

General Terms & Conditions

Operator: B2bseven B.V. (Reg. No. 152184), Kaya Richard J. Beaujon Z/N Landhuis Joonchi II, Willemstad, Curaçao

Website: www.b2bseven.bet

License: Curaçao Gaming Authority (CGA), License No. OGL/2024/636/0578

1. Introduction / General

1. These Terms and Conditions ("T&C's") apply to the usage of games (as defined below) offered by the website/platform b2bseven. The terms and conditions apply regardless of the means individuals use to connect to our platform, whether that being mobile devices, tablets, a desktop computer (etc.).
2. The Website and Games are offered by b2bseven.
3. All www.b2bseven.bet products are jointly operated by B2bseven B.V. (Reg. number 152184), registered address Kaya Richard J. Beaujon Z/N Landhuis Joonchi II, Curaçao.
4. These T&C's constitute a binding agreement between You and b2bseven.
5. These T&C's come into force as soon as You click on the "ACCEPT" button. By doing this, You signify to b2bseven that You have read these T&C's and accept them. By using any of the Website's services You signify that You agree with these T&C's.
6. You must read these T&C's carefully in their entirety before clicking on the "REGISTER" button. If You do not agree with any provision of these T&C's, You must not use or continue to use the Website.
7. You fully understand and agree to be bound by the terms and conditions contained herein and as may be amended by us from time to time.
8. b2bseven reserves the right to modify these T&C's and, consequently, to amend this agreement between You and b2bseven at any time.
9. In the event that the T&C's are changed to the detriment of Your rights, b2bseven will give You a prior notice as early as possible to review and accept the changes. It is Your sole responsibility to review this Agreement, together with the specific Rules for each Game You choose to participate in, in order to remain updated with all amendments each time You play.
10. Rules and explanations for participating in any of b2bseven's Games, maintaining your account with b2bseven and other important information are provided in separate links on the Website and are incorporated into these T&C's by reference.
11. Any mention of b2bseven's Games in this agreement shall refer to Sportsbook, Casino and any other Games that may from time to time become available on the Website. Sportsbook reserves the right to add and remove Games from the Website at its own discretion.

12. These T&C's can be published in a number of languages for information purposes and ease of access by our customers. It is however only the English version that will serve as the legal basis of the binding agreement between You and b2bseven and in the case of any dispute between the English language version of the Terms and Conditions and versions in any other language, the English language version shall always prevail.

2. Account Rules

1. In order to participate in any of b2bseven's Games for real money, You must first register to b2bseven, open an account ("b2bseven Account") and place money into Your b2bseven Account via any of the authorized deposit methods that are listed on the deposit section of the Website. b2bseven allows you to log in or log out to your account at any moment, using your registration credentials and password.
2. b2bseven has the right to appoint Payment Solution Providers to act, receive and/or pay funds on its behalf.
3. Customers are only allowed to open and use one b2bseven account. Opening and/or using multiple accounts (in addition to any existing accounts whether the existing account is active, or inactive or closed for any reason) is not permitted. Should we have reasonable suspicion that any of our customers has opened and/or used multiple accounts with us, we reserve the right at our absolute discretion to temporarily block a customer's account, as well as all multiple accounts and/or to close all these accounts immediately. All winnings, bonuses, free bets and winnings accrued from such bonuses and free bets obtained by creating and/or using those multiple accounts will be void. Funds held in multiple accounts shall be withheld, up to the amount that covers any illegal withdrawals made by the Customers from those multiple accounts.
4. If You notice that You have more than one b2bseven Account under different names, You are OBLIGED to notify b2bseven immediately.
5. A request to open a b2bseven Account is made by filling out the registration form and submitting it to b2bseven online. b2bseven reserves the right to refuse to open or close a b2bseven Account at b2bseven's sole discretion, having previously fulfilled all its contractual obligations to the customer.
6. You must enter all mandatory information requested into Your registration form, in particular, Name/Surname, Date of Birth, Type of identity document and the relevant document number, Address and contact details, including a valid e-mail address, Place of residence, relevant payment information, 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 and You hereby declare and warrant to b2bseven that the information provided is true, complete and correct. You are hereby notified that b2bseven carries out verification procedures, whether on its own or through third parties, and Your b2bseven Account may be blocked or closed if You are found to have provided false or misleading information.
7. As part of the registration process You will have to choose Your username and password for Your login into the Website. It is Your sole and exclusive responsibility to ensure that Your login details are kept securely. You must never disclose Your login details to anyone. b2bseven will not be held responsible for any abuse or misuse of

Your b2bseven Account by third parties due to Your disclosure, whether intentional or accidental, whether active or passive, of Your login details to any third party.

