

Terms & Conditions

Version 2.0, last updated 12 June 2026

Version Control:

Version	Date	Owner
1.0	14 January 2025	Compliance Officer
2.0	12 June 2026	Compliance Officer

1. General

These general terms and conditions (together with all policies, rules and documents incorporated by reference), defined in this text as "Terms and Conditions" or "Terms" regulate the usage of all games and play. They constitute a legally binding agreement between you ("The Player", "You", "Customer") and Island Odyssey Ventures B.V. ("The Company", "We", "Us", "Our Company").

Island Odyssey Ventures B.V. is a private limited liability company registered in Curacao with company registration number 165285 and registered address at Zuikertuintjeweg z/n, Willemstad, Curacao, licensed by the Curacao Gaming Authority (CGA) under the National Ordinance on Games of Chance (LOK), with licence number OGL/2024/630/1003.

1.1 Definitions

In these Terms and Conditions, the following terms shall have the meanings set out below unless the context requires otherwise:

- **Account** or **Player Account** means the unique personal account registered and maintained by a Player with the Company for the purpose of accessing and using the Services, including depositing, wagering, and withdrawing funds.
- **Base Currency** means the primary currency in which the Account operates unless otherwise specified or converted in accordance with these Terms.
- **Company, We, Us, or Our** means Island Odyssey Ventures B.V., a private limited liability company registered in Curacao with registration number 165285, with the registered address at Zuikertuintjeweg z/n, Willemstad, Curacao, licensed by the Curacao Gaming Authority (CGA) under the National Ordinance on Games of Chance (LOK), with licence number OGL/2024/630/1003.
- **Curacao Gaming Authority** or **CGA** or **Regulatory Authority** or **Regulator** means the authority responsible for the supervision and regulation of gaming activities in Curacao under the National Ordinance on Games of Chance (LOK) (or any successor authority).

- **Force Majeure Event** means any event beyond the Company's reasonable control, including but not limited to acts of God, war, terrorism, riots, civil commotion, embargoes, strikes, lock-outs, industrial disputes, fire, flood, pandemic, cyber-attack, blockchain or network failure, changes in law or regulation, or failure of third-party systems or providers, as defined in Section 28.
- **Games** means any casino games, slots, live casino, crash games, table games, sports betting, poker, or other gaming products offered through the Services on the Website.
- **KYC** means Know Your Customer procedures, including identity verification, source of funds/wealth checks, and other due diligence required for compliance with AML/CTF and regulatory obligations.
- **Player, You, Your, or Customer** means the individual who registers an Account and uses the Services in accordance with these Terms.
- **Prohibited Jurisdictions** means any country, territory, or region from which access to or registration for the Services is prohibited, as listed in Section 2.3.1.
- **Services** means all online gaming, betting, casino, promotional, payment, and related features and functionalities provided by the Company via the Website or any associated platforms.
- **Website** means the primary domain (or any mirror, subdomain, mobile site, or application operated by the Company) through which the Services are accessed.

1.2 Validity

The current version of this agreement is valid until a new version is published on the Website. The previous versions of the Terms and Conditions can be found [here](#), together with the summary of the main changes in relation to the current version.

1.3 Applicability

These Terms and Conditions also apply to all platforms and devices that enable sport wagering or gameplay of games provided by the Company.

1.4 Changes to Terms

The Company will notify you of material changes to these Terms and Conditions by email (if provided) and/or a prominent notice on the Website and in your Account dashboard at least 14 days prior to the effective date, unless the change is required immediately for legal, regulatory, or security reasons. The notification will include clear references to material changes / clause numbers as well as provide a summary of the main changes, together with the effective date.

If the Terms and Conditions change, both you and us shall abide by the changes. If you do not agree to the change(s) to these Terms and Conditions, you must cease using the Services with immediate effect. If there is a positive balance on your account, you will be able to withdraw it. For details, please contact us via the live chat support or by opening a support ticket in the Contact Us section on the Website. Changes will not apply

retroactively where they adversely affect the Player, unless required for legal or regulatory reasons.

1.5 Player Responsibility

It is your sole responsibility to ensure that you have read and understood these Terms and Conditions before registering. If you do not agree to any part of these Terms and Conditions, you must not continue the registration process and cease the usage of all our Websites.

1.6 Binding Acceptance

These Terms and Conditions are applied when confirming and registering necessary information in the registration process on any of our Websites. By registering your account at the Company, depositing funds, placing a bet, participating in any game, or accessing or using the Services in any way, you confirm that you have read, understood, and agreed to be legally bound by these Terms and Conditions.

These Terms and Conditions may be revised by the Company at any time. Players will be notified of any material changes in line with clause 1.4. Minor changes will be effective immediately upon posting on the Website and your continued use of the Services after the effective date of modification of the Terms constitutes acceptance.

Nothing in these Terms shall limit or exclude any rights granted to the Player under applicable law.

2. Eligibility and Account Obligations

2.1 Account Opening and Use

By registering an account and/or continuing to use our Services, you represent and warrant that:

2.1.1 Age & Legal Compliance

You are at least 18 years of age, or you meet or exceed the higher minimum legal gambling age stipulated by the laws of your country or jurisdiction of residence. It is your sole and exclusive responsibility to determine and comply with the legal age for online gambling in your jurisdiction.

Underage gambling is strictly prohibited. If we discover or reasonably suspect that you are under the required legal age (whether at registration or at any later time), we will immediately and permanently close your Account without notice. In such cases:

- Any winnings and bonuses will be forfeited with no right to refund, reimbursement, or claim;
- All deposits will be returned to a responsible adult (parent or guardian)

- Any transactions, bets, or gameplay will be voided;
- We may report the matter to relevant authorities where required by law.

You agree to indemnify and hold the Company harmless from any claims, losses, or liabilities arising from your failure to comply with age or legal gambling requirements.

2.1.2 Single Account Rule per Website

You are permitted to open and maintain only one Account per Website.

The creation or use of multiple Accounts (whether under the same name, different identities, shared devices, IP addresses, households, payment methods, or otherwise) is strictly prohibited and constitutes a material breach of these Terms.

If the Company identifies or reasonably suspects duplicate or linked Accounts, we reserve the right, at our sole and absolute discretion and without prior notice or liability, to:

- Terminate or permanently close all such Accounts;
- Confiscate and forfeit any balances, winnings, bonuses, or funds across the affected Accounts;
- Void all related bets, transactions, and gameplay;
- Report the activity to relevant authorities if it involves fraud or other prohibited conduct.

2.1.3 Personal & Recreational Use Only

You may use our Services solely on your own behalf and strictly for your personal, non-professional, recreational entertainment purposes, in full compliance with these Terms and Conditions and all applicable laws, rules, and regulations.

Using the Services:

- On behalf of any other person, entity, company, group, or third party;
- For commercial, professional, or profit-sharing purposes;
- As part of any syndicate, collective betting arrangement, or shared strategy; is strictly prohibited.

Any breach of this provision may result in immediate Account suspension or permanent closure, forfeiture of all funds and winnings, and potential reporting to regulatory or law enforcement authorities.

2.1.4 Prohibition on Transfer, Sale, or Assignment of Account or Funds

Your Account, balance, winnings, deposits, bets, rights, claims, or any associated assets of value are personal and non-transferable. You may not, under any circumstances:

- Sell, transfer, assign, pledge, encumber, gift, trade, broker, hypothecate, or otherwise dispose of your Account or any part of its contents (including winnings, deposits, bonuses, or rights/claims connected thereto);
- Permit any third party (individual, company, foundation, association, fiduciary, or otherwise) to use, control, or benefit from your Account or funds;
- Enter into any agreement (legal, commercial, or otherwise) that attempts to circumvent this prohibition.

This prohibition applies regardless of form or method, including but not limited to direct transfers, indirect arrangements, power of attorney, trusts, or cooperation with intermediaries.

Any attempt to breach this rule will be considered a material violation. The Company reserves the right, at its sole and absolute discretion, to:

- Immediately suspend or permanently close the Account(s) involved;
- Confiscate and forfeit all balances, winnings, bonuses, and funds without refund or compensation;
- Void any related transactions or claims;
- Pursue any available legal remedies to recover losses or prevent further misuse.

All decisions under this section are final and binding.

2.2 Account Security

You are solely and exclusively responsible for maintaining the security, confidentiality, and integrity of all login credentials associated with your Account, including but not limited to:

- Username
- Password (PIN)
- Security questions/answers
- Two-factor authentication (2FA) codes or recovery methods (if available)
- Any other authentication tokens, PINs, biometrics, or access mechanisms provided or enabled by the Company

You must:

- Keep your login credentials strictly private and confidential at all times;
- Never share, disclose, write down, store insecurely, or otherwise make them accessible to any third party (including family members, friends, colleagues, or persons claiming to provide technical support);
- Use strong, unique passwords that are not reused across other services;
- Enable and maintain any available security features recommended or required by the Company;
- Regularly update your password/PIN and review account activity for unauthorized access.

In the event of any actual, suspected, or potential compromise of your login credentials or Account security (including phishing attempts, unauthorised login notifications, lost/stolen devices, malware infection, or any other breach), you must:

- Immediately notify the Company via live chat, support ticket, or the designated security contact channel;
- Immediately change your password and any other compromised credentials;
- Take all reasonable steps to prevent further unauthorised access, including logging out of all active sessions, revoking third-party app permissions (if applicable), and scanning devices for malware;
- Cooperate fully with any investigation or additional verification requests made by the Company.

Failure to promptly report a suspected compromise or to take appropriate protective actions may be considered negligence on your part. In such cases, the Company reserves the right to:

- Suspend or restrict access to your Account pending verification and resolution;
- Require enhanced security measures (e.g., new password, additional KYC, device verification) before restoring access;
- Decline liability for any unauthorised transactions, losses, withdrawals, or damages that occur prior to your notification and our response;
- Permanently close the Account if the compromise is linked to intentional misuse, sharing of credentials, or repeated security failures.

The Company shall not be liable for any losses, unauthorised access, fraudulent activity, or other consequences arising from:

- Your failure to safeguard your credentials;
- Your disclosure (intentional or unintentional) of login details to any third party;
- Use of your Account on shared, public, or unsecured devices/networks;
- Phishing, keylogging, malware, or other cyber-attacks that result from your actions or omissions.

You agree to indemnify and hold the Company, its directors, employees, and service providers harmless from any claims, losses, damages, costs, or liabilities arising from breaches of this security obligation.

2.3 Prohibited Activities and Jurisdictions

2.3.1 You are not allowed to access the Website and/or register an account from a jurisdiction that prohibits online gambling and/or any other jurisdiction that the Curacao Gaming Authority deems prohibited. The Company also prohibits from accessing our Services persons (including temporary visitors) located in: Afghanistan, Aruba, Australia, Austria, Bahamas, Belgium, Bonaire, Central African Republic, Comoros, Costa Rica, Curacao, Cyprus, Czech Republic, France, Germany, Gibraltar, Greece, Haiti, India, Iran, Iraq, Israel, Italy, Lebanon, Libya, Lithuania, Malta, Marshall Islands, Myanmar,

Netherlands, North Korea, Ontario (Canada), Portugal, Romania, Saba, Singapore, South Africa, Spain, St Eustatius, United Arab Emirates, United Kingdom, United States of America, US Minor Outlying Islands, US Virgin Islands, and all FATF blacklisted countries, as well as any other jurisdiction we deem as prohibited in our sole discretion. The current list of prohibited jurisdictions is maintained on our Website and may be updated from time to time. For the avoidance of doubt, registration from countries that do not feature on the options available at registration stage, is strictly prohibited.

