underage players with our marketing and advertising. It is neither good business nor consistent with our personal and corporate values to attract underage players.

11.7. Any underage player who violates age restrictions and provides false or misleading information or documents regarding their true age may have all winnings confiscated and could face criminal prosecution.

11.8. We keep records of all age verification processes and their outcomes.

12. Training and Staff Readiness

12.1. Our customer service and Responsible Gaming teams undergo training to handle player interactions professionally and effectively. The training includes:

- Identifying signs of gambling distress (e.g., agitation, aggression, or financial desperation).
- Conducting sensitive and structured conversations with at-risk players.
- Directing players to appropriate support resources and Responsible Gaming tools.

13. Direct Player Interaction

13.1. We use manual pop-up notifications in response to concerning behaviors:

13.1.1. Financial Behaviors

- Frequently increasing deposit amounts within a short period.
- Making large or irregular deposits inconsistent with past behavior.
- Often requesting deposit limit increases or removing limits.
- Chasing losses by placing higher bets.
- Reversing or canceling withdrawal requests shortly after initiation.
- Complaining about financial losses or expressing desperation to recover money.

13.1.2. Time-Related Behaviors

- Long or continuous play sessions without breaks.
- Logging in during unusual hours (e.g., late at night or early morning).
- Rapid re-deposits within a single session.
- Playing multiple sessions in one day.

13.1.3. These notifications include a link for players to contact a trained Responsible Gaming professional.

13.1.4. When we observe behavior suggesting a player may be at risk, we initiate direct contact. This communication encourages the player to review the Responsible Gaming area and consider using available tools and support services.

14. Reality Check

14.1. We implement a variety of reality check measures, including:

1. A real-time session timer visible at all times while the player is logged in.
2. A real-time clock set to the player's time zone.
3. Periodic pop-up reminders or prompts about session duration.
4. Player-activated reality checks.

14.2. Players can customize their reality check alerts to appear at specified time intervals. When triggered, the player must confirm they've read the message before continuing, with an option to end the session or keep playing. Customized reality checks temporarily suspend play and require confirmation before resuming, displaying information such as the time spent playing and showing winnings and losses during the session.

14.3. PLAYERS AT ALL TIMES REMAIN SOLELY RESPONSIBLE FOR THEIR GAMING BEHAVIORS. FOR THOSE PLAYERS WHO WISH TO RESTRICT THEIR GAMBLING, WE PROVIDE A VOLUNTARY SELF-EXCLUSION POLICY, WHICH ALLOWS THE PLAYER

TO TAKE CERTAIN STEPS IN ORDER TO CLOSE THEIR ACCOUNT OR RESTRICT THEIR ABILITY TO PLAY GAMES ON THE WEBSITE FOR A DESIRED PERIOD.

14.4. For more detailed information, please, refer to Responsible Gaming Policy.

15. Violations, penalties and termination

15.1. We reserve the right to inform applicable authorities, other online gaming or gambling operators, other online service providers and banks, credit card processors and issuers, electronic payment providers or other financial institutions of Your identity and of any suspected violations (fraudulent activity) by You, and You shall cooperate completely with us to investigate any activity alike.

15.2. If you breach any provision of these Terms of Service, or zaza.com has good cause to suspect you of such a violation, zaza.com reserves the right not to open an account or suspend access to or close it, withdrawing all the funds (including the deposit) and spending it on the compensation of any damage caused by you.

15.3. You agree that in such situations the final decision with respect to the breach of the terms, conditions and provisions are adopted by zaza.com, as a result of which zaza.com may suspend your account or permanently prohibit you from using our site.

15.4. We reserve the right to fully or partly terminate your access to the Website and/ or freeze your account at any time without previous notice in case we determine any suspicious activity associated with your account. In such cases we will be under no obligation to reimburse or compensate any finances remaining on your account balance.

15.5. We shall be entitled to suspend Your Account in the circumstances expressly set out in the Terms of Use. Upon the suspense of Your Account (a) no activity shall be allowed (including deposits, withdrawals (payouts), gambling or gaming) until the date upon which it's re-activated by us; (b) no bonuses or contingent winnings will be credited to the Account; and c) we shall address the issue that has given rise to the Account suspense with a view to resolving it as soon as reasonably practicable so that the Account can, as applicable, either be re-activated or closed.

15.6. Company reserves the right to decide in its sole discretion which activities constitute "irregular play" and to withhold any withdrawals where irregular play has occurred. **Disclaimer**

15.7. You agree and declare that You use services and all materials on the Website at your own risk and your sole option.

15.8. The Company cannot warrant that the Gambling Services and all materials on the Website shall meet your expectations and requirements, be uninterrupted or error-free or that they are free of viruses or bugs.

16. Forbidden Jurisdictions

16.1. There are certain countries that remain it illegal to gamble or have not addressed the legality of such games. If You use the Website's Services, it means that You are permitted by law of your jurisdiction to do it.