8. b2bseven reserves the right to close down existing accounts without explanation. In this event, or in the event of an account closure by a customer, the full balance will be paid out unless any fraudulent behaviour is suspected. b2bseven also reserves the right to report to the appropriate authorities, if any customer is involved in any form of suspected fraudulent behaviour.
9. It is your responsibility to protect your Player ID (username) and Password. Any actions carried out by the use of your login details are at your sole risk and any liability therefrom shall be strictly yours.
10. The customer's account is individual, and the customer is entirely responsible for the corresponding account obligations, as well as entitled to all profits and benefits.
11. b2bseven retains the right to terminate events and/or games at any time. In this case, all pending wagers on the suspended events/games will be refunded to the customer's account.
12. An Account Holder shall not allow any other individual, including any minor, to use or reuse its Account, access and/or use any material or information from the Website, accept any Prize, or access and/or participate in the Services. Should we have reasonable suspicions that any of our customers has allowed any other individual to use or reuse its Account, we reserve the right at our absolute discretion to temporarily block the customer's account immediately and/or close that account immediately. All winnings obtained by allowing any other individual to use or reuse its Account will be void.
13. If we discover that a customer's account is held or managed by a minor, the corresponding account will be immediately closed, all the bets will be considered null, and void and all the deposits shall be reimbursed.

3. Deposits into Your Account

1. b2bseven reserves the right as a company to act, receive deposits, hold and manage funds, and/or expedite withdrawals.
2. If You wish to participate in any Game, You will have to make a deposit into Your Account from an account or source of which you are the account holder. Your monies may then be used by You for conducting betting and other gaming and gambling transactions. You may participate in any Game only if You have sufficient funds on Your b2bseven Account for such participation. b2bseven shall not provide You with any credit whatsoever for your participation in any Game. For the avoidance of any misunderstanding, we want to make clear that Your Account cannot be used by You as a bank account and if b2bseven becomes aware of deposits into and withdrawals from Your Account without commensurate betting or any other gaming activity, we reserve the right to deduct an administration charge (regardless if Your account will be closed or suspended).
3. All information required to deposit funds into Your b2bseven Account can be found under "My Account" and "Deposit" pages of the Website. You can use any of the

methods available to You as specified in these pages as may be amended from time to time.

4. Depending on the selected method, deposits can incur charges. For current fees regarding depositing funds, please visit “My Account” and “Deposits” for each deposit method. Your bank may independently charge You for bank wire transfers and other methods of payment.
5. We only accept payments made in EUR (Euro). Any payments received by b2bseven in any other currency that has been chosen by You for Your account will be converted into EUR at the prevailing exchange rate. Please note that any exchange premiums are payable by You.
6. When using a credit or debit card for depositing funds, Your funds only clear when b2bseven has received an approval and authorization code. Should b2bseven not receive such authorization, Your account will not be credited with those funds.
7. b2bseven reserves the right to use additional procedures and means to verify Your identity when effecting deposits into Your b2bseven Account.
8. b2bseven does not grant any credit for the use of its services.
9. Credit balances in Your b2bseven Account will not bear interest and you cannot regard b2bseven as a financial institution. Should we have reasonable suspicions that funds are deposited without a strict aim to establish a normal commercial relationship with b2bseven and without the strict intention of conducting betting and other gaming and gambling transactions, or that funds are deposited as an attempt to exceed daily deposit limits, then b2bseven reserves the right not to credit the customer’s account and/or to cancel the transactions with the funds being returned to the customer. In all cases, b2bseven cannot be held liable for these funds and undertakes no responsibility against the customer.
10. Funds deposited into Your b2bseven Account must be used with a strict aim to establish a normal commercial relationship with b2bseven and with the strict purpose and intention of conducting betting and other gaming and gambling transactions.
11. Depending on the payment method chosen by the Account Holder, minimum and/or maximum deposit limits may apply.
12. Card deposits may, from time to time, be partially and/or fully declined subject to certain security systems managed in collaboration with a Payment Solution Provider and/or a Financial Institution. Such security measures could decline Cards that are legitimate, but could nevertheless not be possible to process at a particular time. b2bseven’s personnel do not control or influence these security mechanisms, nor do they have any knowledge of the reasons for any deposits being declined.
13. The deposit amounts must be bet at least once on an odd equal or higher than 1.70 on simple bets; on betslips, one of the betslip’s selections must have an odd equal or higher than 1.70 in order to withdraw the balance.
14. If You use a payment method in respect of which You are not the account holder and/or you make use of funds which do not belong to You, including the use of a payment method which is stolen, cloned, or unauthorized, we reserve the right to treat any deposit into the Account as being invalid (and any winnings arising from such deposit as void).