2.3.2 You may not use funds that are tainted, associated with any illegal activity, or originate from any illegal activity or source.

2.3.3 Should you, a family member, a friend, or other close acquaintance be a Politically Exposed Person (PEP), your account will be subject to Enhanced Due Diligence. As part of the review process, you will be required to share additional KYC information as well as information relating to your Source of Wealth and Source of Funds used for deposits on our website. You must notify us immediately should your status change and should you become classified as a PEP or a close relative. We will periodically examine all accounts and all PEP investigations that are judged to give a positive result will be subject to enhanced due diligence.

2.3.4 The Company operates a strict zero-tolerance policy towards any form of fraud, collusion, abuse, or other prohibited conduct across all our products and Services. By registering and using your Account, you agree that you will not engage in, attempt to engage in, or facilitate any of the following prohibited activities:

- Use of multiple accounts to gain unfair advantages, including but not limited to bonus abuse or evasion of restrictions;
- Use of bots, artificial intelligence, automated systems, scripts, or any unauthorized software or tools to access or interact with the Services;
- Collusion with other users or third parties to manipulate outcomes, share information inappropriately, or circumvent the rules of any game or bet;
- Exploiting system loopholes, software bugs, errors in odds or payouts, or incomplete data for personal gain;
- Any form of arbitrage betting, match fixing, insider trading, or market manipulation in sports betting product or any other product;
- Identity theft, use of false, forged, or fraudulent documentation, or impersonation of another person;
- Depositing or wagering with funds obtained fraudulently, illegally, or without proper authorization;
- Money laundering or any other financial crime;
- Engaging in any activity that violates applicable laws or regulations in any relevant jurisdiction;

- Any other conduct that we determine, in our sole discretion, to be fraudulent, abusive, or contrary to the spirit of fair play.

We hereby reserve the right, without notice or liability, to invalidate any betting in the event of such behaviour as determined in our sole discretion.

2.4 Your Responsibilities

2.4.1 By using the Services, you represent and warrant that all information you provided or will provide in the future during duration of this Agreement, including but not limited to, personal details when registering the account, identify documentation, Source of Wealth or Source of Funds information, and any subsequent changes to the said information is complete, true and accurate. You also agree that you will immediately notify the Company of any changes to such information.

2.4.2 You may only participate in any Game if you have enough funds in your account for such participation.

2.4.3 You are solely responsible for reporting and accounting for any taxes, charges, levies, or other fees applicable to you under the relevant laws for any winnings that you receive from the Company. The Company is not liable under any circumstances for your tax obligations, penalties, or any consequences arising from your tax reporting or non-reporting. You agree to indemnify and hold the Company harmless from any tax liability arising from your use of the Services.

2.4.4 In relation to deposits and withdrawals of funds into and from your Account, you shall only use such payment methods and other financial instruments that are valid and lawfully belong to you. Third-party deposits (i.e. deposits made by someone other than the account holder) are strictly prohibited. Any such deposits may be confiscated, and the Account may be immediately closed without refund.

2.4.5 You understand that by using our Services, you take the risk of losing all funds deposited or held into your account, including any winnings that were not withdrawn or transfers received from other players.

2.4.6 You shall be courteous to other players using our Services as well as to support personnel employed by the Company and avoid any rude, obscene, or otherwise inappropriate comments.

2.4.7 The Company applies strict KYC, AML, CTF and sanctions compliance measures in line with international standards and CGA's requirements. KYC measures may be applied at any stage in the player journey, but the mandatory identify verification checks will be conducted upon players reaching the cumulative threshold of XCG 4,000 deposits and withdrawals. If we detect or suspect any link to sanctioned persons/jurisdictions, high-risk activity, or deliberate evasion of our controls (e.g., use of VPN or other technical

means to circumvent geographic restrictions), we may immediately freeze funds, suspend or close the Account, and report to relevant authorities as required by law. Funds will remain frozen pending completion of our investigation and any regulatory or law enforcement proceedings. We shall not be liable for any losses arising from such actions in accordance with our legal and regulatory obligations.

You shall provide any documents requested by us to complete the necessary KYC processes when registering an account on our Websites. You acknowledge that your account registration will be rejected if you fail to provide the required documents. The Company reserves the right to request further documents at any time and you are obliged to comply in full with any such requests for documents or information as deemed necessary by the Company. Your account may be suspended or permanently closed if you fail to comply with such requests, or do not respond in a timely manner within timelines stipulated by us.

3. Your account

3.1 Account Registration

3.1.1 In order to deposit money and place bets, you must first register an account ("Account") with us.

3.1.2 You are permitted to open only one account and register it personally. We reserve the right to close any multiple Accounts opened with the same name or in any way referable to the same person. If you notice that you have more than one registered Account, you must notify us immediately. Failure to do so may lead to your Account being blocked for access.

3.1.3 You must enter all mandatory information requested into your registration form, all of which must be true and correct. It is your sole responsibility to ensure that the information you provide is true, complete, and correct. You are hereby notified that we are carrying out verification procedures and that your Account may be blocked for access or closed if you are found to supply false or misleading information. You are required to update and keep up to date the mandatory information provided in the registration form in the event such information changes.

3.1.4 As part of the registration process, you will have to choose your username and password for your login onto the Website. It is your sole and exclusive responsibility to ensure that your login details are kept securely. You must not disclose your login details to anyone. We are not responsible for any abuse or misuse of your Account by third parties due to your disclosure of your login details to any third party, whether intentional or accidental, whether active or passive.

3.2 Account Closure

3.2.1 The Company reserves the right to refuse or close an Account at its sole discretion, but any contractual obligations already made by the Company shall, without prejudice to any rights available at law to the Company, be honoured accordingly.

3.2.2. If you wish to close your account, you may do so at any time, by contacting live support in written form. The effective closing of the Account will correspond to the termination of the Terms and Conditions. In case the reason behind the closure of the Account is related to concerns about possible gambling addiction the player shall indicate it.

3.2.3 In the case the player account is closed, all player and account information, including but not limited to all transactions, communications, documents, gameplay will be stored for a minimum of five (5) years from the time of account closure.

3.3 Inactivity

3.3.1 Accounts that remain without any deposit since registration (real money funds added to the account balance) and have no activity (defined as no gameplay or bet placement) for fourteen (14) consecutive calendar days will be subject to the following at our sole and absolute discretion:

- Account may be classified as inactive for promotional purposes.
- Any unclaimed promotions may be removed, including bonuses, free spins, promotional credits, no-deposit rewards, sign-up incentives, or any other funds (including but not limited to bonus money, winnings derived therefrom, or any credited amounts) that may have been granted or earned on the account.
- Removed promotions will not be reinstated. There will be no possibility of refund, reimbursement, withdrawal, claim, or recovery by you or any third party.

3.3.2 Any Account that remains inactive for a continuous period of twelve (12) months will be classified as dormant. Inactivity is defined as no deposit and no bet placement or gameplay during that period. Prior to classifying an account as dormant or applying any restrictions, the Company will make reasonable efforts to notify the Player using the contact details on file.

4. Deposits

4.1 Deposit Rules

4.1.1 Ownership of Payment Methods

All deposits must be made exclusively using payment methods (including credit/debit cards, e-wallets, bank transfers, cryptocurrencies, or any other method) that are:

- Registered in the Customer's own full legal name;

- Lawfully owned and controlled by the Customer; and
- Not shared, borrowed, or provided by any third party.

Deposits made using payment methods belonging to, or controlled by, anyone other than the registered account holder are strictly prohibited and constitute a material breach of these Terms.

4.1.2 Third-Party Deposits – Prohibition & Consequences

Third-party deposits (i.e., any deposit funded, initiated, or facilitated by a person or entity other than the registered account holder) are strictly forbidden. This includes, but is not limited to:

- Deposits made from family members, friends, partners, or associates;
- Use of shared accounts, corporate cards, or pooled funds;
- Deposits intended to circumvent verification, wagering requirements, or bonus restrictions.

If the Company identifies or reasonably suspects a third-party deposit, it reserves the right, at its sole and absolute discretion, to:

- Freeze the funds pending investigation;
- Confiscate and forfeit any associated winnings or bonuses derived therefrom without refund or compensation;
- Immediately suspend or permanently close the Account;
- Void all related transactions, bets, and balances;
- Report the activity to relevant authorities where required by law (e.g., AML obligations).

4.1.3 Wagering Requirements on Deposits

All deposits are subject to a minimum wagering requirement before any withdrawal can be requested or processed. Unless explicitly stated otherwise in the relevant promotion, bonus terms, or on the Website:

- Every deposit must be wagered at least once (1x) on eligible Games before any withdrawal is permitted.
- This requirement applies to the full deposited amount (cash balance) and must be met using real-money wagers only.
- Bonus funds, free spins winnings, or promotional credits may be subject to separate, higher wagering requirements as specified in the applicable bonus terms.

Withdrawals requested before the wagering requirement is fully satisfied will be declined. The Company may void any attempted withdrawal and associated winnings until compliance is confirmed.

4.1.4 Right to Refuse Deposits & Suspend Accounts

The Company reserves the right, in its sole and absolute discretion and without prior notice, to refuse any deposit, reverse any processed deposit, or suspend the Account (including freezing any associated balance, winnings, or pending transactions) pending investigation where it suspects or reasonably believes that:

- The payment method does not belong to, or is not lawfully controlled by, the registered Customer;
- The deposit is linked to fraud, money laundering, terrorist financing, identity theft, stolen credentials, or any other illegal or prohibited activity;
- Acceptance of the deposit would expose the Company to legal, regulatory, financial, reputational, or compliance risk;
- The deposit or account activity violates these Terms, our AML/CFT policies, or applicable laws.

During any suspension or investigation, no withdrawals, deposits, or gameplay will be permitted. Decisions under this clause are final and binding. The Company is under no obligation to disclose detailed reasons for refusal or suspension where doing so could compromise security, fraud prevention, or regulatory compliance processes.

4.1.5 Deposit Limits

Minimum and maximum deposit limits apply to all transactions and are clearly displayed on the Website (including any per-method or per-cryptocurrency limits). These limits may vary by payment method, jurisdiction, account status, verification level, or promotional conditions. The Company may adjust limits at any time without prior notice. Attempting to deposit outside these limits may result in the transaction being declined.

4.2 Cryptocurrency deposits

Deposits in cryptocurrency are subject to the following additional rules:

- (a) You must send funds from a wallet you legally control and own.
- (b) The Company will credit your Account with the equivalent value in the base currency (e.g. USD, EUR, or as specified) at the exchange rate applied at the exact moment the transaction is confirmed on the relevant blockchain and received in the Company's wallet.
- (c) Cryptocurrency deposits and withdrawals are converted using market exchange rates provided by reputable third-party pricing providers at the time the transaction is processed. The applicable rate will reflect prevailing market conditions at the time of confirmation and may differ from the rate at the moment the transaction was initiated due to market volatility.
- (d) Due to blockchain volatility, network congestion, or other factors beyond the Company's control, the credited amount may differ from the market value at the time of sending. You expressly acknowledge and accept that you bear all risk of price

fluctuations, delays, and losses between sending and confirmation, and the Company shall have no liability whatsoever for any such differences or losses.

