

Terms & Conditions

These Terms and Conditions have been drafted by Inno Growth B.V., a company incorporated under the laws of Curacao, with registered office at Abraham de Veerstraat 1, Curacao, company number: 166117. Inno Growth B.V. is hereinafter referred to as the "Administration", "we", "us" or "Website", and "you" or "your" means you as a user of our website.

These Terms and Conditions apply to you and are binding on you if you participate in the Casino.

This page sets out the Terms and Conditions that apply to all monies and bets accepted by us and to all services offered by Casibra.com.

These Rules, Terms and Conditions supersede any pre-existing Rules, Terms and Conditions posted on this casino website.

INTRODUCTION: KEY DEFINITIONS AND WHAT CONSTITUTES YOUR TERMS OF USE

The following definitions are used in these terms and conditions:

"Access Device" means any electronic means of accessing the Services, including, but not limited to, computers, smartphones, phones with normal functions, tablet devices, touch devices, or any home entertainment systems such as game consoles and smart TVs (or any other remote means);

"Bonus Terms" means any terms and conditions and/or rules in relation to promotions, bonuses and special offers that may apply from time to time to any part of the Services;

"Supervisory Authority" means the supervisory authority for commercial gambling in Curacao, namely the GCB.

"General Provisions" means the terms and conditions set forth herein;

"Operator" means – Inno Growth B.V., registration number 166117, registered address Abraham de Veerstraat 1, Curacao, Certificate of Operation: OGL/2024/807/0278. Inno Growth B.V. was established in Curacao and the laws of Curacao apply to its activities;

"Payment Service Provider" means Inno Link N.V. Limited, registration number HE 459527, address at Franklinou Rousvelt, 170 LIMASSOL CHAMBER, 2nd floor Omonoia, 3048, Limassol, Cyprus.

"Privacy Policy" means the Operator's privacy policy, which is accessed through the "Privacy Policy" link, which forms an integral part of these Terms;

"Rules" means the Betting Rules and Game Rules specifically applicable to the relevant type of bets and/or games, as further elaborated in clause 1.3;

"Refund" means the refund, at the request of the Player, of funds deposited into the Player's Account that have not been used for the Services.

"Services" means, as the case may be, the services currently offered by the Operator through the Website and/or through any Access Device application;

"Terms of Use" means (a) the General Terms; (b) Privacy Policy; (c) in the cases provided for in clause 1.3, the relevant Rules, Bonus Terms and Additional Terms applicable to the Services you use; and

"Website" means the website or any relevant page, subpage, subdomain or section, located from time to time or accessible through the domain name: casibra.com

1.2 By using and/or visiting any part of the Site or opening an account with the Operator through the Site, you agree to be bound by the Terms of Use and accordingly: (a) agree to the use of electronic communications for the purpose of entering into contracts; and (b) waive any applicable rights or requirements requiring a handwritten signature, to the extent permitted by applicable law; (c) agree that in order to use our services, you need to provide us with certain personal information, which will be processed on the basis of our Privacy Policy. The Terms of Use do not affect your statutory rights.

1.3 In addition, when you play any game, place a bet using the Services or otherwise use the Services, you agree to be bound by the Rules of any game you play (the "Game Rules") set out in the relevant

general "Help" section and any "Rules" tabs in relation to any new games, the rules applicable to such game; any Bonus Terms; any terms and conditions relating to withdrawals and any other terms and conditions applicable to the Services and/or to which you are required to confirm within the framework of the Services.

1.4 The original text of the Terms of Use is written in English and any interpretation of them will be based on the original English text. If the Terms of Use or any documents or notices related thereto are translated into any other language, the original English version will prevail.

1.5 Please read the Terms of Use carefully before accepting them. Once you have accepted the Terms of Use, please print out the Terms of Use and keep them together with all confirmation emails, additional terms, transaction data, game rules, fair trade rules, and payment methods relevant to your use of the Site. Please note that the Terms of Use are subject to change as set out in clause 3 below.

1.6 If you do not agree to accept and comply with the Terms of Use, please do not create an account and/or continue to use your account. Your continued use of any of the Services will constitute acceptance of the Terms of Use that we have presented to you, which are in effect from time to time.