4. Withdrawals from Your Account

1. b2bseven reserves the right as a company to act, receive deposits, hold and manage funds, and/or expedite withdrawals.
2. You may withdraw any amount up to the balance in Your b2bseven account by issuing b2bseven with a valid notice of withdrawal on the Website.
3. The withdrawals may be subject to limits per customer, on a daily, weekly or monthly basis. You can check active withdrawal limits on our withdrawals page under your account.
4. Notices for withdrawals must be made via the Website. b2bseven will not accept withdrawal demands made by telephone or by electronic mail. Employees of b2bseven are not permitted to bypass these instructions.
5. b2bseven offers a wide range of withdrawal methods. Withdrawals can incur charges depending on the method used. Any winnings above the above-stated level can be withdrawn through the method chosen by you for deposit. For the current fees for withdrawals, see “My Account” and “Withdrawals” for the different methods. In addition, Your own bank may add a further handling charge. These charges may vary over time.
6. b2bseven will attempt to accommodate Your request regarding the payment method of Your withdrawal. This, however, cannot be guaranteed. Therefore, we may process and pay withdrawals in a different payment method than the one requested by You and/or cancel any pending withdrawal requests.
7. b2bseven may request legal identification being Passports, National Identity Cards or any sort of identification b2bseven deems fit for all withdrawals. For withdrawals where there have been prior deposits with credit cards b2bseven may request copies of the credit card (both front and back of the card). b2bseven then advises You to only leave the first 6 digits and the last 4 digits of the card visible. This is for your own protection. Also cover the CVV/CVV2 number at the back of the card.
8. b2bseven may request address verification by asking for copies of utility bills, bank statements or any other document b2bseven deems fit. b2bseven will report to the relevant authorities any suspicious transactions. If these copies are not received within a reasonable time frame from the date that they were requested, then b2bseven reserves the right to cancel any pending withdrawal requests and/or temporarily block your account.
9. If the value of a deposit is not played through in full before a withdrawal is requested, b2bseven reserves the right to make a charge to the customer’s account to cover all reasonable costs relating to both the deposit and withdrawal. If necessary, the value of the withdrawal requested may be reduced accordingly. b2bseven may also request additional identification documents for all withdrawals and perform enhanced due diligence in respect to withdrawals of funds not used for wagering.
10. If the deposit method of the account is a Prepaid Voucher (e.g. Paysafecard) and the value of a deposit is not played through in full before a withdrawal is requested, or there is any evidence of a series of bets/wagers placed which results in guaranteed customer profits irrespective of the outcome, or where all the betting/wagering is determined to be low risk, b2bseven reserves the right to request a receipt showing

proof of purchase of the voucher and/or the exact vouchers used for deposits before any withdrawals are processed. Furthermore, in case of suspected improper activity, b2bseven reserves the right to refuse a withdrawal request unless the customer has played the original deposit through in full at least five times and with odds greater than 1.50.

11. b2bseven reserves the right to withhold funds from withdrawals if these funds were not used for conducting betting and other gaming and gambling transactions.
12. When more than one payment method has been used, b2bseven reserves the right to ensure that payouts are made in accordance with rules designed to minimize fraud. This can include partial payments to previously used deposit types, where applicable.

5. Game Payouts

1. When the outcome of a Game You participate in becomes determined or, where applicable, b2bseven has confirmed the relevant result of an event and has settled the markets, all winnings will be credited to Your Account.
2. If b2bseven mistakenly credits Your Account with winnings and/or funds that do not belong to You, whether due to an error in published pay tables or the gaming software or human error or otherwise, the amount will remain the property of b2bseven and it will be transferred from Your Account. If prior to b2bseven's knowledge of the error, a withdrawal request has already been completed using funds that do not belong to You, the mistakenly paid amount will constitute a debt owed by You to b2bseven. In the event of an incorrect credit, automated efforts will be made by the payment provider to retrieve this credit with a charge to your respective account, while you will also be obliged to notify b2bseven immediately by email.
3. b2bseven reserves the right to void any bet which may have inadvertently been accepted when the account did not have sufficient funds to cover the bet and/or any bet that was placed with winnings mistakenly credited due to a technical or human error.

6. Closing Your Account

1. You may close Your account at any time and b2bseven will return to You any and all funds from Your b2bseven Account subject to the deduction of relevant withdrawal charges. The method of repayment will be at our absolute discretion.
2. In case of closure of their Account due to gambling addiction or fraud, an individual must not open a new account. b2bseven will not be liable should the individual succeed in opening a new account, nor for any direct or indirect consequential damages. b2bseven reserves the right to close an account opened in breach of this rule at any point.
3. b2bseven reserves the right to close Your b2bseven Account and to refund to You the "Available to Bet" balance, subject to the deduction of relevant withdrawal charges, at b2bseven's absolute discretion and without any obligation to state a reason or give prior notice.
4. b2bseven reserves the right to withhold and remove any bonuses awarded to you if such bonuses have not been used within the predefined bonus lifetime (from the date when they were awarded).

7. Your obligations

You hereby declare and warrant that:

1. You are over 18 years of age or such higher minimum legal age of majority as stipulated in the laws of jurisdiction applicable to You and, under the laws applicable to You, You are allowed to participate in the Games offered on the Website.
2. You participate in the Games strictly in Your personal non-professional capacity for recreational and entertainment reasons only;
3. You participate in the Games on Your own behalf and not on behalf of any other person;
4. All information that You provide to b2bseven during the term of validity of this agreement is true, complete, and correct, and You shall immediately notify b2bseven of any change of such information;
5. You are solely responsible for reporting and accounting for any taxes applicable to You under relevant laws for any winnings that You receive from b2bseven;
6. All money that You deposit into Your b2bseven Account is not tainted with any illegality and, in particular, does not originate from any illegal activity or source; You understand that it is illegal to deposit money from ill-gotten means.
7. You understand that by participating in the Games You take the risk of losing money deposited into Your b2bseven Account;
8. You shall not be involved in any fraudulent, collusive, fixing or other unlawful activity in relation to Your or third parties' participation in any of the Games and shall not use any software-assisted methods or techniques or hardware devices for Your participation in any of the Games. b2bseven hereby reserves the right to invalidate or close Your b2bseven Account or invalidate Your participation in a Game in the event of such behaviour;
9. In relation to deposits and withdrawals of funds into and from Your b2bseven Account, You shall only use credit cards and other financial instruments that are valid and lawfully belong to You. You further agree not to make any charge-backs, reversals or otherwise cancel any deposits into Your Account, and in any such event to refund and compensate us for such unpaid deposits including any expenses incurred by us in the process of collecting Your deposit.
10. The computer software that we make available to You is owned by b2bseven or other third parties and protected by copyright and other intellectual property laws. You may only use the software for Your own personal, recreational uses in accordance with all rules, terms and conditions hereby established and in accordance with all applicable laws, rules and regulations.
11. Games played on the Website should be played in the same manner as games played in any other setting. This means that our customers should be courteous to each other and avoid rude or obscene comments.
12. You should print out all these terms and conditions and any other rules to the games offered on the b2bseven website. These should be kept in an easily accessible place.
13. It is your responsibility to know whether online gambling is legal in your country.