(e) Deposits are only credited after the required number of blockchain confirmations (as determined by the Company for each cryptocurrency) and successful AML/risk checks.

(f) The Company reserves the right to reject or reverse any cryptocurrency deposit if it is sent from a prohibited wallet, mixer, tumbler, privacy coin, or address linked to sanctioned entities, high-risk jurisdictions, or illicit activity.

(g) No interest, compensation, refund or adjustment of any kind will be provided for delays, volatility losses, rejected deposits, or any other issues arising from cryptocurrency transactions, regardless of cause.

4.3 Level Deposits & Account Usage – Proportional Gameplay and Anti-Abuse Rules

Deposits into your Player Account must be reasonable and proportionate to your intended and actual level of gameplay. The Company monitors deposit patterns, wagering activity, and overall account usage to detect potential abuse, money laundering, responsible gaming concerns, or attempts to use the platform as a financial storage or transfer mechanism.

In the Company's sole and absolute discretion, if any deposit(s) appear excessive, disproportionate, unusual, suspicious, or inconsistent with legitimate recreational gambling (including but not limited to large deposits followed by minimal or no wagering, repeated high deposits with low activity, or deposits that significantly exceed typical gameplay levels), the Company reserves the right to:

- Cancel or reverse the deposit(s) (in part or in full);
- Deduct, recoup, or charge back any associated costs, fees, bonuses, or losses incurred by the Company as a result;
- Suspend or permanently close your Account;
- Forfeit any related winnings, bonuses, or balances.

Furthermore, Player Accounts are provided solely for the purpose of participating in Games for recreational entertainment. They must not be used as a banking facility, electronic wallet, savings account, or means of storing, holding, or transferring funds without active gameplay. For avoidance of any doubt, the Company is not a financial institution and does not offer banking services. No interest is paid on deposited funds.

If the Company reasonably suspects that your Account is being used in a manner resembling a financial institution (e.g., depositing funds with no or minimal wagering intent, holding large idle balances for extended periods, or using the Account primarily for non-gaming purposes), the Company may, at its sole discretion:

- Freeze or restrict access to the relevant funds pending investigation and verification;
- Require additional source-of-funds documentation or enhanced due diligence;
- Cancel pending transactions;
- Deduct administrative fees;
- Close the Account and confiscate any remaining balance in accordance with applicable laws and these Terms.

Decisions under this Section are final and binding. The Company is under no obligation to provide prior notice or detailed reasons where disclosure could compromise internal risk, AML, or fraud prevention processes. You agree that any funds affected by these measures are not guaranteed and may be permanently forfeited without refund or compensation.

In all cases, legitimately deposited funds shall be returned to the Player where legally permissible, unless confiscation is required due to fraud, AML/CFT obligations, or other unlawful activity.

4.4 Additional Verification Checks

The Company reserves the right, at its sole and absolute discretion and at any time (including during registration, after deposits, before withdrawals, or upon suspicion of irregular activity), to implement additional verification procedures to:

- Confirm your identity;
- Validate ownership and legitimacy of any payment method used for deposits or withdrawals;
- Verify the source of funds; and
- Comply with Know Your Customer (KYC), Anti-Money Laundering (AML), and other regulatory requirements.

Such procedures may include, but are not limited to, requesting:

- Government-issued photo identification (e.g., passport, national ID card, or driver's license);
- Proof of address (e.g., recent utility bill, bank statement, or official government correspondence dated within the last 3–6 months);
- Copies or screenshots of relevant payment method documentation (e.g., front/back of credit/debit card, e-wallet statements, bank statements showing your name and transactions);
- Selfies or live verification (with or without holding ID);
- Source of funds/source of wealth declarations or supporting evidence;
- Any other information or documents deemed necessary by the Company.

You agree to provide complete, accurate, and timely responses to all such requests, submitting the full set of required documents in the format specified (e.g., clear color copies, scans, or uploads via our secure portal). Failure to comply promptly (typically

within 28 days, or sooner if specified) or to provide satisfactory proof may result, at our sole discretion, in:

- Suspension or restriction of your Account (including inability to deposit, play, or access features);
- Refusal, delay, or permanent withholding of any withdrawals or pending transactions;
- Permanent closure of your Account;
- Forfeiture of any associated funds, winnings, bonuses, or balances;
- Reporting to relevant authorities where required by law.

All decisions regarding verification, document acceptability, and account actions under this clause are final and binding. The Company is under no obligation to provide detailed reasons for requests or decisions if disclosure could compromise security, fraud prevention, or compliance processes. You acknowledge that non-compliance may prevent access to your funds until resolved and that the Company bears no liability for any resulting losses or delays.

4.5 Deposits – Methods, Fees, Availability, and Erroneous Credits

4.5.1 Payment Methods and Fees

Deposits may only be made using the payment methods displayed and available on the Website at the time of the transaction. We reserve the right to add, remove, or restrict payment methods at any time without prior notice.

You may incur processing fees for certain deposits (e.g., due to payment provider charges, currency conversion, or method-specific costs). Any applicable fees will be clearly displayed during the deposit process for your review and acceptance before confirmation. By proceeding with the deposit, you agree to pay any such fees.

4.5.2 Availability of Funds

Deposited amounts will be credited to your Account and made available for gameplay within a reasonable timeframe after successful confirmation of the transaction by us and/or the relevant payment provider (typically instantly or within minutes, subject to verification and processing times). Delays may occur due to security checks, payment provider issues, or additional verification requirements. We are not liable for any delays beyond our reasonable control.

4.5.3 Erroneous or Mistaken Credits

If your Account is mistakenly credited with funds, winnings, bonuses, or any other amounts that do not rightfully belong to you—whether due to a technical glitch, human error, system malfunction, processing mistake, or any other reason—the credited amount remains the sole property of the Company at all times.

We reserve the right to:

- Reverse, deduct, or transfer out the erroneous amount from your Account immediately upon discovery, without prior notice;
- Cancel any related transactions, bonuses, or gameplay involving the mistaken funds;
- Void any winnings derived from or connected to the erroneous credit.

If you withdraw, transfer, wager, or otherwise use any portion of the mistaken funds before we identify and correct the error, you acknowledge and agree that:

- Such amount constitutes an immediate and repayable debt owed by you to the Company;
- You are legally obligated to repay the full amount promptly upon demand (via live chat, support ticket, email, or other designated channel);
- We may pursue recovery through any available legal remedies, including offsetting against future deposits/winnings, engaging collection agencies, or initiating legal proceedings (you will be responsible for any associated costs, fees, or legal expenses incurred by us).

You must notify us immediately upon becoming aware of any erroneous credit (via live chat or by opening a support ticket). Failure to report the error promptly may be considered bad faith and could result in additional consequences, including Account suspension, closure, or forfeiture of balances.

All decisions regarding erroneous credits, reversals, debts, and related actions are made at our sole and absolute discretion and are final and binding. We are under no obligation to provide detailed explanations where disclosure could compromise security, fraud prevention, or compliance processes. The Company bears no liability for any losses, delays, or consequences arising from erroneous credits or our correction thereof.

5. Withdrawals

5.1 Withdrawal Rules

5.1.1 Verification & Compliance Requirements

All withdrawal requests are subject to successful completion of full identity verification, Know Your Customer (KYC), Anti-Money Laundering (AML), Counter-Terrorism Financing (CTF) checks, and enhanced customer due diligence where applicable. This may include (but is not limited to):

- Government-issued photo ID (e.g., passport, national ID, driver's license);
- Proof of address (e.g., recent utility bill or bank statement dated within the last 3–6 months);
- Verification of payment method ownership (e.g., card statements, e-wallet screenshots);

- Source of funds/source of wealth documentation for larger or suspicious withdrawals;
- Any additional information or live verification (e.g., selfies with ID) requested by the Company.

Withdrawals will not be processed until all required verification is satisfactorily completed. The Company reserves the right to request further documentation at any time, even after prior successful withdrawals, if new risks or irregularities arise. The Company will ensure that verification requests are proportionate, risk-based, and will not be used to unreasonably delay or withhold legitimate withdrawals.

5.1.2 Same Payment Method Rule (Money In, Money Out)

To prevent fraud, money laundering, identity misuse, and to comply with regulatory and best-practice standards, the Company reserves the right (and in many cases is required) to process withdrawals using the same payment method used for the corresponding deposit(s), where technically feasible and permitted by the payment provider. This includes:

- The identical credit/debit card, e-wallet account, bank account details, or cryptocurrency wallet address;
- Pro-rata allocation if multiple deposit methods were used (e.g., partial refund to each method up to the deposited amount).

Withdrawals exceeding the total deposited amount via a specific method may be processed to an alternative verified method at our discretion, subject to additional checks. If the original deposit method is unavailable (e.g., expired card, closed account, or provider restrictions), you must provide an alternative verified method and complete any required enhanced due diligence.

5.1.3 Restrictions for Suspected Abuse or Circumvention

The Company reserves the right, at its sole and absolute discretion and without prior notice, to restrict, delay, limit, or refuse any withdrawal (or part thereof) where it suspects or reasonably believes:

- Abuse of the withdrawal process (e.g., frequent small withdrawals to test limits, attempts to bypass same-method rules via multiple methods or third parties);
- Attempts to circumvent the same-method requirement, wagering rules, bonus terms, or verification processes;
- Irregular patterns inconsistent with legitimate recreational gambling (e.g., rapid deposit-withdrawal cycles with minimal play);
- Potential fraud, money laundering, terrorist financing, or other prohibited activity.

In such cases, we may:

- Suspend or freeze the withdrawal pending further investigation;
- Require additional documentation or enhanced due diligence;

- Cancel or reverse the request;
- Forfeit related winnings or balances;
- Permanently close the Account.

All decisions under this Section are final and binding. The Company is under no obligation to provide detailed reasons for restrictions or refusals where disclosure could compromise security, fraud prevention, AML/CTF compliance, or internal risk processes.

5.2 Cryptocurrency withdrawals

Withdrawals in cryptocurrency are subject to the following additional rules:

- (a) Withdrawals are processed to the wallet address provided and verified by you.
- (b) The Company will convert the withdrawal amount from the base currency to the requested cryptocurrency at the exchange rate applied at the exact moment the withdrawal is processed.
- (c) The exchange rate is determined by rates provided by reputable third-party pricing providers at the time the transaction is processed. The applicable rate will reflect prevailing market conditions at the time of confirmation and may differ from the rate at the moment the transaction was initiated due to market volatility.
- (d) You expressly acknowledge and accept that you bear all risk of price fluctuations, delays, and losses between processing and receipt in your wallet, and the Company shall have no liability whatsoever for any such differences, losses, or delays.
- (e) Withdrawals are only sent after the required internal review and blockchain confirmations.
- (f) The Company may impose minimum/maximum withdrawal limits per cryptocurrency and per transaction/day.
- (g) The Company may delay, suspend, or reject any cryptocurrency withdrawal if it suspects fraud, money laundering, breach of these Terms, or if required by regulatory obligations.
- (h) Once a cryptocurrency withdrawal is broadcast to the blockchain, it is irreversible. The Company is not liable for errors in wallet address, lost funds, or blockchain issues.