1.7 For the avoidance of doubt, all areas of the Site are governed by the Terms of Use and you should always ensure that your use of the Services complies with the Terms of Use.

GENERAL CONDITIONS

CONTRACTING PARTIES

2.1 The Terms of Use are agreed between you, the Operator and the Payment System.

All information on the Site is provided by the service provider on the Site. Inno Growth B.V. (hereinafter referred to as the Company) is the company that manages Casibra.com. Inno Growth B.V. is registered under the laws of Curacao and carries out its regulated activities in accordance with Certificate of Operation, application No. OGL/2024/807/0278. Inno Growth B.V. as the Operator is referred to in these Terms and Conditions as Casibra.com, "We", "Us", "Our", "Management", "Site" or "Company" with whom you are contracting. The Player and the registered Account Holder are referred to as "You", "Your", "Client" or "Player".

2.2 In the case of terms and conditions relating to funds held in Your Account from time to time, any company of the Group of Operators holding such funds, and (where applicable) deemed to include our agents, partners and suppliers.

CHANGES TO THE TERMS OF USE

3.1 From time to time, we may need to change the Terms of Use for a number of reasons, including (without limitation) commercial reasons, to comply with law or regulations, to comply with instructions, guidelines or recommendations of a regulatory body, or for customer service reasons. The most current Terms of Use can be found at the Terms and Conditions link in the footer of the Website.

3.2 If we wish to make material changes to the Terms of Use, we will provide you with as much advance notice of such changes as is reasonably feasible in one of the ways set out in clause 3.3. In the case of minor or immaterial changes, we may not notify you of such changes. You are therefore advised to review the Terms of Use regularly via the "Terms and Conditions" link on the Site.

3.3 If we make changes to the Terms of Use that we wish to notify you of, we will do so by such means of notice as we deem appropriate at our discretion.

ACCOUNT OPENING

4.1 In order to place a bet or play a game using the Services, You will need to open an account with the Operator ("Your Account" or "Account").

4.2 To open your account to use the Services, you may:

4.2.1 Click "Join Now" on the website and follow the on-screen instructions; or

4.2.2 Open an account in any other way that may be offered by the Operator from time to time;

4.3 When you open your account, you will be asked to provide us with personal information, including your name and date of birth, as well as relevant contact details, including address, telephone number and email address ("Your Contact Details"). You may update your contact details from time to time by contacting customer service; or through the management page of my account on the Website; or in such other way as may be offered by the Operator from time to time.

4.4 By opening your account, you warrant that:

4.4.1 You understand and accept the risk that by using the Services, you may not only win money, but also lose it;

4.4.2 You: (a) are over the age of 18 and (b) over the age at which gambling or gaming activities are legal under the law or jurisdiction that applies to you (the "Relevant Age"); territory

4.4.3 gambling is not illegal in your territory of residence;

4.4.4 You have the legal right to enter into contracts;

4.4.5 you have not been suspended from gambling; and

4.4.6 You do not already have an account with us; or

4.4.76 You have not yet had an account closed by us for any reason.

4.5 Your account must be registered in your own, correct, real name and personal details and it must be issued to you only once and must not be duplicated through any other person, family, household, address (postal or IP), email address, Access Device or any environment where Access Devices are shared (e.g. schools, workplaces, public libraries, etc.) and/or an account in relation to the Services. Any other accounts that you open with us or that are your beneficial owners in relation to the Services will be "Duplicate Accounts". We may close any Duplicate Account (but are not required to do so). If we close a Duplicate Account:

4.5.1 all bonuses, Free Bets and winnings obtained using such bonuses and Free Bets obtained using this Duplicate Account will be cancelled and forfeited by You;

4.5.2 we have the right, at our discretion, to void all winnings and to recover all deposits (less amounts in respect of cancelled winnings) made in respect of that Duplicate Account and, to the extent that they have not been returned by us from the relevant Duplicate Account, any amounts payable to us by you in respect of the Duplicate Account may be recovered by us directly from any other Account of you (including any other Duplicate Account); or

4.5.3 we may, at our sole discretion, allow the use of the Duplicate Account to be deemed valid, in which case all losses and bets made by or for you through the Duplicate Account will be retained by us.