14. You are not allowed to transfer funds from your Account to other customers or to receive money from other customers into your Account, or to transfer, sell and/or acquire customer accounts.
15. You are not a professional player in any sport, competition or league where b2bseven offers betting;
16. You are not classified as a compulsive problem gambler, and/or included (whether voluntarily or involuntarily) on any register or database of excluded players;
17. You have not already had an Account closed by us or at Your request.

8. Responsible gaming

1. You may at Your discretion choose to restrict your access to your account and/or exclude Yourself from playing any Games on the Website, temporarily or permanently. In order to restrict Your access to the Games or Self-exclude You must visit the relevant section at your Account or email Customer Support. Account blocking and Self-exclusion requests take effect immediately. To revoke a restriction of your account, contact Customer Support. For your protection, it is possible that revocation of such restrictions will take effect seven days after the receipt of your request, provided that the time period that You have chosen has been completed.
2. You may also at Your discretion choose to set limits at your account by means of visiting the relevant section at your Account or contacting customer services. These limits refer to (i) the amount of money you can deposit at your account in a certain time period and (ii) the amount of time You may play within one session. Limit-setting requests take effect immediately. To revoke the limit of your account, contact customer services. For your protection, it is possible that revocation of such limits will take effect seven days after the receipt of your request, provided that the time period that You have chosen has been completed.
3. **Social Responsibility** — b2bseven is taking very seriously the prevention of gaming addiction. Playing for money involves risks; that is why b2bseven is giving a lot of effort on responsible gambling and is trying to support, inform and advise its customers to understand and recognize that gambling is exciting and entertaining but it is a recreation which needs self-control. Therefore we go to considerable lengths so as to provide our customers with information in order to recognize a gaming problem early enough. We also take active measures to avoid the negative consequences of exaggerated gaming, such as stake limitation and bet rejections.
4. If b2bseven believes that a customer's gambling will cause them financial or personal difficulties, b2bseven reserves the right to close their Account. Rules of responsible gaming — the following rules should be strictly observed when playing:
 1. Take regular breaks from your games.
 2. Determine your daily and monthly betting limit in advance.
 3. Remember, gambling is a form of entertainment, not a legitimate means of obtaining money.
 4. Decide beforehand how high your losses can be.
 5. Do not play under the influence of alcohol or medication, in a depressive mood or when you are not fully rested and able to concentrate.

9. Sportsbook

1. A bet can only be placed by registered customers.
2. A bet can only be placed over the Internet.
3. A bet can only be placed by a customer if he has sufficient funds in his account with b2bseven.
4. The bet, once concluded, will be governed by the version of Terms and Conditions valid at the time of the bet being accepted.
5. A bet is deemed to have been placed as soon as confirmation of the acceptance of the betting offer is received from b2bseven. Where several bets are placed by the user, these will be processed in the order they are received.
6. The customer affirms that at the time he placed a bet or bets he had no knowledge as to the outcome of the respective events. Bets on events in which the customer is directly involved or has access to insider information are not allowed. Where there is a suspicion of a violation of this rule, b2bseven retains the right to void the bet and refuse to pay out winnings. It also retains the right to take any further action to protect its legitimate interests and to comply with other laws and regulations.
7. b2bseven retains the right to decline to accept bets without providing any reason.
8. The minimum stake per bet is 0.10 EUR.
9. The list of all the bets, their status and details is available to the customer on the website.
10. b2bseven retains the right to declare all bets on an event or events invalid if they emanate from a group of customers who appear to have had knowledge of the outcome of such event/s and acted together to take advantage of such knowledge, e.g. syndicated betting.
11. When a bet is declared invalid or void, it will be calculated at odds of 1.00. The customer will be paid back the amount placed on the bet. In the case of combination bets, the invalid result will not be included in the calculation of the (total) odds.
12. Apart from live betting, any bet concluded after the start of the event becomes invalid and the bet will be calculated at odds equal to 1.00.
13. Should b2bseven decide to close a customer's account, bets which have already been placed and accepted will not be voided and the user will be paid any winnings, unless any fraudulent behaviour is suspected. b2bseven also reserves the right to report to the appropriate authorities, if any of our customers is involved in any form of suspected fraudulent behaviour.
14. A bet which has been placed and accepted cannot be amended, withdrawn or cancelled, unless any fraudulent behaviour is suspected. b2bseven also reserves the right to report to the appropriate authorities, if any customer is involved in any form of suspected fraudulent behaviour.
15. A mistake regarding the details of a bet or bets will not influence the validity of the bet. If the event on which the bet has been placed is incorrect then this will automatically void the bet.