5.3 Withdrawal Limits and Processing Times

5.3.1 Withdrawal Limits & Installment Payments

The Company may impose reasonable daily, weekly, monthly, or per-transaction withdrawal limits at any time for operational, security, responsible gambling, risk management, liquidity, or regulatory compliance reasons. Current limits are displayed

on the Website and may vary by account status, verification level, jurisdiction, payment method, or VIP status. Verified VIP players may be eligible for higher or no limits, subject to our discretion and ongoing review.

If you request to withdraw an amount exceeding the equivalent of USD 10,000 (or currency equivalent) within any rolling 30-day period, the Company reserves the right, at its sole and absolute discretion, to:

- Pay out the winnings in reasonable instalments over a period determined by us (typically not exceeding 90 days, but extendable as needed);
- Spread payments across multiple transactions or methods;
- Require additional verification or source-of-wealth documentation before each instalment.

This measure is implemented to ensure compliance with anti-money laundering obligations, protect against fraud, and promote responsible gambling practices. Instalment decisions are final and binding.

5.3.2 Processing Times

Withdrawal processing times stated on the Website or during the request process are indicative estimates only and are not guaranteed. Actual times may vary significantly due to factors including, but not limited to:

- Completion of identity verification, KYC, AML/CTF, and customer due diligence checks;
- Internal review or security investigations;
- Payment service provider (PSP), bank, or e-wallet processing delays;
- Blockchain confirmation times (for cryptocurrency withdrawals);
- Technical issues, system maintenance, public holidays, or force majeure events.

The Company will use reasonable endeavours to process approved withdrawals promptly (typically within 1–5 business days after approval), but we make no warranties or representations regarding exact timing. You acknowledge and accept that the Company shall not be liable for any direct, indirect, consequential, or incidental losses, damages, costs, or inconvenience arising from delays, even if foreseeable.

5.3.3 Third-Party Liability Disclaimer

The Company shall not be liable under any circumstances for any delays, failures, errors, reversals, chargebacks, lost funds, currency fluctuations, or other issues caused by or attributable to:

- Third-party payment service providers, banks, e-wallets, or cryptocurrency networks;
- Blockchain congestion, forks, or protocol changes;
- Regulatory restrictions, sanctions, or freezes imposed by financial institutions or authorities;

- Any other external parties involved in the payment or transfer process.

You agree to hold the Company harmless from all such third-party actions or inactions.

5.4 Tax Withholding on Winnings

In compliance with applicable Curacao tax legislation (or lack thereof), the Company does not withhold tax on winnings, as Curacao is an offshore jurisdiction. You are solely and exclusively responsible for determining, reporting, and paying any taxes, duties, levies, or charges on winnings or transactions in your home jurisdiction or any other applicable jurisdiction. You agree to indemnify and hold the Company harmless from any tax liability arising from your use of the Services.

The Company may, in its sole discretion, provide transaction records upon request for tax purposes, but is under no obligation to do so and makes no representation as to the accuracy, completeness, or suitability of such records for tax purposes. The Company is not liable under any circumstances for your tax obligations, penalties, or any consequences arising from your tax reporting or non-reporting.

6. Player-to-Player Transfers

The Company may allow limited player-to-player transfers of funds between Accounts (“P2P Transfers”) as a discretionary feature of the Services. P2P Transfers may be subject to additional terms as may be made visible to you on the Website.

P2P Transfers are not a right and may be enabled, restricted, suspended or withdrawn at any time without notice, liability or compensation. P2P Transfers may not be available in all jurisdictions or for all payment methods.

6.1 P2P Rules and Conditions

All P2P transfers are subject to the below-listed mandatory conditions:

- (a) both the sending and receiving Accounts must be fully verified and have successfully completed all applicable KYC, AML/CTF and sanctions screening checks;
- (b) transfers may only occur between Accounts held by natural persons of legal age acting in their personal capacity, and not on behalf of any third party or business entity;
- (c) transfers may only be made from cleared, withdrawable balances that have satisfied all applicable wagering requirements and cooling-off periods, and may not involve bonus funds, promotional credits, restricted funds, locked funds, or any funds subject to pending wagering requirements;

(d) transfers may not be used to circumvent deposit limits, wagering requirements, responsible gambling controls, payment restrictions, closed-loop payment principles, or any other safeguards applied to either Account;

(e) all P2P Transfers are subject to transaction limits, velocity controls, monitoring thresholds and enhanced due diligence measures determined by the Company in its sole discretion.

(f) all P2P Transfers are irreversible once processed, except where reversal is required by law or regulatory direction.

6.2 Prohibitions

P2P Transfers are strictly prohibited where the Company reasonably suspects that the transfer:

(a) constitutes or facilitates money laundering, terrorist financing, fraud, collusion, abuse, or any other financial crime;

(b) involves third-party funding, proxy gambling, account sharing or rental, or use of an Account for the direct or indirect benefit of another person or entity;

(c) is intended to disguise the source of funds, evade regulatory or geographic restrictions, or manipulate promotions, bonuses, loyalty programs, tournaments, or wagering conditions.

The Company reserves the right to:

- refuse, reverse, delay or block any P2P Transfer;
- freeze, segregate, or hold funds involved in a P2P Transfer pending investigation, for such period as needed to complete the investigation;
- impose additional verification or source-of-funds checks;
- void related bets or transactions;
- suspend or permanently close one or both Accounts involved; and/or
- report the transaction to regulators, financial institutions, or law enforcement authorities where required or deemed appropriate.

6.3 Liability

The Company shall not be liable for any losses, disputes, claims, or damages (whether direct, indirect, consequential, or otherwise) arising from or in connection with P2P Transfers, including but not limited to disputes between players, mistaken transfers, unauthorized transfers resulting from compromised Account credentials, or misuse of transferred funds.

P2P Transfers do not create any fiduciary, agency, partnership, trust, joint venture, or other special relationship between the Company and any customer, or between

customers. The Company acts solely as a platform facilitator and assumes no responsibility for the underlying purpose, legality, or consequences of any transfer between customers.

7. Sports Betting Rules

This Section governs all sports betting products offered by the Company, including but not limited to:

- Pre-match betting;
- In-play (live) betting;
- Accumulators and multiples;
- System bets;
- Outright markets;
- Cash out features (where offered);
- Any other sports betting products made available from time to time.

7.1 Formation of Bets

A bet is only valid once:

- It has been correctly submitted by the customer;
- It has been accepted by the Company's system; and
- A confirmation is displayed or otherwise communicated to the customer.

7.1.2 Bets that are not confirmed as accepted (for example due to technical failure, loss of connectivity, system error or insufficient funds) shall not be considered valid. The Company bears no liability for bets that fail to be placed or accepted due to technical issues or third-party service interruptions, and customers have no claim for potential winnings from unconfirmed bets. The Company shall use commercially reasonable efforts to maintain system availability consistent with industry standards.

7.1.3 It is the customer's responsibility to check that the bet details are correct (event, market, selection, stake, odds), and that the bet has been successfully placed and accepted.

7.2 Stakes, Odds and Bet Limits

7.2.1 All stakes are non-refundable once a bet is accepted and the event has commenced, except where these Terms explicitly provide for refunds, where the bet is voided due to Company error, or where required by applicable law.

7.2.2 Minimum and maximum stake limits apply and may vary depending on:

- The event;
- The market;

- The customer's account status;
- Risk management considerations;
- Regulatory or operational requirements.

7.2.3 The Company reserves the right to:

- Set individual stake limits;
- Decline bets in whole or in part;
- Apply restrictions to specific markets or customers.

7.2.4 Odds are subject to change at any time prior to acceptance of a bet. Once a bet is accepted, the odds applicable to that bet are fixed, subject to the provisions of this Section relating to errors and irregularities. The Company reserves the right to correct odds and re-settle bets where obvious errors have occurred, even after the bet has been accepted and settled.

7.3 Market Availability and Changes

7.3.1 The Company may:

- Open or close betting markets;
- Suspend betting on any event or market;
- Amend available markets or prices.

7.3.2 Markets may be suspended at any time due to:

- Significant price movements;
- Technical issues;
- Integrity concerns;
- Errors in market creation;
- Regulatory or operational requirements.

7.3.3 The Company is not liable for any loss, including loss of profits, loss of opportunities, or any indirect or consequential losses resulting from the suspension, closure, or unavailability of markets. Customers acknowledge that market availability is not guaranteed and the Company may withdraw any market at any time without notice or liability.

7.4 Obvious Errors (Palpable Errors)

7.4.1 An "obvious error" includes, but is not limited to:

- Clearly incorrect odds compared to the true probability;
- Odds offered due to human error;
- Incorrect handicaps, totals, or market descriptions;
- Incorrect team or player listed in a market;

- Incorrect event date, time, or competition.

7.4.2 Where an obvious error occurs, the Company reserves the right, in its sole discretion, to:

- Void affected bets; or
- Correct the odds to the intended price and re-settle the bet accordingly;
- Withhold payment pending investigation;
- Recover any amounts already paid out in error.

7.4.3 In determining whether an error is “obvious”, the Company may consider:

- The prices offered by other major bookmakers;
- The nature of the error;
- Whether a reasonable customer should have recognised the error.

7.4.4 The Company's determination that an obvious error has occurred is final and binding, subject only to the complaint's procedure set out in Section 14. Customers who exploit obvious errors may have their Accounts suspended or closed and winnings confiscated.

7.5 Event Changes, Postponements and Abandonments

7.5.1 Where an event is postponed, abandoned, or rescheduled, settlement will be determined according to:

- The specific market rules applicable to that event;
- Industry-standard practices where specific rules are not stated.

7.5.2 Unless otherwise stated for a particular market:

- Bets on events not completed within 48 hours of the scheduled start time shall be void.

7.5.3 Where an event venue, team, or participant changes, the Company reserves the right to:

- Void bets; or
- Allow bets to stand, depending on the nature of the change.

7.5.4 The Company's decision on whether to void or allow bets to stand in cases of event changes is final and binding, subject only to the complaint's procedure in Section 14.

7.6 Settlement of Bets

7.6.1 Bets are settled based on the official result of the relevant event.

7.6.2 Where official results are amended after settlement:

- The Company reserves the right to correct the settlement accordingly within 72 hours, including, after winnings have been credited.

7.6.3 The Company relies on information from official governing bodies and reputable data providers. The Company is not responsible for inaccuracies in third-party data feeds.

7.7 In-Play (Live) Betting

7.7.1 In-play betting is inherently subject to delay due to:

- Data transmission;
- Video latency;
- Technical processing.

7.7.2 The Company reserves the right to:

- Delay acceptance of in-play bets;
- Reject in-play bets placed during critical moments;
- Void bets placed after an event has materially changed (e.g. goal scored, red card issued) where this was not yet reflected in the system.

7.7.3 Where in-play bets are accepted in error after a material event has occurred, the Company reserves the right to void such bets in its sole discretion.

7.8 Cash Out Feature (Where Offered)

7.8.1 Cash out is a discretionary feature offered by the Company and may be:

- Available or unavailable at any time;
- Suspended without notice;
- Offered at values determined solely by the Company's system.

7.8.2 The Company does not guarantee the availability of the cash out feature for any bet.

7.8.3 Where a cash out is successfully accepted, the bet is considered settled and cannot be reversed.

7.9 Multiple Bets and Accumulators

7.9.1 In accumulator bets, all selections must win for the bet to win, unless otherwise specified.

7.9.2 Where one selection in an accumulator is void:

- The accumulator shall remain valid with the odds of that selection treated as 1.00 but that leg will not count toward win bonus percentage.