4.6 You are not allowed to register on the Site and use our services if you are a resident of Australia, Austria, Comoros, France, Germany, the Netherlands (including Curacao), Spain, the United Kingdom, the United States and all countries on the FATF blacklist. We reserve the right to refuse customers from any countries other than the aforementioned jurisdictions at our sole discretion.

VERIFYING YOUR IDENTITY; ANTI-MONEY LAUNDERING REQUIREMENTS

5.1 You warrant that:

5.1.1 the name and address provided by you when opening the account are correct; and

5.1.2 You are the rightful owner of the money that you deposit into your account at any time.

5.2 By agreeing to the Terms of Use, you authorize us to carry out from time to time any such checks as may be required by ourselves or by third parties (including, but not limited to, regulatory authorities) to confirm these facts ("Checks"). You agree that from time to time, upon our request (including requests from the Payment Processor), you may be required to provide additional details in relation to any such information that you have provided to us, including in relation to any deposits you have made into your account.

5.3 While we are conducting Checks from time to time, we may restrict your withdrawals from your Account and/or block access to all or certain parts of the Website. Please note that we may re-conduct Checks from time to time for regulatory, security or other business reasons. If any of these restrictions cause you problems, please contact us at – support@motor.casino.

5.4 In certain circumstances, we may need to contact you and ask you to provide us with additional information directly in order to complete the Checks. For this purpose, we will have the right, at our sole discretion, to require you to provide us with a notarized proof of identity or any equivalent certified proof of identity in accordance with the applicable laws of your jurisdiction or otherwise, proof of address, utility bills, bank details, bank statements and bank statements, and any documentation confirming the source of your funds. Until such information is provided to our satisfaction, we may prohibit you from taking any action in relation to the Account, or we may, if we reasonably believe that you have intentionally provided incorrect information, withhold any amount deposited into the Account after the Account has been closed by us.

5.5 The use of the Website by persons under the Relevant Age may be considered an offence. If we are unable to confirm that you have reached the relevant age, we may suspend your account until we are able to confirm that you have reached the relevant age. If it is subsequently proved that you were under the relevant age at the time you entered into any gambling or gaming transactions with us, then:

1. Your account will be closed;
2. The last deposit made during your minority period will be returned to you in accordance with our internal procedures.
3. Any winnings that you have accrued during the time when you have not reached the relevant age will be deducted by us.

KNOW YOUR CUSTOMER POLICY

To make the age verification process as easy as possible, here are some tips for submitting your documents:

Each document must be sent as a separate image.

Photos are preferred, but if you prefer to scan documents, send them in .jpeg format.

When you take a photo:

Make sure the first 6 and last 4 digits of your credit card number are visible and the CVV code is hidden.

Your photo should be in focus, and all text should be easy to read.

The entire page with a photo of your passport or ID card should be in the frame, do not leave any fragments or cover them with your hand or fingers.

Lighting should be good; To avoid glare, do not use a flash.

We need all this because it is an integral part of responsible gaming and is required by applicable law.

6.1. Why do I need to verify my account?

When you sign up for a new account, we verify that you are over 18 years old and confirm that you are who you say you are (a process called Know Your Customer (KYC)). It's an integral part of responsible gaming, and it's what the law requires us to do.

6.2 What do I need to provide?

To verify your age, we will accept one of the following documents:

Passport (recommended)

Driver's license

National Identity Card

Birth certificate (verification takes up to 24 hours)

Payment card (note that the first 6 and last 4 digits must be visible and the CVV must be hidden).

We may not collect or store card data without complying with PCI DSS requirements.

In order to verify your identity (KYC), we may require additional documents, which may also include:

Signed loan agreement

Utility bill (less than 6 months)

Bank statement (less than 6 months old)

Make sure your documents are in acceptable condition.

6.3. How can I send you my documents?

The fastest and easiest way to verify your account is online.

You can also send documents by email.

Here are some tips to get it right the first time:

Sending documents by e-mail

Take a photo of each of your documents and save the photos (or scan them and save them in .jpeg format)

Open the email account you used to register on our site.

Open a new email to support@motor.casino.

Attach photos

Enter your account number or username in the subject line at the top of the email.

Tap Send.

When you register for an account on the account registration page, we will need you to provide certain information for security purposes:

Your name and contact details, including a valid email address, which must be unique to your account.