16. When the customer places a bet/s, it is acknowledged that all of the terms and conditions and game rules regarding the bets offered by b2bseven as stated on the website have been read, understood and accepted in full.
17. b2bseven manages the customers' accounts and calculates available funds, pending funds, betting funds as well as the amount of the winnings. Unless proved otherwise, these amounts are considered as final and are not subject to any dispute.
18. Users are fully responsible for the betting orders placed. b2bseven will never question users about the relevance of bets they wish to place and will not be held responsible for possible mistakes that could have been made during the placing of such bets, including mistakes regarding placed amounts.
19. Winnings on bets with fixed odds are calculated by the multiplication of the amount placed by the predetermined odds.
20. Winnings will be paid into the customers' account after the final result is confirmed. Any later amendment to the result, e.g. disciplinary procedures (doping) or intervention by ruling bodies, has no influence on the result. However, b2bseven reserves the right to set aside any winnings should there be investigations into an event as a result of a suspicion of criminal activities that may have affected the result of the event. If the irregularity is confirmed then b2bseven retains the right to void any related bets.
21. A bet is declared void if an event is cancelled or abandoned and no final result is declared within the playing pitch within 24 hours.
22. Should b2bseven become aware that a customer has placed a number of bets from different accounts, then the above limits will be applied across all accounts. b2bseven retains the right to lock the respective accounts and to cancel all bets placed from these. The stakes on these bets will be refunded to the user but not the winnings.
23. Customers may apply for higher bet limits and written agreements can be reached to increase these limits.
24. If bets which exceed the limits are erroneously accepted, the excess amount will be disregarded and the bet amount placed will be revised accordingly and the difference paid back to the customer.
25. b2bseven retains the right to reduce the limits on any event at any time.
26. Customers may also set their own limits on the amounts they permit themselves to bet on a weekly basis.
27. Customers may also lock their accounts should they no longer wish to bet. Following such action, customers would then have to contact b2bseven in writing to unlock their account.
28. b2bseven reserves the right to impose betting limits and/or raise in-play delay at customers' accounts. Customers are not permitted to bet an amount exceeding their personal account.
29. In case of suspicious betting activity, b2bseven reserves the right of further research, in collaboration with the relevant authorities. All bets will remain pending until the research is completed.
30. The maximum winnings per bet slip for single bets is 5,000 Euros.
31. The maximum winnings per bet slip for parlay (accumulator) bets is 15,000 Euros.

32. The highest possible winnings margin cannot be greater than 1,000 times the betting amount.

10. Casino games & Virtuals

1. Casino games are powered by the respective carriers to whom the game belongs. The carrier logo is seen either in the game category or in the game. These carriers may include but are not limited to NetEnt, Playson, Evolution Gaming etc. You can find detailed information about the RNG process and game credibility in the “Fairness & RNG Testing Methods” page.
2. **Miscarried and aborted games**
 1. b2bseven is not liable for any downtime, server disruptions, lagging, or any technical or political disturbance to the game play. Refunds may be given solely at the discretion of the management.
 2. b2bseven shall accept no liability for any damages or losses which are deemed or alleged to have arisen out of or in connection with the website or its content, including without limitation delays or interruptions in operation or transmission, loss or corruption of data, communication or lines failure, any person’s misuse of the site or its content or any errors or omissions in content.
 3. In the event of a casino/game system malfunction, all wagers are void.
 4. In the event a game is started but miscarried because of a failure of the system, b2bseven shall refund the amount wagered in the game to You by crediting it to Your Member Account or, if the account no longer exists, by paying it to You in an approved manner; if You have an accrued credit at the time the game miscarried, credit to Your Member Account the monetary value of the credit or, if the account no longer exists, pay it to You in an approved manner.
 5. In the event that a customer, whose participation in a game after a wager is placed is interrupted by a failure of the telecommunications system or a failure of the customer’s computer system that prevents the customer from continuing the game, the game shall conclude on its own and on the restoration of the system the customer may view the outcome of the game in the account pages and, if the customer wins, the amount won will be credited immediately to the customer’s account.
 6. If a customer is not active for a period of 20 minutes the game session is automatically terminated and the customer needs to login again in order to gain access to the customer’s account and the games.

11. Privacy Policy

1. Our privacy policy explains our practices and policies regarding the collection, use and exchange of information and cookies collected from you or on your behalf. Our Privacy Policy is an integral part of the contract between b2bseven and the Account Holder. By accepting b2bseven’s Terms and Conditions, the Account Holder confirms that he has become aware of the Privacy Policy, understands and agrees with the procedures and practices described therein.

12. Other

1. Complaints

1. If You have a complaint, You can email Customer Support on support@b2bseven.bet.
2. If You have a query with regard to any transaction, You may also contact us at support@b2bseven.bet with details of the query. We will review any queried or disputed transactions. Our judgement is final.
3. For more information you can read our Complaints and Disputes policies.