7.9.3 Where one selection in a multiple bet loses, the entire bet loses unless the product rules state otherwise.

7.10 Integrity of Sport and Suspicious Events

7.10.1 The Company takes the integrity of sport seriously. Where the Company reasonably suspects that an event has been:

- Fixed;
- Manipulated;
- Subject to corruption; or
- Otherwise compromised,

the Company reserves the right to:

- Suspend markets;
- Void bets;
- Withhold settlement pending investigation;
- Report relevant information to the Regulator and integrity bodies.

7.10.2 Decisions taken under this clause may be made even if the official result of the event remains unchanged.

7.11 Fraud, Abuse and Misuse

7.11.1 Customers must not engage in conduct intended to:

- Exploit errors;
- Abuse, manipulate, or artificially influence betting markets;
- Collude with others;
- Use inside information unlawfully;
- Circumvent limits or controls.

7.11.2 Where such conduct is detected or reasonably suspected, the Company reserves the right to:

- Void bets;
- Withheld winnings pending investigation and confiscate winnings if the activity is deemed to be fraudulent;
- Suspend or close Accounts;
- Report the matter to relevant authorities.

7.12 Finality of Decisions

The Company's decisions relating to:

- The validity of bets;

- Settlement of markets;
- Application of these rules;
- Determination of errors;

shall be final and binding, subject to:

- The customer's right to lodge a complaint under Section 14, and
- Any mandatory legal rights under applicable law.

7.13 Transparency and Fairness

7.13.1 These rules are intended to provide a fair and transparent framework for sports betting.

7.13.2 Customers are encouraged to review these rules carefully before placing bets. By placing a bet, you acknowledge and confirm that you have read, understood, and agree to be bound by these rules. For the avoidance of doubt, continued use of the platform after any updates to these rules constitutes acceptance of such changes.

7.13.3 Where specific market rules apply (e.g. football-specific rules, tennis-specific rules), such rules shall be published and shall form part of this Section. In case of conflict between general rules and specific market rules, the market rules prevail.

8. Casino and RNG Rules

8.1 Scope and Application

This Section governs all casino-style gambling products offered by the Company, including but not limited to:

- Online casino games (e.g. slots, table games);
- Live dealer games;
- Virtual games (where applicable);
- Instant win games;
- Crash games (if offered);
- Any other casino-style games made available from time to time (together, "Casino Games").

8.2. Nature of Casino Games and Player Responsibility

8.2.1 Casino Games are games of chance or games combining chance and skill, and outcomes are determined by:

- Random Number Generator ("RNG") software; or
- Live dealer processes; or
- A combination of technological and human processes.

8.2.2 You acknowledge and accept that:

- You cannot influence the outcome of RNG-based games;
- Casino outcomes are unpredictable;
- No strategy guarantees winning.

8.2.3 It is your responsibility to understand:

- The rules of each game;
- The stakes involved;
- The payout structure;
- The volatility of the game.

8.3 Game Rules and Hierarchy of Rules

Each Casino Game is governed by the following documents:

- The Master Terms;
- The specific rules displayed within or linked to the individual game.

In the event of any inconsistency between these governing documents, the specific game rules for that particular Casino Game shall prevail over the Master Terms;

It is your responsibility to familiarise yourself with the applicable game rules before playing.

8.4 Fairness and RNG Certification

8.4.1 Where Casino Games rely on RNG technology, the Company uses games supplied by reputable third-party providers.

8.4.2 RNG-based games provided by third-party suppliers are represented by those suppliers to be:

- Independently tested;
- Certified by recognised testing laboratories;
- Designed to generate random outcomes.

8.4.3 The Company makes no representations or warranties regarding return-to-player (“RTP”) percentages for individual sessions or any period of play and expressly disclaims any guarantee of winnings or positive outcomes. RTP percentages, where stated, are theoretical long-term averages provided for informational purposes only and may be based on third-party data. Actual results may vary.

8.5 Game Availability and Functionality

8.5.1 The Company may, at its discretion and without notice:

- Add or remove Casino Games;

- Modify game portfolios;
- Restrict access to certain games;
- Suspend games for technical, regulatory, or risk reasons.

8.5.2 The Company makes no guarantee, representation, or warranty regarding the availability, accessibility, or uninterrupted operation of any Casino Game.

8.5.3 Temporary unavailability of a game does not entitle you to compensation.

8.6 Malfunctions and Technical Errors

8.6.1 In the event of a confirmed system malfunction, the Company reserves the right to void affected bets or game rounds that were directly impacted by the malfunction. Such corrections will only apply to transactions that occurred during the period of the malfunction and will not affect unrelated gameplay.

8.6.2 Where a game malfunction, software error, system failure or any technical irregularity occurs (whether or not immediately apparent), the Company reserves the right to:

- Void affected game rounds;
- Cancel winnings attributable to the malfunction;
- Correct account balances;
- Recover amounts credited in error, including by deduction from your Account balance or future winnings.

8.6.3 A malfunction includes, without limitation:

- Display errors;
- Software bugs;
- Connectivity issues;
- Game logic errors;
- Third-party provider failures.

8.6.4 You agree not to exploit any malfunction or technical error and must immediately report any such issues to the Company. Where exploitation is suspected or where you fail to report a known issue, the Company may:

- Suspend or close your Account;
- Void bets or winnings;
- Recover improperly obtained funds, including funds obtained through exploitation or breach of these Terms, by deduction from your Account balance, withholding of withdrawals, or pursuit of legal remedies, at the Company's sole discretion.

8.7 Interrupted Games and Disconnections

8.7.1 If a Casino Game is interrupted due to:

- Loss of internet connection;
- Device failure;
- Application crash;
- Server issues,

the outcome shall be determined by:

- The game provider's system logic;
- The recorded game state on the server.

8.7.2 Where possible, you may be able to resume an interrupted game by reconnecting.

8.7.3 The Company is not responsible for any losses, damages, or claims arising from customer-side technical failures, including but not limited to internet connectivity issues, device malfunctions, or software incompatibility.

8.8 Stakes, Limits and Features

8.8.1 Minimum and maximum stakes apply to Casino Games and may vary by game.

8.8.2 The Company reserves the right, at its sole and absolute discretion and without prior notice, to:

- Apply individual stake limits;
- Restrict certain game features (e.g. autoplay, bonus buys);
- Modify limits for responsible gambling or risk reasons.

8.8.3 Certain features may be unavailable to customers who have applied limits or restrictions to their Account.

8.9 Bonuses and Casino Play

8.9.1 Casino play using Bonus funds is governed by:

- Rules noted in Section 9; and
- Any specific bonus terms communicated to you.

8.9.2 Different wagering requirements may apply to different game types.

8.9.3 The Company reserves the right to exclude certain games or features from bonus wagering and to determine which games contribute to wagering requirements and at what percentage.

8.10 Progressive Jackpots

8.10.1 Some of our Casino Games may offer progressive jackpots.

8.10.2 Progressive jackpots are typically pooled across multiple players and may be managed by third-party providers.

8.10.3 Jackpot wins are subject to:

- Verification;
- Compliance checks;
- Any applicable game rules.

8.10.4 In the event of a system error affecting jackpot display or calculation, the Company reserves the right to correct the payout to reflect the accurate jackpot amount as determined by the Company in its sole discretion. Any jackpot displayed in error shall be void.

8.11 Live Casino Games

8.11.1 Live casino games are conducted by human dealers and streamed via live video.

8.11.2 The Company is not responsible for any losses, damages, or claims arising from:

- Human errors made by live dealers;
- Camera issues;
- Streaming delays.

8.11.3 Where an error occurs in a live game (including but not limited to technical malfunctions, display errors, procedural irregularities, or errors that affect the outcome), the Company reserves the right to:

- Void the affected game round;
- Refund stakes.

8.11.4 Decisions of the live dealer are final in relation to gameplay, subject to review and correction by the Company where technical errors, rule violations, or other irregularities are identified.

8.12 Collusion, Abuse and Prohibited Behaviour

8.12.1 You must not:

- Collude with other players;
- Use automated software (“bots”);
- Exploit system vulnerabilities; Engage in unfair play;
- Attempt to manipulate game outcomes.

8.12.2 Where such conduct is detected or reasonably suspected, the Company may:

- Suspend or close Accounts;
- Void winnings;

- Confiscate winnings already credited to your account balance;
- Report the matter to authorities.

8.13 Third-Party Game Providers

8.13.1 Many Casino Games are supplied by independent third-party providers.

8.13.2 The Company does not control the internal mechanics of third-party games.

8.13.3 The Company is not liable for any losses, damages or claims arising from or in connection with failures attributable to third-party game providers, subject to applicable law. You acknowledge that your remedies, if any, lie solely with the third-party provider.

8.14 Finality of Decisions

The Company's decisions regarding:

- Game outcomes;
- Application of these rules;
- Determination of malfunctions;

shall be final, conclusive, and binding on all parties, subject only to:

- Your right to raise a complaint under Section 14, and
- Any mandatory legal rights under applicable law.

8.15 Transparency and Fair Play

8.15.1 These rules establish the framework for casino gaming and are designed to protect the integrity of the Company's gaming operations.

8.15.2 You are solely responsible for reviewing and understanding all game rules before playing. Failure to understand game rules does not entitle you to any refund or remedy.

9. Bonus and Promotions

9.1 Scope and Application

This Section governs all bonuses, promotions, incentives, and reward schemes offered by the Company, including but not limited to:

- Welcome bonuses;
- Free bets;
- Free spins;
- Cashback offers;
- Reload bonuses;
- Loyalty rewards;

- Referral bonuses;
- Tournament prizes;
- Any other promotional incentives (together, “Bonuses”).

9.1.1 You agree that we may send you bonus offers, promotions, special deals, newsletters, and other marketing or commercial communications via multiple channels. These may include, but are not limited to:

- Email
- SMS / text message
- Push notifications
- In-app messages
- Various social media platforms (such as WhatsApp, Telegram, Facebook, Instagram, X, TikTok, etc.)
- Phone calls

9.1.2 Participation in any Bonus, promotion, incentive or special offer is optional and subject to these Terms and any additional terms communicated for the specific Bonus, promotion, offer or incentive.

9.1.3 In the event of any inconsistency between this Section and any promotional communication, this Section shall prevail unless the promotional terms expressly state otherwise.

9.2 Discretionary Nature of Bonuses

9.2.1 Bonuses are offered at the sole discretion of the Company.

9.2.2 The Company is not obliged to offer Bonuses and may:

- Introduce;
- Modify;
- Suspend; or
- Withdraw

any Bonus or promotion at any time, with or without notice, subject to compliance with applicable law. The Company shall have no liability for any losses or damages arising from such modification, suspension, or withdrawal.

9.2.3 No customer has an automatic entitlement to receive any Bonus.

9.3 Transparency and Communication of Bonus Terms

9.3.1 The Company is committed to ensuring that Bonus terms are:

- Transparent;
- Accessible;
- Written in clear language.

9.3.2 Each Bonus offer will specify key terms, which may include:

- Eligibility criteria;
- Wagering requirements;
- Minimum odds (for sports betting bonuses);
- Time limits;
- Game restrictions;
- Maximum withdrawal limits (if applicable).