Your date of birth – you must be at least 18 years old

A unique username (your username can only contain letters, numbers, underscores, and hyphens) and a password, which means that only you can access your account.

Your Betting Currency and Deposit Limit

Security Question and Answer

Our registration page verifies your details as you enter them and lets you know if there are any problems so that you can make the necessary changes before clicking on the "Create Account" button.

For legal reasons, you may not be able to access your account when traveling abroad.

The list of game providers and territories from which customers are not accepted may change from time to time.

USERNAME, PASSWORD, PIN and CUSTOMER INFORMATION

7.1 Once You have opened Your Account, You must take all reasonable steps to avoid disclosing (intentionally or accidentally) Your username, password and/or account number to anyone else, including (where feasible) ensuring that Your access device is downloaded to the latest security software.

7.2 All transactions made with the correct entry of your username, password and/or account number will be deemed to be valid, whether or not authorised by you, and we will not be liable for any claims

in the event that you disclose your username, password or account number to anyone else (intentionally or accidentally).

7.3 If you have lost or forgotten your account details or you have reason to believe that such details are known to an unauthorised third party, please contact us immediately for a replacement at support@motor.casino, details can be found on the "Contact Us" page.

DEPOSITS, WITHDRAWALS AND REFUNDS FROM YOUR ACCOUNT

8.1 If you wish to participate in the Services, you must deposit money into your Account from an account or source of which you are the holder. Such monies may (subject to clause 5) then be used by you to place bets or participate in games. If you use a payment method in respect of which you are not the account holder, we reserve the right to consider any deposit into the Account void (and any winnings arising from such deposit void) until all relevant Checks have been satisfactorily completed.

Withdrawals (including Refunds) are processed within seven (7) days after KYC is completed and your account is approved. Please note that Refunds will only be processed if there has been no gaming activity in your account after depositing the relevant amount of money that will be claimed by you as a Refund. All other withdrawals from your account will be considered a payout of your winnings resulting from the use of the Services.

To request a refund or any other withdrawal, please contact our support team via email support@motor.casino and provide all the documents requested by the support team to complete the KYC procedure. If you require our contact details, please open the "Contact Us" section. The list of documents required to complete the KYC procedure will be provided in the email sent to you by our support team.

Please note that a Refund can be requested no later than 7 (seven) days after the relevant funds have been deposited into your account. After this period, all withdrawals will be considered a payment of your winnings resulting from the use of the Services.

8.2 Withdrawals are made within 7 (seven) days after the completion of the KYC procedure and the approval of your account. For the avoidance of doubt, your account should not be used by you as a bank account and, if we become aware of deposits and withdrawals (including chargebacks) from your account without commensurate gaming or gaming activity, we reserve the right to deduct an administration fee (whether we close or suspend the account). Funds deposited by us into your account are not subject to interest. The period of time during which you can expect to withdraw funds to your personal bank account depends on the performance of the relevant payment service provider or bank. For the avoidance of doubt, upon your request, we can confirm the payment of the funds you have requested, if necessary.

8.3 To the extent required by your local law or tax or other authorities, you are responsible for reporting your winnings and losses arising from the Services.

8.4 You can set a limit on the total amount of the deposit for a certain period (weekly or monthly). Once the deposit limit is reached, you will not be able to deposit additional funds until the specified period is reset to zero

Any request to reduce the limit takes effect immediately, while an increase requires a seven-day waiting period.

In order to set a deposit limit or request a lower limit, please email us at support@motor.casino from the email address you provided when registering your account.

8.5 Subject to the terms and conditions of closing your account or any other terms set out in these Terms and Conditions or any amendments thereto, you may request a withdrawal from your account at any time, provided that:

8.5.1 all payments made into Your Account have been confirmed as credited and none have been charged-back, reversed or otherwise reversed;

8.5.2 any checks relating to verification of your identity; the anti-money laundering requirements have been met by us to our satisfaction; and

8.5.3 You have complied with all other relevant withdrawal conditions affecting your account (e.g. any applicable bonus conditions).

8.6 On any withdrawal approved by us, provided that you provide us with sufficient information as to how the funds are to be transferred to you, we will refund the relevant funds to you (less any costs incurred or any other amount to be deducted from your withdrawal in order to comply with any applicable law).