16.2. The Company does not permit accounts to be opened by, or to make any deposits nor used from, customers located or domiciled in: Americas & Caribbean: Aruba, Bonaire, Curaçao, Saba, Sint Eustatius, United States (including all U.S. territories and minor outlying islands), Europe & Middle East & Oceania: Austria, Australia, Belgium, Cyprus, Czech Republic, Estonia, France, Germany, Greece, Hungary, India, Israel, Italy, Latvia, Lithuania, Netherlands, Portugal, Romania, Russia, Slovenia, Spain, Japan

Sanctions & High-Risk Designations (Prohibited)

OFAC (U.S. Treasury): Sanctions programs include comprehensive and targeted regimes e.g., Iran, North Korea, Cuba, Russia, Crimea/Donetsk/Luhansk.

European Union: EU restrictive measures apply to designated countries, sectors, persons, and specified territories e.g. Belarus, Cuba, Iran, North Korea, Russia, Syria

United Nations Security Council: Any jurisdiction, region, person, or entity designated under UN sanctions is prohibited e.g. Angola, CAR, Côte d'Ivoire, DRC, Eritrea, Guinea Bissau, Iran, Iraq, Lebanon, Libya, Mali, Somalia, South Sudan, Sudan, Yemen, North Korea

FATF “High-Risk Jurisdictions subject to a Call for Action” (Black List): Democratic People’s Republic of Korea (DPRK), Iran, Myanmar.

Players residing in Curacao, the Netherlands (and any country forming part of the kingdom of the Netherlands), US, UN sanctioned countries and FATF blacklisted countries are not allowed to register an account.

16.3. The list of prohibited countries may also be separately approved by the rules of a particular game product, which are presented on the Website.

16.4. It is your sole responsibility to inform yourself about the laws in force in your jurisdiction regarding the use of our Services.

17. Intellectual property

17.1. You acknowledge and agree that all copyright, trademarks and all other intellectual property rights in all material or content supplied as part of the Website and the Software shall remain at all times vested in us or our licensors. You are permitted to use this material only as expressly authorized by us or our licensors.

17.2. Rapture B.V. is the sole owner of the trademark of zaza.com and logo of zaza.com. Any unauthorized use of the trademark or logo of zaza.com can be prosecuted.

17.3. The content and structure of the Website zaza.com are protected by copyright ©. All rights reserved. The copyright of this Website including all text, graphics, code, files and links belong zaza.com. The site may not be reproduced, transmitted or stored in whole or in part without prior written permission. Your registration on the site and its further use in no way implies obtaining any rights to the intellectual property contained in our system.

18. Severability

18.1. If any provision of these Terms becomes illegal or unenforceable, then that provision shall be deemed severable from these Terms of Service, and all other provisions shall remain valid and are not affected by such severability.

19. The completeness of the Agreement and admissibility

19.1. This Agreement constitutes the complete agreement between you and zaza.com with respect to this Website, and in case of fraud, it supersedes all prior or coincident in time cases of exchange of information and proposals, whether in an electronic, oral or written form between you

and zaza.com with respect to this Website.

19.2. The original text of the Terms of Use are in English and any interpretation of them will be based on the original English text. However, the initial English interpretation will prevail, If the Terms of Use or any documents or notices related to them are translated into any other language.

19.3. A printed copy of this Agreement and any notice given in electronic form will be submitted to the judicial or administrative authorities in case of proceedings conducted pursuant to or in respect of this agreement to the same extent and under the same conditions as other business documents and records originally generated and maintained in printed form.

20. Cookies

20.1. The Company utilizes cookies, along with other web analysis technologies and methods, to collect, retain, and monitor specific information regarding your usage and activity on the Services.

20.2. A cookie is a small data file placed on your device by the Website. Cookies serve various functions, including facilitating seamless navigation between pages, automatically enabling certain features, remembering your preferences, and enhancing your overall experience and interaction with our Services.

21. Applicable Law and Jurisdiction

21.1. These Terms of Service are subject to and interpreted in accordance with the laws of Curacao, and you irrevocably submit to the exclusive (single) law of the Curacao courts of jurisdiction to resolve any disputes (including compensation claims and counterclaims) that may arise in connection with the creation, legality, effect, interpretation, action or legal relationship established by the Terms of Service or in any manner arising from the Terms.

21.2. Each and all sections of the Website are governed by this Terms of Use and You should ensure at all times that Your use of the Services is in accordance with the Terms of Use and our Policies.

22. Contact Information

22.1. For any questions regarding this policy, please contact: support@zaza.group or send a mail on the address: Kaya Richard J. Beaujon Z/N Landhuis Joonchi II, Willemstad, P.O. Box 6248, Curacao.

23. Policy History

November 12, 2025	Policy update
July 22, 2025	Policy update (Annual update)
December 01, 2024	Policy update (legal changes)
June 12, 2024	Policy update (legal changes)
May 28, 2024	Policy update (Annual update)
December 12, 2023	Policy update (legal changes)

May 20, 2023	Policy update (Annual update)
May 24, 2022	Initial Policy