9.3.3 All material bonus conditions will be clearly disclosed prior to participation and will not be altered in a manner that disadvantages the Player after acceptance.

9.3.4 It is the customer's sole responsibility to review and understand all applicable Bonus terms before participating. By accepting any Bonus, the customer acknowledges having read, understood, and agreed to be bound by all applicable terms. Lack of understanding does not constitute grounds for any claim or remedy.

9.4 Eligibility for Bonuses

9.4.1 Bonuses are available only to eligible customers.

9.4.2 The Company may exclude certain customers from Bonuses, including (without limitation):

- Customers who have self-excluded;
- Customers subject to account restrictions;
- Customers flagged for responsible gambling concerns;
- Customers subject to regulatory or AML review;
- Customers suspected of abuse.

9.4.3 The Company reserves the right to limit eligibility based on:

- Geographic location;
- Account history;
- Responsible gambling considerations;
- Internal operational and risk management criteria.

9.5 Wagering Requirements

9.5.1 Where wagering requirements apply, the Bonus (or associated winnings) must be wagered the specified number of times before withdrawal.

9.5.2 Different wagering requirements may apply to:

- Different Bonus types;
- Different products (sports vs casino);
- Different games.

9.5.3 Certain games may contribute differently (or not at all) towards wagering requirements.

9.5.4 If wagering requirements are not met within the specified time period, the Company reserves the right to:

- Remove the Bonus; and/or
- Remove winnings derived from the Bonus.

9.6 Use of Bonus Funds

9.6.1 Bonus funds may be subject to restrictions, including:

- Maximum stake per bet;
- Restrictions on certain markets or games;
- Prohibition on certain betting strategies.

9.6.2 The Company reserves the right to restrict or prohibit the use of Bonuses (including making specific games ineligible for bonus play or wagering contribution) without any prior notice and at its sole and absolute discretion, including but not limited to cases involving:

- Certain high-variance or high-RTP games;
- Products, game types, or individual titles prone to abuse, bonus exploitation, or unusual wagering behaviour;
- Hedge betting and/or equal coverage betting when combined with other risk factors;
- Any game that, in the Company's sole and absolute discretion, is deemed unsuitable for bonus usage at any given time.

Games may become ineligible for bonus wagering or contribution immediately and without notice, even if not officially listed as restricted or ineligible on the website, in promotional materials, or in any other communication. The Company is under no obligation to provide advance warning, justification, or a published list of such ineligible games. Any wagers placed on newly ineligible games using bonus funds may be voided, and associated winnings forfeited, at the Company's discretion.

9.6.3 If your account contains both a real balance and an active bonus from any promotion or incentive, the real balance will be utilised first. Once depleted, the bonus balance will be used. This process applies toward fulfilling the rollover or wagering requirements of the active bonus.

9.6.4 Bonus funds generally have no cash value unless converted to withdrawable funds in accordance with the applicable Bonus terms.

9.6.5 Funds received via P2P Transfers are not eligible for bonuses, promotions, loyalty rewards, or wagering incentives unless expressly stated otherwise.

9.7 Expiry of Bonuses

9.7.1 Bonuses may be subject to expiry periods.

9.7.2 If a Bonus is not used within the applicable timeframe, it may expire automatically.

9.7.3 Expired Bonuses and any associated winnings may be forfeited.

9.7.4 The Company is not required to make good, reinstate, or provide any compensation for any expired or otherwise forfeited bonuses under any circumstances, and customers waive any right to claim such bonuses or compensation.

9.8 Bonus Abuse and Prohibited Conduct

9.8.1 Bonus abuse includes (but is not limited to):

- Creating multiple Accounts to obtain multiple Bonuses;
- Using false or misleading information;
- Collusion between customers;
- Arbitrage betting (“bonus hunting”);
- Using software or automated tools to exploit promotions;
- Any conduct designed to manipulate or exploit Bonus mechanics.

9.8.2 Customers must not engage in any activity intended or reasonably likely to exploit Bonuses in a manner contrary to the spirit or letter of the promotion, as determined by the Company in its sole discretion.

9.8.3 Where the Company reasonably suspects Bonus abuse, we may immediately and without prior notice or explanation:

- Withhold or void Bonus funds;
- Void winnings derived from Bonus play;
- Suspend or close the Account;
- Recover improperly obtained funds, including by deducting such amounts from any Account balance or future deposits; and/or
- Report the matter to relevant authorities and pursue all available legal remedies.

9.9 Verification and Bonus Withdrawals

9.9.1 Withdrawals of winnings derived from Bonus play are subject to:

- Successful completion of verification checks; and
- Compliance with withdrawal rules as noted in Section 5 of this Terms and Conditions.

9.9.2 The Company may withhold Bonus-related withdrawals pending completion of KYC/AML checks.

9.10 Responsible Gambling and Bonuses

9.10.1 Customers must not use Bonuses in a manner that encourages harmful gambling behaviour. The Company reserves the right to determine what constitutes such use in its sole discretion.

9.10.2 The Company reserves the right to:

- Restrict access to Bonuses for customers showing signs of gambling-related harm;
- Remove Bonuses where responsible gambling concerns arise.

9.10.3 Bonus availability may be limited for customers who have applied safer gambling tools such as deposit limits or self-exclusion.

9.11 Modification or Withdrawal of Promotions

9.11.1 The Company may modify, suspend, or withdraw any Bonus or promotion at any time for:

- Legal reasons;
- Regulatory reasons;
- Internal risk management reasons;
- Operational reasons.

9.11.2 Where a Bonus is modified or withdrawn, the Company shall determine in its sole discretion what rights, if any, have already accrued. The Company may, but is not obligated to, honour partially completed Bonus requirements unless legally required to do so.

9.12 Finality of Decisions

The Company's decisions regarding:

- Eligibility for Bonuses;
- Application of Bonus terms;
- Determination of Bonus abuse;
- Interpretation of Bonus terms;
- Any other matters relating to Bonuses

shall be final and binding on the customer, subject to:

- The customer's right to raise a complaint under Section 14, and
- Any mandatory legal rights under applicable law.

9.13 Fairness and Transparency

9.13.1 Customers are responsible for reviewing all Bonus terms carefully before participating and are deemed to have done so upon acceptance of any Bonus.

9.13.2 Where specific promotional terms apply, those terms shall be made available on the Website or through other communication channels and shall form part of this Section. Failure to review and understand such terms does not entitle you to any refund or remedy.

10. Responsible Gambling

The Company recognises that gambling carries a risk of harm and affirms that player protection is a core legal, ethical, and operational obligation. This Section sets out how the Company enforces safer gambling protections, including when and how it may intervene in customer activity. Our Responsible Gambling Policy fully complies with the Curaçao Gaming Authority's Responsible Gaming Guidelines and forms part of these Terms.

These measures are designed to:

- Protect customers from gambling-related harm;
- Protect vulnerable persons;
- Promote sustainable and responsible gambling;
- Demonstrate compliance with regulatory expectations and best practice.

For full details of our Responsible Gambling Policy, including tools, resources, intervention procedures, and support options, please visit our dedicated Responsible Gambling page.

10.1 Commitment to Player Safety

The Company affirms that commercial objectives do not override the obligation to protect player wellbeing. Where there is a conflict between commercial interest and player protection, player protection shall take precedence. All staff are expected to support and uphold safer gambling principles in their roles.

However, it is important to note that while the Company is fully committed to upholding player protection safeguards, it is a sole responsibility of the player to ensure that they are gambling in a safe, responsible and affordable manner at all times.

10.2 Protecting Minors

Protecting minors is an important responsibility and obligation to us. The Company applies strict age-verification controls and does not knowingly permit minors to gamble.

Underage gambling is unlawful and may result in voiding all bets; account closure; forfeiture of winnings; and reporting to relevant authorities where required.

10.3 Safer Gambling Tools

The Company provides customers with access to tools designed to support safer gambling, which may include:

- Deposit, Loss and Time Limits;
- Cool-off options;
- Various self-exclusion options;
- Account closure functionality.

10.3.1 These tools are designed to help customers control their gambling behaviour and spending. Certain tools may be mandatory where required by law or regulatory expectation. The Company may also actively monitor customer activity for indicators of gambling-related harm. Such indicators may include (without limitation): rapidly escalating spend, prolonged gambling sessions, repeated failed deposits, evidence of distress or loss of control, or patterns inconsistent with sustainable recreational gambling. Where such indicators are identified, the Company may proactively intervene.

10.3.2 The Company may apply various forms of intervention, ranging from providing useful safer gambling information and encouraging use of safer gambling tools to imposing limits and restrictions, or even temporarily or permanently restricting the account. Interventions may be applied with or without player consent and without any advance notice. The Company shall not be liable for any potential loss arising from interventions.

10.3.3 The Company shall bear no liability whatsoever for any losses, damages, costs, or expenses of any kind (whether direct, indirect, consequential, special, punitive, or otherwise) arising from or related to the application of any restrictions, interventions, or protective measures applied by the Company.

10.3.4 Self-Exclusion:

- Self-exclusion allows customers to voluntarily block their access to gambling services for a defined period of time or permanently. Once self-exclusion is activated, customer's Account will be blocked and all marketing communications will cease (apart from generic account service messages). Any attempts to access gambling products will be restricted.
- The Company will take reasonable steps to prevent self-excluded customers from gambling but cannot guarantee that all access will be technically prevented in every circumstance. While the self-exclusion is active, you may log in to your account and request a withdrawal (if you have available balance). You are not

allowed to deposit further funds or place any bets. You are also not eligible for any offers or bonuses during the period of self-exclusion.

- Although you will not receive promotional marketing communications, the Company may send you service messages as standard.
- If you have selected a permanent self-exclusion, the exclusion shall remain in effect indefinitely. Any request to re-open your Account following a permanent self-exclusion will be at the sole discretion of the Company.
- In order for the Company to consider re-opening, you must proactively contact us, complete the Safer Gambling Questionnaire, provide satisfactory evidence that you are in control of your gambling, and undergo any additional verification procedures the Company deems necessary. The Company reserves the right to refuse any re-opening request without providing reasons.

10.4 Protection of Vulnerable Customers

The Company takes additional care where there are indicators that a customer may be vulnerable. Vulnerability may arise from various factors, including but not limited to:

- gambling-related harm;
- mental health challenges;
- financial distress; or
- life events that impair decision-making.

Where vulnerability is identified, the Company may apply stricter safeguards and take preventive actions on your account with or without your consent.

11. Data Protection and Privacy

The Company processes personal data in accordance with international data protection standards. Customers have rights regarding their personal data, including:

- The right of access;
- The right to correction;
- The right to object to certain processing;
- The right to request deletion where legally applicable.

Full details are set out in the Privacy Policy and Privacy Notice, which may be updated from time to time at the Company's discretion. Customers are responsible for reviewing the Privacy Policy and Privacy Notice regularly.

12. Refunds and Chargebacks

A chargeback occurs where a customer disputes a payment through their bank or card issuer rather than through the Company's complaints process. Chargebacks create

significant operational and financial risk for the Company. Where a chargeback occurs, we reserve the right to:

- Suspend the customer's Account;
- Reverse any winnings associated with the disputed deposit;
- Recover funds owed to the Company.

