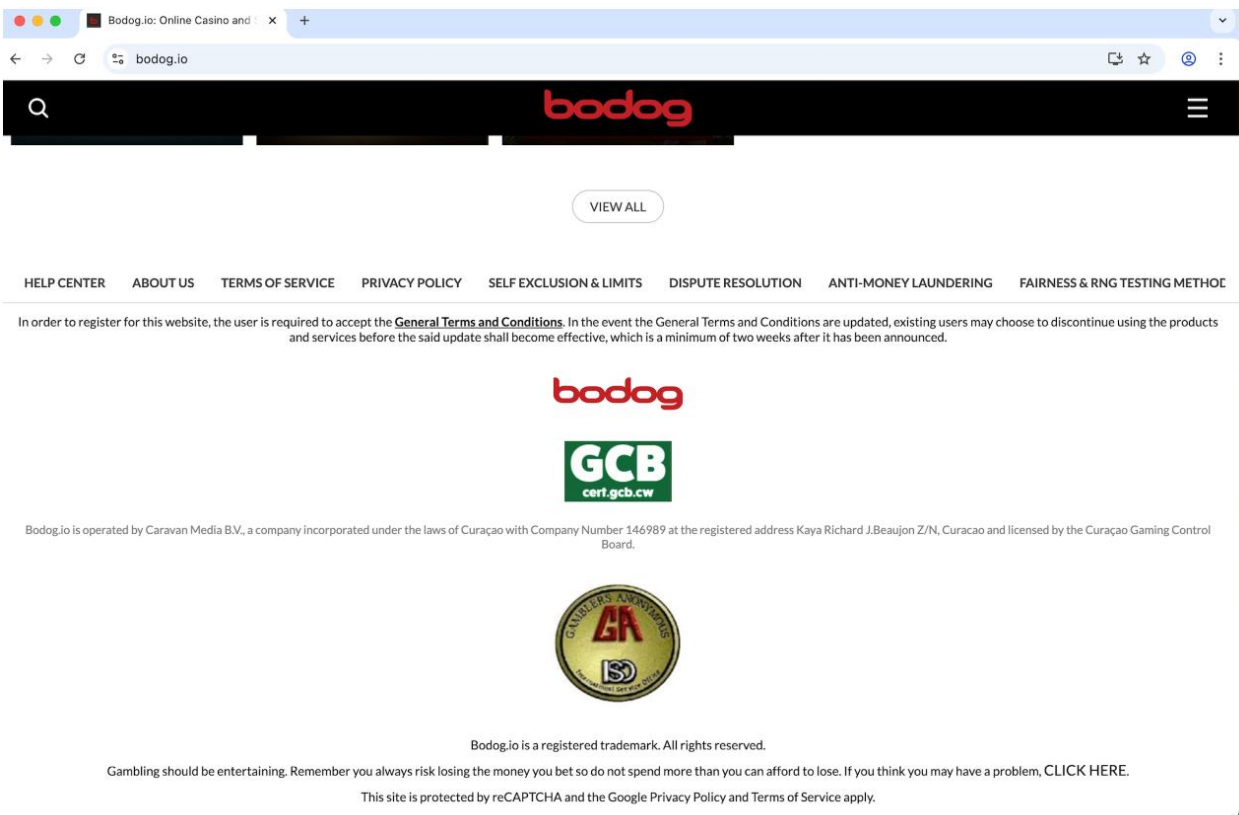
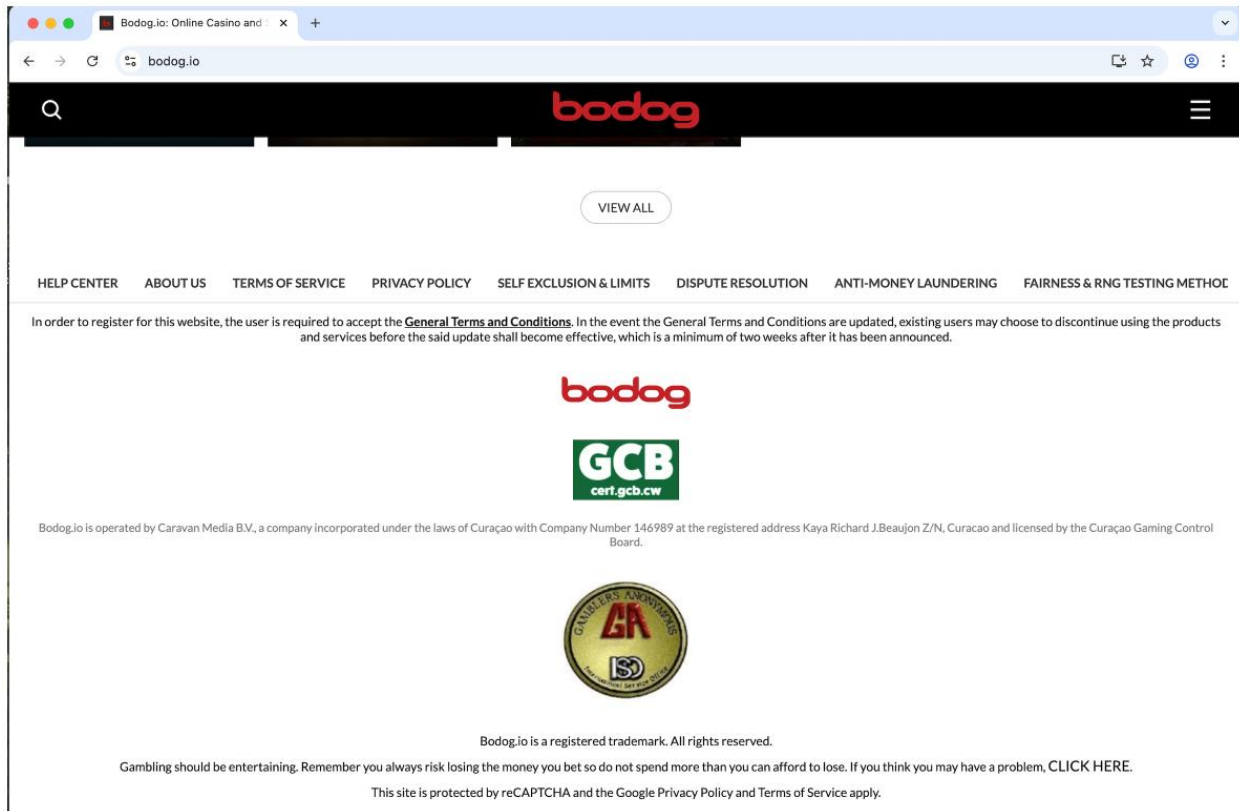