8.7 We will attempt to comply with your request regarding the payment method and the payment currency of your withdrawal. However, this cannot be guaranteed. Therefore, we may process and pay withdrawals to a different payment method than the one you have requested, such as through other payment service providers, bank transfer or wire transfer (any fees associated with the relevant payment methods are set out on the Site). Likewise, in some cases, the currency of your withdrawal may not be the same as the currency in which your deposit was made or which was otherwise requested by you, and in circumstances where we need to convert your deposits between different currencies, the conversion rate used by us will be set at our discretion.

8.8 Inactive Account Fee. If you do not use your account to bet or play, deposit, withdraw or transfer funds, or if it is otherwise inactive for at least 13 consecutive months, then it will be an "Inactive Account". All Inactive Accounts are subject to a fee (the "Inactive Account Fee"), details of which can be found in the "Help" section of the website. We will notify you when your account becomes an Inactive Account and at least 14 days before the Inactive Account Fee is deducted from it.

8.9 RESTRICTIONS:

The minimum deposit amount is €10.

The minimum withdrawal amount is €10.

All payout requests are processed on a first-come, first-served basis within 72 hours if the requested amount does not exceed €1000 or the equivalent in another currency, and up to 7 days if the requested amount exceeds €1000.

Withdrawals are commission-free. The commission for replenishing the account depends only on the user's payment system.

8.10 COUNTRIES WITH RESTRICTED PAYMENT SYSTEMS

8.10.1 Visa/MasterCard

We support payouts for games/gambling through OCT (Original Credit Transfer) from Visa or also through Payment Transfer (Mastercard). Prerequisites for payment: the initial deposit has been made, and for Mastercard, this deposit must be made through the 3-D Secure MID. Additional requirements: The relevant credit card must not be a corporate credit card and must be issued in a country that is supported by the relevant card scheme (see below). The limits per transaction are €60,000.00 for Visa and €5,000.00 for Mastercard.

8.10.2 Visa

For Visa (OCT), there is a list of countries that are not supported. List of countries not participating in OCT:

BONUSES

9.1. Casibra.com reserves the right to remove, add or modify any bonus that is available in any Client's account and that has not been claimed. Any claimed and active bonus will not be removed Casibra.com under normal circumstances.

9.2. Bonuses may have wagering requirements. These requirements will be appropriately displayed before the Client decides to use the bonus when the wagering requirements apply. Withdrawals will only be possible for real money balances; The balance of bonus money will be lost upon withdrawal.

Casibra.com has the right to choose which game and service contributes which to the wagering requirements. The wagering requirements must be at least 25 times the bonus amount and the actual amount of money contributing to the bonus figure.

9.3. Bonuses can be received once per person (Client), per household, per address, per mobile phone, per shared computer and per shared IP address. Risk-free bets on any games or services do not count towards the wagering requirements. Winnings from free spins are added to the real money balance.

9.4. The maximum amount of money that can be won with the free spins no deposit bonus and playing with the specified bonus funds is €50 or the equivalent in any other currency. Any winnings exceeding €50 without depositing real money will be forfeited and will be withheld Casibra.com. Example: the client receives a free spins bonus without a deposit. The free spins are drawn and the customer wins €10. The customer continues to play other games and wins €90, which is a total of €100 in the Casibra.com cashier. In this case, the client has exceeded the winnings limit of €50, €50 will be available for withdrawal, and €50 will be withheld Casibra.com.

9.5. The maximum bet with an active bonus is €5 per spin or €0.5 per betting line. Casibra.com reserves the right to void bets and wager turnover resulting from larger bets placed on games and/or services.

9.6. reserves the right to impose different restrictions on bonuses for different countries where Clients may reside for undisclosed reasons. We also reserve the right to offer certain bonuses to individual clients or groups of clients and their termination, modification or other modification without explanation and/or compensation in any form.