2. Limitation of liability

1. You enter the Website and participate in the Games at Your own risk. The Websites and the Games are provided without any warranty whatsoever, whether expressed or implied.
2. Without prejudice to the generality of the preceding provision, b2bseven, its directors, employees, partners, service providers: do not warrant that the software or the Website is/are fit for their purpose; do not warrant that the software and Website are free from errors; do not warrant that the Websites and/or Games will be accessible without interruptions; shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to Your use of the Websites or Your participation in the Games.
3. You hereby agree to fully indemnify and hold harmless b2bseven, its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities however caused that may arise in relation to Your use of the Website or participation in the Games.
4. Any information given out by Customer Service agents is a guide only, and is subject to b2bseven rules mentioned above. Although we will make every endeavour to make sure the information supplied to the customer is correct, ultimately it is the customer's responsibility to ensure they understand what they are betting on and the terms and conditions.
5. b2bseven reserves the right to temporarily suspend your Account until the Know Your Customer verification procedure is completed for your Account. For this verification procedure to be completed you will have to provide all necessary documentation to b2bseven, as described in KYC procedures.

3. Anti-money laundering reporting

1. b2bseven complies with the Anti-Money Laundering Act. b2bseven shall report any suspicious transaction to the relevant competent authorities in the country of operation.
2. If You become aware of any suspicious activity relating to any of the Games of the Website, You must report this to b2bseven immediately.
3. b2bseven may suspend, block or close Your b2bseven Account and withhold funds if requested to do so in accordance with the relevant laws in respect to Anti-Money Laundering. Under the MONEY LAUNDERING REQUIREMENTS, you hereby warrant that: (i) the name and address You supply when opening Your

Account are correct; and (ii) You are the rightful owner of the money which You at any time deposit in Your Account.

4. Breaches, penalties and termination

1. If You breach any provision of these T&C or b2bseven has a reasonable ground to suspect that You have breached them, b2bseven reserves the right not to open, to suspend, or to close Your Account, withhold payment of Your winnings and apply such funds on account of any damages due by You.
2. If b2bseven suspects that You are engaged in illegal or fraudulent activities when using the Website, or in breach of this Agreement, or that You are having problems with creditors or otherwise detrimental to our business, we may freeze or terminate Your account or cancel any stakes at our absolute discretion.
3. b2bseven reserves the right to close a customer account, to refuse or void bets, to refuse to grant a bonus or promotion or to exclude a customer from bonuses, rewards or promotions where the customer in question has been abusive or threatening in their communications with the b2bseven customer service team.
4. b2bseven reserves the right, at any time (including after a bet has been determined), to (i) refuse any bet or part of a bet; or (ii) void any bet or part of a bet where b2bseven concludes, in its sole discretion, that there is collusion between customer accounts and/or customers. In this event outstanding bets not subject to refusal or being voided will be honored. In addition, b2bseven also reserves the right to bring legal action against customers and/or customer accounts where a regulatory authority finds that collusion has taken place.
5. b2bseven reserves the right to void any or all bets made by any group of people acting in liaison in an attempt to defraud b2bseven. This can include persons, relatives, organizations, bookmakers and their employees.
6. You acknowledge that b2bseven shall be the final decision-maker of whether You have violated b2bseven's rules, terms or conditions in a manner that results in suspension or permanent barring from participation in our site.

5. Languages — b2bseven Sportsbook will be offered in multiple languages. However, in case that a competitor name translation is not available, it will always have a fallback in English.

6. Intellectual property

1. b2bseven is the sole owner of the trademarks and logos. Any unauthorized use of b2bseven's trademarks and logos may result in prosecution.
2. b2bseven is the owner or the rightful licensee of the rights to the technology, software and business systems used within this Website.
3. Links to the Website and any of the pages therein may not be included in any other website without the prior written consent of b2bseven.
4. You agree not to use any automatic or manual device to monitor b2bseven web pages or any content therein. Any unauthorized use or reproduction may be prosecuted.

7. **Severability** — If any provision of these T&C is held to be illegal or unenforceable, such provision shall be severed from these T&C and all other provisions shall remain in force unaffected by such severance.
8. **Assignment** — b2bseven reserves the right to assign or otherwise lawfully transfer this Agreement. You shall not assign or otherwise transfer this Agreement.
9. **Entire Agreement and Admissibility**
 1. This Agreement constitutes the entire agreement between You and b2bseven with respect to this Website and, save in the case of fraud, it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between You and b2bseven with respect to this Website.
 2. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.
10. **Miscarried or Aborted Games** — In the event a game is started but miscarried because of a failure of the system, b2bseven shall refund the amount wagered in the game to the Customer by crediting it to the Customer's Account or, if the account no longer exists, by paying it to the Customer in an approved manner; and if the User has an accrued credit at the time the game miscarried, credit to the Customer's Account the monetary value of the credit or, if the account no longer exists, pay it to the Customer in an approved manner. In the event a customer whose participation in a game after the wager is placed is interrupted by a failure of the telecommunications system or a failure of the customer's computer system that prevents the customer from continuing the game, the game shall conclude on its own and on the restoration of the system the customer may view the outcome of the game in the account pages and, if the customer wins, the amount won will be credited immediately to the customer's account.
11. **Verification and Security Checks** — By agreeing to the Terms and Conditions You authorize us to undertake any such verification checks from time to time as we may require ourselves or may be required by third parties (including, but not limited to, regulatory bodies) to confirm these facts (the "Checks"). You agree that from time to time, upon our request, You may be required to provide additional details in respect of any of such information You have provided us, including in relation to any deposits which You have made into Your Account. Whilst we are undertaking any checks from time to time, we may restrict You from withdrawing funds from Your Account and/or prevent access to all or certain parts of the Website. Please note that we may from time to time perform the Checks for regulatory, security or other business reasons. If any such restrictions cause You a problem, please contact Customer Services. In certain circumstances we may have to contact You and ask You to provide further information to us directly in order to complete the checks. For this purpose, we will be entitled, at our sole discretion, to require that You provide us with a notarized ID or any equivalent certified ID according to the applicable law of Your jurisdiction or otherwise, proof of address, utility bills, bank details, bank statements and bank references. Until such information has been supplied to our satisfaction we may

prevent any activity to be undertaken by You in relation to the Account or we may, where we reasonably believe that deliberately incorrect information has been provided by You, keep any amount deposited on the Account following the closure of the Account by us.