responsible for the availability of any such external sites or resources, and we do not endorse any advertising, products or other materials on, or available from, such websites or resources. You acknowledge and agree that we shall not be liable for any loss or damage that may be incurred by you as a result of the availability of those external sites or resources, or as a result of any reliance placed by you on the completeness, accuracy or existence of any advertising, products or other materials on, or available from, such websites or resources. We encourage you to be aware of when you leave the Website, and to read the terms and conditions and privacy policy of any third-party website or service that you visit.

15. DISPUTE RESOLUTION

15.1. If you have any complaints or concerns arising from your use of the Website, including any concerns about material which appears on the Website, please contact service@bodog.io, where a member of our Customer Service Team will address your complaint. If your complaint cannot be resolved to your satisfaction by our Customer Service Representative, you may request to service@bodog.io that the complaint be escalated to a Customer Service Supervisor.

In order to investigate your complaint fully, we ask that you provide all relevant information and evidence at the time of placing your complaint. This must include at least: full name and address; contact details as per account details (email address or phone number); date of the complaint; description of the complaint and supporting evidence. Where you do not or are unable to provide any information or evidence required to investigate your complaint, your complaint may be closed.

15.2. In the event that you are not satisfied with the outcome of your complaint, you can submit your concerns to the Dispute Resolution Office for further investigation. Even though we do prefer to resolve all matters internally, your complaint will be heard if it is submitted no less than seven days and not more than six months after the date on which the subject of the complaint first arose. You may contact the DRO by [Clicking HERE](#)

15.3 If you remain unhappy with any solution offered by us and the DRO, then you can raise your complaint with the Isle of Man Gambling Supervisions alternative dispute resolution procedure. The Isle of Man Gambling Supervision Commission is the official Isle of Man body with responsibility for regulating gambling offered from the Isle of Man. The GCS Dispute Resolution Procedure form can be found by clicking on this [link](#).

16. APPLICABLE LAW AND JURISDICTION

16.1. Any legal claim or dispute arising under or in connection with these contractual terms shall be settled in accordance with the governing law of the place of the contract. The place of contract of this agreement is the Isle of Man and these T&Cs are governed by the Laws of the Isle of Man.

16.2. Online gambling debts are enforceable in law in the Isle of Man

16.3. The parties agree that any dispute, controversy or claim arising out of or in connection with these T&Cs, or the breach, termination or invalidity thereof, shall be submitted to the exclusive jurisdiction of the courts of Isle of Man. Bodog cannot and shall not be liable for any complaint or claim filed or made on the basis of the laws of any other jurisdiction.

Bodog.io is operated by Caravan Media B.V., a company incorporated under the laws of Curaçao with Company Number 146989 at the registered address Kaya Richard J. Beaujon Z/N, Curacao and licensed by the Curaçao Gaming Control Board.