9.7. If a player or a group of players abuse casino bonuses, support@motor.casino has the right to confiscate any winnings and close the player's account(s). Abusive behavior towards bonuses and/or bonus abuse means:

- i) The player places bets and/or wagers for the maximum amount allowed according to the bonus conditions in order to increase the variance and thereby increase the balance.
- ii) The player reduces the size of the bet and/or wager after a big win and changes the game to a game with less volatility.
- iii) The player makes deposits to cover the bonus amount, but not more. Applicable to match bonuses of 50% and above

Once an account has been flagged as bonus abusive, it is forbidden to use any other bonuses and/or participate in promotions at support@motor.casino.

9.8 In our casino, any player has the right to get any number of free spins. The number and availability of free spins are determined by the casino administrator. Free spins are a spin in a slot in which no money is charged from the player's balance.

9.9 Winnings resulting from free spins are credited to the player's bonus balance. Winnings from free spins must be wagered. The wagering requirements range from x5 to x35 applied to the entire amount. Wagering must only be done using the real cash balance. You can wager the bonus in every slot that qualifies. You can withdraw money only after all wagering requirements are met. If you have any bonus money that has not been fully wagered at the time of withdrawal, all bonus money will be forfeited.

LEGAL USE OF THE SITE

10.1 Access to or use of the Site or any of the Services through the Site may be illegal for some or all residents or persons in certain countries. We do not intend that the Site will be used for betting, gaming, or any other purpose by persons in countries in which such activities are illegal, including the United States of America and the territories listed on the Site. The fact that the Site is available in any such country or is presented in the official language of any such country should not be construed as a representation or warranty as to the legality or other access to and use of the Site, or the making of deposits or the receipt of any winnings from your account. The availability of the Site does not

constitute an offer, offer or invitation by us to use or subscribe to betting, gaming or other services in any jurisdiction in which such activities are prohibited by law.

10.2 You are responsible for determining the law that applies in your location. You must ensure that you will act lawfully in your jurisdiction when opening your account and/or using the website, and you represent, warrant and agree that you will act in this manner.

10.3 If it becomes apparent to us that you are a resident of a country in which it is illegal to use the Website, or you are using the Website from a country in which it is illegal to use the Website, we have the right to close your Account immediately, in which case any balance in the Account on the date of such closure will be returned to you as soon as it becomes practicable for us to do so.

PLACING A BET AND/OR PLAYING GAMES USING THE SERVICES

11.1 In order to place a bet or access the Service, you will need to follow the instructions provided in the relevant section of the Website.

11.2 You are responsible for ensuring that the details of any bet, wager or similar transaction you make using the Services (the "Transaction") when using the Website (directly, through the app or otherwise) are correct in accordance with the relevant Game Rules, as applicable.

11.3 You can access your transaction history by clicking on the "My Account" link on the Website or by contacting our customer support team (including by opting to receive a written application).

11.4 We reserve the right to reject all or part of any Transaction requested by you at any time at our sole discretion or in the event of a breach by you of the Terms of Use. No Transaction will be accepted by us unless you have given appropriate confirmation (or it has otherwise been accepted by us) in accordance with clause 11.2. If you have any doubts as to whether the Transaction has been successfully accepted, you should contact support@motor.casino.

11.5 Once a transaction has been accepted by us, you cannot cancel the transaction unless we agree otherwise.

11.6 In relation to gambling, the relevant Game Rules shall stipulate the point at which no further bets or wagers will be accepted by us.

11.7 We may cancel or amend a transaction due to collusion, deception, fraud and criminal activity, errors or omissions, and due to the conditions set to verify your identity.

REMOTE GAMES OR BETS

12.1 If you access the Services electronically, you should be aware that:

12.1.1 in relation to Your use of the Website to place bets or participate in games:

12.1.1.1 You may use a connection or equipment that is slower than equipment used by others and this may affect Your performance in time-critical events offered through the Website;

12.1.1.2 You may experience system flaws, failures, errors or interruption of service, which will be dealt with in accordance with the "IT Failure" section as set out below;

12.1.1.3 The game rules for each event or game offered through the Website are available and should be reviewed by You prior to using the Services offered through the Website.