Cryptocurrency transactions are irreversible by nature. No chargebacks or reversals are possible on cryptocurrency deposits or withdrawals. Any attempt to dispute or reverse a cryptocurrency transaction through third parties will be treated as fraud/abuse.

13. Technical Errors and Settlement

13.1 Purpose and Scope

This Section governs how the Company handles:

- Technical failures;
- System errors;
- Software malfunctions;
- Settlement errors;
- Incorrect account balances;
- Failures in third-party systems;
- Any other technological or operational incidents affecting bets, games, transactions, or accounts.

13.1.1 This Section applies to all products and services offered by the Company, including:

- Deposits (Section 4) and Withdrawals (Section 5)
- Sports Betting Rules (Section 7);
- Casino and RNG Rules (Section 8);
- Bonuses and Promotions (Section 9).

13.1.2 In the event of any inconsistency, this Section shall prevail in respect of technical error and settlement matters.

13.2 Nature of Technical Systems

13.2.1 You acknowledge that the Services are provided through complex technical systems involving:

- Software;
- Servers;
- Networks;
- Third-party providers;

- Data feeds;
- Payment processors.

13.2.2 While the Company takes reasonable steps to ensure reliability, no system can be guaranteed to be error-free or uninterrupted.

13.2.3 The Company does not warrant that:

- The Services will always be available;
- The Services will be uninterrupted;
- The Services will be free from bugs or errors.

13.3 Malfunction Voids All Plays and Pays

13.3.1 The principle of “malfunction voids all plays and pays” applies across all products.

13.3.2 Where a malfunction, technical failure, or system error occurs, the Company reserves the absolute and sole right to:

- Void affected bets or game rounds;
- Cancel winnings derived from the malfunction;
- Reverse affected transactions;
- Correct account balances;
- Recover amounts credited in error, including by deducting such amounts from the customer's Account balance or future winnings.

13.3.3 A malfunction includes (without limitation):

- Software bugs;
- Server outages;
- Data feed failures;
- Incorrect odds or prices due to system error;
- Display errors;
- Game logic failures;
- Third-party provider outages.

13.4 Obvious System Errors and Incorrect Pricing

13.4.1 Where odds, prices, game outcomes, or balances are clearly incorrect due to a technical or system error, or where the Company reasonably determines that an error has occurred, the Company reserves the right to correct such errors retroactively.

13.4.2 This may include:

- Re-settling bets at the correct odds;
- Voiding bets placed on incorrect prices;
- Adjusting winnings or losses;

- Reversing erroneous credits.

13.4.3 The Company's determination of whether an error has occurred shall be made reasonably, taking into account:

- The nature of the error;
- The system logs;
- Industry standards;
- External data sources.

13.5 Incorrect Settlement of Bets or Games

13.5.1 Bets and games are settled based on the best available information at the time of settlement.

13.5.2 Where a bet or game is incorrectly settled (for example, due to incorrect data or technical failure), the Company reserves the right to:

- Correct the settlement;
- Recalculate winnings or losses;
- Adjust account balances accordingly.

13.5.3 This right applies even if:

- The customer has already been notified of the settlement;
- Winnings have been credited;
- Funds have been withdrawn (and the Company reserves all rights to lawful recovery, including through legal proceedings, set-off against future deposits or winnings, or other available remedies).

13.6 System Logs and Records as Authoritative Evidence

13.6.1 The Company maintains system records, transaction logs, and audit trails relating to:

- Bets placed;
- Games played;
- Transactions processed;
- Account activity.

13.6.2 These records shall, in the absence of manifest error, constitute authoritative evidence of:

- What occurred;
- What bets were placed;
- What outcomes were generated;
- What balances applied.

13.6.3 Customers acknowledge and agree that their own device records (e.g. screenshots, browser history, cached data) may not accurately reflect the authoritative system state and shall not constitute valid evidence in any dispute. The Company's system records shall prevail in all circumstances, except where proven to contain manifest error.

13.7 Customer Duty Not to Exploit Errors

13.7.1 You must not exploit, attempt to exploit, or knowingly benefit from any technical or system error, malfunction, or vulnerability.

13.7.2 Exploitation includes (without limitation):

- Continuing to place bets after becoming aware of an error;
- Attempting to withdraw, transfer, wager, or otherwise utilize funds credited in error;
- Using system vulnerabilities to gain advantage;
- Sharing information about errors to enable others to exploit them.

13.7.3 Where exploitation is detected, reasonably suspected, or where a customer has benefited from an error regardless of intent the Company may immediately and without prior notice:

- Void bets or winnings;
- Recover funds;
- Suspend or close Accounts immediately without prior notice and without obligation to provide reasons;
- Report the matter to relevant authorities, law enforcement, or regulatory bodies where appropriate; and/or pursue legal action to recover losses or damages.

13.8 Third-Party Failures

13.8.1 The Company relies on third-party providers for:

- Game software;
- Odds feeds;
- Data feeds;
- Payment processing;
- Infrastructure services.

13.8.2 The Company shall not be liable for any errors, malfunctions, delays, or failures caused by or attributable to any third-party provider, including but not limited to game providers, data feed providers, payment processors, or infrastructure providers.

13.8.3 Where a third-party failure affects bets, games, or transactions, the Company

reserves all rights set out in this Section, including the right to void affected transactions and correct account balances.

13.8.4 Customers acknowledge that third-party providers are not agents of the Company and that the Company has no control over their systems, operations, or performance.

13.8.5 The Company is not responsible or liable for any losses, damages, or consequences arising from failures attributable to third-party systems, but reserves the right to take corrective action (including voiding bets, adjusting balances, or reversing transactions) where such failures affect fairness, integrity, or accurate operation of the Services.

13.8.6 Where third-party failures result in incorrect outcomes or balances, the Company may apply the remedies set out in this Section.

13.9 Downtime and Service Unavailability

13.9.1 The Services may be unavailable from time to time due to:

- Maintenance;
- Upgrades;
- Technical failures;
- Force majeure events.

13.9.2 The Company shall not be liable for any losses, damages, lost profits, lost opportunities, or consequential losses arising from or related to service downtime, interruption, or unavailability, except to the extent such liability cannot be excluded by applicable law.

13.10 Finality of Technical Determinations

The Company's reasonable determinations regarding:

- Whether a technical error occurred;
- How a correction should be applied;
- What settlement is appropriate;

shall be final and binding on all parties, subject only to:

- The complaints process under Section 14; and
- Any mandatory rights under applicable law.

14. Complaints and Disputes

14.1 Purpose and Principles

The Company is committed to dealing with customer complaints fairly, transparently, promptly, and professionally.

This Section sets out the process by which customers may raise complaints and how such complaints will be handled.

The complaints framework is designed to:

- Protect customer rights;
- Promote fair outcomes;
- Support transparency and accountability;
- Demonstrate compliance with regulatory and consumer protection expectations.

14.2 What Constitutes a Complaint

A complaint is any expression of dissatisfaction relating to:

- The Services;
- The handling of an Account;
- Settlement of bets or games;
- Payment processing;
- Application of these Terms;
- Conduct of staff or agents.

Requests for general information or routine service issues (e.g. password resets) do not normally constitute complaints unless dissatisfaction is expressed.

14.3 How to Submit a Complaint

Customers may submit complaints via:

- In-platform messaging tools in the Contact Us section;
- Other official communication channels notified by the Company.

Complaints should include:

- The customer's Account username;
- A clear description of the issue;
- Any relevant supporting information.

The Company requires the above listed information in order to investigate complaints effectively and timely.

14.4 Complaint Handling Process

14.4.1 All complaints are logged and acknowledged.

14.4.2 Complaints are reviewed by appropriately trained staff.

14.4.3 The Company aims to provide a substantive response within a reasonable timeframe, typically within 14 days, although more complex matters may require longer

investigation periods that may take additional 7 days. Players will be notified if extra time is required to resolve complaints. Failure to respond within any specified timeframe shall not constitute a breach of these Terms or give rise to any liability.

14.4.4 Where additional time is required, the customer will be informed accordingly.

14.5 Fairness and Objectivity

14.5.1 Complaints will be assessed fairly and impartially in accordance with the Company's internal procedures and policies.

14.5.2 The Company will consider:

- Relevant account records;
- System logs;
- Applicable Terms;
- Any supporting evidence provided by the customer.

14.5.3 Decisions will be explained clearly to the customer.

14.6 Escalation and External Remedies

14.6.1 If a customer is dissatisfied with the outcome of a complaint, they may request escalation for further internal review.

14.6.2 Where internal escalation does not resolve the matter, the customer may have the right to refer the complaint to:

- The Curacao Gaming Authority (CGA); and/or
- Alternative Dispute Resolution Provider; and/or
- Appropriate courts or arbitration bodies.

14.6.3 Nothing in this Section limits the customer's statutory rights to seek legal remedies.

14.7 Alternative Dispute Resolution Provider

The Customer Support team shall ensure that all customers are informed of their right to escalate complaints to the Curaçao Alternative Dispute Resolution Entity (CADRE). Details are available on the website and in customer service replies.

14.7.1 The Company has a formal agreement with the Curaçao Alternative Dispute Resolution Entity (CADRE) - a CGA-certified ADR provider. The entity is competent in adjudicating gaming complaints/disputes. The procedure is free of charge for the player (operator bears all costs), independent, and the outcome is binding on the operator.

14.7.2 Players may initiate ADR if:

- They submitted a valid complaint via the operator's official form.
- The operator issued a final response or failed to resolve within the stated timelines.
- They remain dissatisfied.

To initiate: Contact the designated CGA-certified ADR provider and submit evidence/communication history plus the ADR form.

Further details can be found in the Dispute Resolution Procedure which forms part of this Terms and Conditions.

14.8 Records and Regulatory Oversight

The Company maintains records of:

- Complaints received;
- Actions taken;
- Outcomes reached.

Such records may be made available to the Regulator upon lawful request.

14.9 Abuse of the Complaints Process

14.9.1 Customers must not misuse the complaints process.

14.9.2 Where a complaint is found to be:

- Abusive; or
- Intended to harass staff,

the Company reserves the right to limit or terminate further engagement with such complaints, close the complaint file, and refuse to respond to further communications on the matter, without prejudice to any legal obligations.

14.10 Finality

The Company's internal complaint decisions represent its final and binding position and may not be challenged or re-opened except through:

- Any referral to the Regulator; and
- Any rights available under applicable law.

15. Regulatory Disclosures

These disclosures are intended to:

- Promote informed consumer choice;

- Support transparency and trust;
- Demonstrate the Company's commitment to lawful and responsible operations.

These disclosures are provided for informational purposes only and do not create any additional rights, obligations, or liabilities beyond those expressly set forth in these Terms.

15.1 Licensing Status

15.1.1 The Company is licensed to provide gambling services under the Curacao Gaming License, under the National Ordinance on Games of Chance (LOK).

15.1.2 The Company operates under the supervision of the Curacao Gaming Authority (CGA).

15.1.3 The Company's licence details (including licence number) are displayed on the Website and may be verified directly with the CGA.

15.1.4 The Company is required to comply with:

- The National Ordinance on Games of Chance (LOK);
- All CGA Licence Conditions;
- Regulatory directives;
- International best practices;
- Any regulatory guidance issued by the CGA.