13. Applicable law and jurisdiction

These T&C are governed by the Laws of Curaçao and the parties submit to the jurisdiction of the Curaçao courts and/or to the rules of arbitration in accordance with the Curaçao Arbitration Act as administered by the Curaçao Arbitration Centre.

14. Bonus Schemes Conditions

1. General

1. All customer offers are limited to one per person, family, household address, email address, telephone number, same payment account number (e.g. debit or credit card, Skrill etc.), mobile device, shared tablet or computer, e.g. public library or workplace. We reserve the right to withdraw the availability of any offer or all offers to any customer or group of customers at any time and at our sole and absolute discretion. Offers only apply to customers who have made an actual/real money deposit.
2. b2bseven reserves the right to change and remove any marketing promotional campaign, including validity of bonus and points earned, at any time, without prior notice, although b2bseven will endeavor to give reasonable notice to that effect. Bonuses or points may notably expire after an Account Holder has been inactive for 6 months. b2bseven reserves the right to modify the conditions for the offers/bonuses anytime; however, any modification will not affect the offers/bonuses which were already granted to account holders.
3. b2bseven reserves the right not to activate the First Deposit Bonus or any other offer until Know Your Customer Verification is completed for your Account. For this verification procedure to be completed you will have to provide all necessary documentation to b2bseven, as described in KYC procedures.
4. Where any term of the offer or promotion is breached or there is any evidence of a series of bets/wagers placed by a customer or group of customers, which due to a deposit bonus, enhanced payments, free bets/wagers or any other promotional offer results in guaranteed customer profits irrespective of the outcome, whether individually or as part of a group, b2bseven reserves the right to reclaim the bonus element of such offers and in b2bseven's absolute discretion settle bets/wagers at the correct odds, void the free bets/wagers or void any bet/wager funded partly or in full by the deposit bonus. In addition, b2bseven reserves the right to levy an administration charge on the customer up to the value of the deposit bonus, free bet/wager or additional payment to cover administrative costs. b2bseven further reserves the right to ask any customer to provide sufficient documentation for b2bseven to be satisfied in its absolute discretion as to the customer's identity prior to b2bseven crediting any bonus, free bet/wager or offer to the customer's account.

2. **Sportsbook bonuses** — Marketing promotions may require a customer to play with the bonus money a certain number of times before the customer becomes eligible to withdraw any winnings that are won as a result of using free money or bonus. Sports bets contributing to the play-through of your bonus money are subject to minimum odds which will be stated in the relevant promotion terms. If any bonus is active in the account, the Cash Out option will not be available for the customer.
3. **Casino bonuses** — We won't tolerate the abuse of bonuses and any bonus abuse will result in closing the account in the Casino. Including, but not limited to, b2bseven reserves the right to withhold cash-ins and/or confiscate all winnings from a customer when a wager of a single bet consists of the majority of the total available balance and the bonus balance contributes to a significant portion of that balance. If b2bseven witnesses such behaviour, b2bseven reserves the right to take into possession any cash-ins and/or all winnings from this customer. A customer's identity will be determined on the basis of all or a combination of the following information: name, mailing address, e-mail address, IP address, credit/debit card number, computer, and any other type of identification that may possibly be required.
4. **Bonus Abuse** — Bonus Abuse includes, but is not limited to: (i) breach of terms and conditions of a bonus, free bets or any other promotional offer; (ii) the opening of multiple accounts to claim multiple bonuses. Where there is a reasonable suspicion that the Account Holder has committed or attempted to commit a bonus abuse, either on their own or as part of a group, b2bseven reserves the right to: forfeit the bonus allocated to the Account Holder and any winnings from that bonus, and/or revoke, deny, or withdraw a bonus offer from the Account Holder, and/or block access to particular products, and/or exclude the Account Holder from any future promotional offers, and/or terminate the Account Holder's account with immediate effect.

15. Cash Out

1. The Cash Out is only available for customers that don't have any active bonus on the account. If any bonus is active in the account, this feature won't be available for the customer.
2. The Cash Out is available on selected markets both pre-match and In-Play, on single and multiple bets, for a variety of sports including Soccer, Tennis, Basketball and Volleyball. To check which bets you can Cash Out, select Cashout and the bets available for Cash Out will be displayed.
3. The Cash Out is available only for selected markets.
4. There will be a time delay before a Cash Out is accepted, and it will vary depending on sport/market. It is not permitted to place a bet and then immediately cash the bet out. In case of a change in odds or a market getting suspended, the Cash Out might not be available.
5. If a match is suspended, and before the suspension a Cash Out was made, then the Cash Out remains valid and no further settlement/cancellation of bets will apply. (If the Cash Out was made after the suspension of the match, then b2bseven reserves the right to withhold or cancel the Cash Out amount.)