COLLUSION, DECEPTION, FRAUD AND CRIMINAL ACTIVITY

13.1 The following practices (or any of them) in relation to the Services:

abuse of bonuses or other incentives; and/or

the use of unfair external factors or influences (commonly referred to as deception); and/or

obtaining an unfair advantage (as defined below);

opening of any Duplicate Accounts; and/or

engaging in fraudulent practices or criminal activity (as defined below),

constitute "Prohibited Practices" and are not permitted and will constitute a material breach of the Terms of Use. We will take all reasonable steps to prevent and detect such practices and to identify relevant players if they occur. However, subject to the foregoing, we will not be liable for any loss or damage you may suffer as a result of any Prohibited Practices and any action we take in relation to them will be at our sole discretion.

13.2 If you suspect that anyone is engaging in any Prohibited Practice, you must inform us as soon as possible by sending us an email or calling customer service.

13.3 You agree that you will not participate in or be associated with any form of Prohibited Practices in connection with your access to or use of the Services.

13.4 If:

13.4.1 we have reasonable grounds to believe that you have engaged in or been associated with any form of Prohibited Practice (and our reliance will be on us (and our gaming partners and other suppliers) to use any methods of detecting fraud, cheating and collusion which are used in the gambling and gaming industry at the relevant time); or

13.4.2 You have placed bets and/or played online games with any other online gambling service provider and are suspected (as a result of such play) of any Prohibited Practice or other illegal activity; or

13.4.3 we become aware that you have 'charged-back' or rejected any purchases or deposits that you have made into your account; or

13.4.4 in our reasonable opinion, your continued use of the Services may be detrimental to our regulated status, including our continued ability to obtain a licence from the Licensing Authority; or

13.4.5 You become bankrupt or undergo similar proceedings anywhere in the world, then (including in connection with any suspension and/or termination of Your Account) we shall be entitled, in respect of Your account (and/or any other account held by You with the Group of Operators) to withhold all or part of the balance and/or recover from the Account the amount of any deposits, payouts, bonuses or winnings that have been affected by or in any way connected with any of the events provided for in this clause 13.4. The rights set out in this clause 13.4 are without prejudice to any other rights (including any common law rights) that we may have against you, whether under the Terms of Use or otherwise.

13.5 For the purposes of paragraph 12:

13.5.1 "Fraudulent Activity" means any fraudulent activity committed by You or any person acting on Your behalf or in collusion with You and includes, without limitation: (a) fraudulent chargebacks and rakeback; (b) the use by you or any other person who has participated in the same game as you at any time of a stolen, cloned or otherwise unauthorised credit or debit card as a source of funds; (c) collusion between you and others to gain an unfair advantage (including through bonus schemes or similar incentives offered by us); (d) any attempt to register false or misleading account information; and (e) any actual or taken act by you that we reasonably believe to be unlawful in any applicable jurisdiction, done in bad faith or intended to defraud us and/or circumvent any contractual or legal restrictions, whether or not such act or attempted act causes us any damage or harm;

13.5.2 "criminal activity" includes, without limitation, money laundering and any offence under any law or regulation in your country from which you are playing or where your IP address is registered; and

13.5.3 "Unfair advantage" includes, without limitation:

13.5.3.1 exploiting a glitch, loophole or bug in our software or third-party software used by you in connection with the Services (including in relation to any game);

13.5.3.2 use of third-party software or analysis systems; or

13.5.3.3 your use of the Error, as defined below, in any way to your advantage or to the detriment of us or others.

13.6 In exercising any of our rights under clause 12.4 in relation to Prohibited Practices, we will use all reasonable endeavours to ensure that, in compliance with our regulatory and other legal obligations, we exercise such rights in a manner that is fair to you and to our other customers.

13.7 We reserve the right to inform relevant authorities, other online gaming or gambling operators, other online service providers and banks, credit card companies, electronic payment providers or other financial institutions of your identity and of any Prohibited Activities suspected by you, and you must cooperate fully with us to investigate any such activity.

ACCOUNT MANAGEMENT; TERMINATION OF THE TERMS OF USE

14.1 Cooling-Off

Cooling-off is a period of time when a player is temporarily restricted from gambling. We offer our players the opportunity to activate a 24-hour, 7-day, 1 or 3-month cooling-off period, during which they are temporarily restricted from gambling on our domains. We also offer our players the option to self-exclude.