15.2 Anti-Money Laundering and Financial Crime Compliance

15.2.1 The Company adheres to applicable AML/CTF standards as required by applicable laws.

15.2.2 Customers may be required to provide identity verification, source of funds, source of wealth information, and any other documentation the Company reasonably deems necessary for compliance purposes.

15.2.3 The Company may delay, restrict, reverse or refuse transactions where required by regulatory standards or where the Company reasonably suspects fraud, money laundering, or other illegal activity.

15.2.4 The Company may be prohibited from providing full explanations for certain actions in order to comply with legal and regulatory obligations, and customers acknowledge that they may not receive detailed reasons for all decisions made by the Company.

15.3 Complaints and Regulatory Escalation

15.3.1 Customers who are dissatisfied with the Company's handling of a complaint may have the right to escalate the matter to the Regulator.

15.3.2 Contact details for the Regulator may be provided on the Website or upon reasonable request.

15.4 Jurisdictional Restrictions

15.4.1 The Services are intended for use by persons located in jurisdictions where online gambling is lawful.

15.4.2 Customers are solely responsible for ensuring that their use of the Services complies with any and all laws applicable to them in their jurisdiction of residence or location, and the Company accepts no liability for customers' non-compliance with such laws.

15.4.3 The Company reserves the right, in its sole discretion, to restrict, suspend, or terminate access from any jurisdictions where the provision of gambling services may be unlawful, restricted, or where the Company determines that providing Services would be commercially unviable or expose the Company to unacceptable risk.

15.5 Transparency of Rules and Terms

15.5.1 These Terms are made available to customers via the Website or application, and customers are deemed to have access to, knowledge of, and acceptance of these documents upon registration and usage of the Services.

15.5.2 It is the customers' responsibility, and they are encouraged to review these documents carefully and are responsible for understanding their rights and obligations hereunder. Failure to review and understand such documents does not entitle customers to any refund or remedy.

15.5.3 Continued use of the Services following any updates or modifications constitutes full acceptance of these Terms as amended, and customers waive any right to claim they were not bound by such changes.

15.6 Commitment to Regulatory Cooperation

15.6.1 The Company is committed to maintaining a transparent and cooperative relationship with the Regulator.

15.6.2 The Company may update policies, procedures, and these Terms at any time in its sole discretion to reflect:

- Changes in law;
- Changes in regulatory expectations;

- Evolving best practice, or
- Any other reason the Company deems appropriate in its sole discretion.

16. GOVERNING LAW AND JURISDICTION

These Terms are governed by and construed in accordance with the laws of Curacao, without regard to its conflict of law principles.

The courts of Curacao have exclusive jurisdiction over any dispute, claim, or controversy arising from or relating to these Terms, the Services, your Account, or your use of the Services, and you irrevocably submit to the exclusive jurisdiction of such courts and waive any objection to venue or inconvenient forum.

Notwithstanding the exclusive jurisdiction provisions above, we reserve the right to seek injunctive relief, interim measures, provisional remedies, or enforcement of any judgment or award in any court of competent jurisdiction worldwide, and you consent to such jurisdiction for such purposes.

17. ENTIRE AGREEMENT

These Terms (together with all policies, rules, and documents expressly incorporated by reference) constitute the entire agreement between you and the Company in relation to your use of the Services.

You acknowledge and agree that you have not relied on any representation, statement, promise, assurance, warranty, or understanding made or given by or on behalf of the Company or any of its affiliates, directors, officers, employees, agents, or representatives that is not expressly set out in these Terms, and you waive any claims based on any such representation or statement.

These Terms supersede and extinguish all prior or contemporaneous agreements, understandings, negotiations, discussions, proposals, representations, warranties, or commitments, whether oral, written, electronic, or implied, relating to the Services or the subject matter hereof, and no such prior matters shall have any force or effect.

18. NO WAIVER

No failure or delay by the Company in exercising any right, power or remedy under these Terms (or any single or partial exercise of any right, power or remedy) shall operate as a waiver of that right, power or remedy or any other right, power or remedy.

Any waiver must be expressly stated in writing, signed by a duly authorised representative of the Company, and shall only apply to the specific breach, circumstance, or instance expressly identified in the waiver. Any waiver shall not constitute a waiver of any subsequent or continuing breach.

19. ASSIGNMENT AND TRANSFER

19.1 Company's Rights

The Company may at any time and in its sole discretion assign, transfer, novate, delegate, subcontract or otherwise dispose of any or all of its rights, benefits, liabilities and obligations under these Terms (including in connection with a merger, acquisition, sale of assets, restructuring, or change of control) to any third party without your consent or prior notice, and you agree to be bound by such assignment.

19.2 Your Rights and Obligations

You may not assign, transfer, novate, delegate, subcontract, pledge, charge, encumber, or otherwise dispose of or deal with any of your rights, benefits, liabilities or obligations under these Terms or your Account without the Company's prior written consent, which may be withheld in the Company's sole and absolute discretion. Any purported assignment in violation of this clause shall be null and void.

20. THIRD-PARTY RIGHTS

Except as expressly provided otherwise in these Terms, a person who is not a party to these Terms has no right under any law to enforce any term of these Terms.

The consent of any third party is not required to vary or rescind these Terms.

21. SEVERABILITY

If any provision (or part of a provision) of these Terms is found by any court, tribunal or competent authority to be unlawful, invalid, void or unenforceable to any extent, that provision (or part) shall to that extent be severed from the remaining provisions, which shall continue to be valid and enforceable to the fullest extent permitted by law.

The invalidity or unenforceability of any provision shall not affect the validity or enforceability of any other provision of these Terms.

22. SURVIVAL

Any provisions of these Terms which by their nature or express terms are intended to survive termination or expiry (including but not limited to provisions relating to verification and AML/CTF compliance, settlement of bets, payment obligations, liability limitations and exclusions, indemnities, governing law and jurisdiction, intellectual property, and confidentiality) shall survive and remain in full force and effect following termination or expiry of these Terms or closure of your Account.

23. LANGUAGE AND PRECEDENCE

These Terms may be translated into other languages for convenience only.

In the event of any inconsistency or conflict between the English version and any translated version, the English version shall prevail and be binding.

24. ELECTRONIC COMMUNICATIONS AND RECORDS

You agree and acknowledge that all communications, agreements, notices, disclosures, statements, documents, and records provided or made available by the Company electronically (via email, in-app notifications, Website posting, account dashboard, or any other electronic means) satisfy any legal, regulatory, or contractual requirement that such communications be in writing, in a durable medium, or personally delivered, and constitute valid and effective notice and delivery.

Electronic records, logs, transaction histories, and system data maintained by the Company shall constitute conclusive and admissible evidence of the matters recorded therein, subject to applicable law.

It is your responsibility to keep your contact details (email, phone, etc.) accurate and up to date. Failure to do so may result in missed important communications.

25. RISK WARNINGS

25.1 Risk Acceptance

25.1.1 Gambling involves significant financial risk. You acknowledge and accept that you may lose some or all of the money you deposit into your Account, and the Company shall have no liability for any such losses.

25.1.2 You acknowledge that gambling should be treated solely as entertainment and not as a means of generating income or solving financial problems. You agree that you are not relying on gambling as a source of income and accept full responsibility for any financial consequences.

25.1.3 You acknowledge that safer gambling tools are available and that you are solely responsible for using them. You agree to seek professional support immediately if gambling is causing you harm or if you suspect you may have a gambling problem. The Company is not responsible for monitoring your gambling behaviour or intervening in your use of the Services.

25.1.4 Winnings may be subject to taxes, duties or reporting obligations in your jurisdiction of residence or tax domicile. You are solely responsible for determining and complying with all applicable tax laws.

25.1.5 You acknowledge and accept that you bear all risks associated with cryptocurrency volatility, blockchain delays, regulatory changes, network congestion,

transaction failures, and any other risks inherent in cryptocurrency transactions. The Company shall have no liability for any losses arising from such risks.

26. CUSTOMER ACKNOWLEDGEMENT

By registering, depositing funds, placing bets, participating in games, or otherwise using the Services, you acknowledge and confirm that:

- (a) You have read, understood and fully agree to be bound by these Terms (as amended from time to time);
- (b) You understand gambling involves financial risk and you may lose money;
- (c) You are participating voluntarily and solely for entertainment purposes;
- (d) You accept full responsibility for all activity on your Account, including all losses, and agree that the Company shall have no liability for any losses incurred;
- (e) You have the legal right and capacity to use the Services in your jurisdiction;
- (f) You will comply with all applicable laws and these Terms, and you accept sole responsibility for any failure to do so;
- (g) You consent to electronic communications and the use of your data as described in our Privacy Policy.

You further confirm that you do not consider the Services to be unfair or rigged, and you irrevocably accept all outcomes as final and binding, subject only to the complaints process in Section 14. You waive any right to dispute outcomes except through the complaints process, and you agree that decisions made through the complaints process shall be final and binding with no further right of appeal.

27. INDEMNITY AND LIMITATION OF LIABILITY

27.1 Indemnity

You agree to indemnify, defend and hold harmless the Company, its parent companies, subsidiaries, directors, officers, employees, agents, affiliates, licensors, service providers, payment processors, and technology partners from and against any and all claims, liabilities, damages, losses, costs and expenses (including reasonable legal fees and costs of investigation) arising out of or in connection with:

- (a) Your breach of these Terms;
- (b) Your use (or misuse) of the Services;
- (c) Any violation of applicable law or third-party rights by you;

- (d) Any fraudulent, collusive, abusive or unlawful activity related to your Account;
- (e) Any chargebacks, payment disputes, or reversals initiated by you.

This indemnity survives termination of these Terms and closure of your Account.

27.2 LIMITATION OF LIABILITY

27.2.1 TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAWS, THE COMPANY SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR USE, WHETHER IN AN ACTION IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE, ARISING OUT OF OR IN CONNECTION WITH THESE TERMS OR THE USE OF OR INABILITY TO USE THE SERVICES, EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

27.2.2 THE COMPANY'S TOTAL AGGREGATE LIABILITY TO YOU FOR ALL CLAIMS ARISING OUT OF OR RELATING TO THESE TERMS OR THE SERVICES SHALL NOT EXCEED THE GREATER OF: (A) THE TOTAL AMOUNT OF YOUR DEPOSITS IN THE ONE (1) MONTH IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM; OR (B) FIVE THOUSAND UNITED STATES DOLLARS (USD \$5,000).

27.2.3 You acknowledge and agree that the limitations of liability set forth in this Section 27.2 reflect a reasonable allocation of risk between you and the Company and form an essential basis of the bargain between the parties. The Services would not be provided to you without these limitations.

27.2.4 The limitations and exclusions in this Section 27.2 shall apply regardless of whether other remedies have failed of their essential purpose and shall survive termination of these Terms and closure of your Account.

28. FORCE MAJEURE

We shall not be liable for any failure or delay in performing our obligations if caused by events beyond our reasonable control, including but not limited to: acts of God, war, terrorism, riots, embargoes, strikes, fire, floods, pandemics, cyber-attacks, blockchain failures, or changes in law/regulation. During any such event, the Company may suspend Services, void bets, cancel transactions, withhold withdrawals, or take any other action deemed necessary in its sole discretion without liability.

In the event of force majeure, the Company's obligations shall be suspended for the duration of the force majeure event. If the force majeure event continues for more than

30 days, the Company may terminate the agreement immediately without notice and without liability.