6. If the Cash Out is successful, then the bet will be settled right away and the account holder shall be notified accordingly. The final result of the relevant events/markets will have no impact on the Cash Out amount.
7. The available Cash Out amount at any time is the total amount that will be returned to your account, should the Cash Out be successful.
8. Any bonuses from other offers will not apply where the Cash Out is used.
9. The Cash Out cannot be combined with any other current offers.
10. All bets settled after using the Cash Out shall not count towards the wagering requirements of any bonus/promotion.
11. In the case where the amount of the Cash Out does not exceed 5% of the initial wager, the Cash Out will not be available.
12. b2bseven cannot guarantee that the Cash Out will be available on your bet selection.
13. b2bseven will not be responsible if the Cash Out is not available for technical reasons and bets will stand as originally placed during any such period.
14. b2bseven reserves the right to accept or decline any bet/wager requested for any sport, competition, market or bet type that is included in the Cash Out.
15. b2bseven reserves the right to amend, suspend or remove the Cash Out at any time at any event, fixture or market. Any bets placed on such events, fixtures or markets will stand as originally placed.
16. When an obvious error occurs and/or is identified during live betting or after the event has finished, the bet may not be cashed out. If the cash out bet settlement value has been accepted in error, the cash out transaction will be made void and the bet will be settled at the b2bseven revised price. If subsequent attempts are made to place bets and cash out on the same markets before the obvious error has been corrected/identified, then the cash out bet settlement value and the bet will be made void.
17. b2bseven reserves the right to withhold, restrict or cancel Cash Out requests from any of its customers at its own discretion and without prior notice.
18. b2bseven's general Terms and Conditions apply to all bets that have been Cashed Out at all times.
19. If a Cash Out is actioned manually for a bet, then any existing Auto Cash Out request relating to that bet will automatically be removed and no longer apply.
20. Where an Auto Cash Out request has been made and Cash Out is unavailable, and not made available again before the end of an event, bets will be settled based on the final result.

16. Complaint Submission Process

If you are dissatisfied with any aspect of our services, you have the right to submit a formal complaint to support@b2bseven.bet. Complaints may be submitted by completing and emailing the downloadable PDF Form. The form is available in English and in the primary language of our website.

Your complaint must include:

- Full name, registered email address, and place of residence
- Account number (if applicable)
- Date of the complaint and the incident
- A clear description of the issue with supporting evidence

Complaints must be submitted within six (6) months of the incident or settlement of the relevant bet. Only the registered account holder may submit complaints.

17. Complaint Handling Timeline

1. **Initial Confirmation** — Responsible Gaming Complaints: Confirmation within 2 days, including processing explanation and expected resolution time. All Other Complaints: Confirmation within 7 days, including explanation and expected resolution time.
2. **Resolution Timeline** — Responsible Gaming Complaints: Best efforts to resolve within 5 business days; may extend by 2 weeks with notice. All Other Complaints: resolved within four (4) weeks. Extensions up to four (4) more weeks may be granted with notice.
3. **Final Outcome** — Players will receive a reasoned, written outcome with supporting evidence or a clear explanation if the complaint is rejected. If dissatisfied, the player may escalate to ADR.

18. Types of Complaints Accepted

- Deposit or withdrawal issues
- Bonus or promotion disputes
- KYC / account verification problems
- Account restrictions or closures
- Responsible gaming measures
- Technical problems
- Breaches of terms and conditions
- Fraud or misconduct
- Data protection issues
- Errors or unfairness in game outcomes
- AML concerns or suspicious transactions
- Issues involving minors
- Fraudulent games or practices
- Licensing or regulatory compliance issues

19. ADR and Regulatory Escalation

If you are not satisfied with our response, you may escalate your complaint to an independent, CGA-approved Alternative Dispute Resolution (ADR) provider, at no cost to you. ADR details are available upon request. If you withdraw from the ADR process after initiation, the complaint cannot be reopened.

ADR results are final and cannot be re-submitted to a different ADR provider. ADR does not affect your legal rights.

20. Role of the Curaçao Gaming Authority (CGA)

The CGA does not mediate individual player disputes but may be contacted in cases of regulatory breaches, malpractice, or whistleblowing.

Email: complaints@gamingcontrolcuracao.org

21. Artificial Intelligence

Artificial Intelligence (AI) may be used to assist with the initial triage or acknowledgment of player complaints.

All complaints that involve Responsible Gaming, complex issues, or potential regulatory breaches will be handled by a human agent, not AI.

AI-assisted communications will only be used for routine or straightforward complaints and will always be reviewed for accuracy and consistency.

We actively monitor all AI-assisted responses to ensure that recommendations and outcomes are fair, reasonable, and aligned with the operator's policies and regulatory obligations.

You may request at any time that your complaint be handled exclusively by a human representative.

22. Record-Keeping & Reporting

We maintain complaint and dispute records for 5 years and submit complaint reports to the CGA twice per year, in line with regulatory requirements.

23. Visibility & Terms

- Policy linked from homepage and registration page
- Integrated in Terms & Conditions
- Players confirm acceptance during account creation