The key difference between **cooling-off** and **self-exclusion** is the **duration** and **the restrictions that apply**:

A. Cooling Off Period

- **Short-term break** (e.g., 24 hours, 7 days, 1 month, or 3 months).
- The player **temporarily restricts access to** gambling, but can resume it automatically at the end of the period.
- Designed for players who want to take a short break to control their gaming behavior.
- Does not affect the player's account permanently - no need for manual reactivation.

B. Self-exclusion

- **Long-term or permanent restriction** (e.g., 1 year, 3 years, 5 years, 10 years, or lifetime restriction).
- The player **is completely blocked** from gambling for the selected period.
- The account remains locked and reactivation requires formal **written consent** after the end of the exclusion period.
- It is used by players who are facing serious gambling problems or addiction.

We are currently developing and implementing technical changes to our platform to allow our players to activate the cooling-off period on their own, without our involvement. We will update this policy accordingly when the cooling feature is available on our domains.

Until then, we provide this service manually.

Please note that such an email must:

- be sent from the email address you provided when registering your account to our contact email rg@casibra.com;
- contain a corresponding request for the period of reflection indicating the period of reflection - 24 hours, 7 days, 1 month or 3 months;
- Please indicate whether you would like us to opt out of using the marketing database during the cooling-off period.

As soon as we receive the aforementioned e-mail from you with a request for a cooling-off period, we will comply with your request immediately. Your account will be locked to prevent any gambling activity for the entire period you choose.

After the cooling-off period, your account will be automatically reactivated, allowing you to resume playing without the need for further action.

14.2 Self-Exclusion

You have the right to self-exclude from the game at any time.

We are currently developing and implementing technical changes to our platform to provide our players with the ability to initiate and complete the self-exclusion process completely online, without any communication with us. We will update this policy accordingly when such a feature is available on the domain.

Until then, we provide this service manually: it is a quick and easy procedure.

In order to exclude yourself from the game, send an email to rg@casibra.com from the email address that was specified when registering an account.

We offer our players long-term self-exclusion periods of 1 year, 3 years, 5 years, 10 years, as well as permanent exclusion. If you do not specify the period of self-exclusion in your letter, you will be excluded for 1 year.

Once you send us a self-exclusion email, your account will be deactivated immediately. Your decision to self-exclude cannot be reversed by you until the end of the exclusion period.

As a result of your self-exclusion request:

- All of your gambling-related transactions will be blocked immediately.
- Your account will be deactivated, preventing you from continuing playing.
- We will permanently remove your data from all marketing and advertising lists during your self-exclusion period.

Reactivation and protocol after exclusion

After the end of the self-exclusion period, you need to confirm in writing that you want to activate your account. To do so, please send us an e-mail to rg@casibra.com.

Operator-Raised Exception

We reserve the right to exclude you from a high-risk intervention if:

- You exhibit problematic gaming behavior.
- You attempt or engage in criminal activity through our platform.

14.3 Upon receipt of a valid request, the account will be blocked or locked immediately. In the event of self-exclusion or a cooling-off period, reactivation is not possible before the end of the specified period.

14.3.1 If the information provided is insufficient, our support team may request additional data. All requests are recorded and processed in accordance with internal procedures.

14.4 If we receive a request to close your account in accordance with clause 14., we will, in accordance with clause 13.3, refund to you the full balance of your account.

14.5 Upon closure of Your Account in accordance with this Clause 14, we shall be entitled (without prejudice to our rights under Clause 14.8) to withhold from the payment of the balance in Your Account any monies: (a) by reason of collusion, fraud, deception, fraud or criminal activity); b) due to a violation of the Terms of Use; c) for other reasons provided for in the Terms of Use; or (d) as required by law or regulations.

14.6 When refunding an unpaid account balance, we will use the same payment method that you provided when registering your account or any other payment method that we may reasonably choose.

14.7 If you have closed your Account, we may, in certain circumstances, re-open your Account with the same Account details as before, if you ask us to do so. In such a case, although your account details will be the same as before, it will be subject to the Terms of Use in force on the date of any such reopening, and any previous payments (including, but not limited to, bonuses or winnings due) will no longer be valid. **This rule does not apply if your gambling addiction was the reason for closing your account.**

WE CLOSE AND COMPLETE THE PROMOTION OURSELVES

14.8 At any time (and notwithstanding any other provisions contained in the Terms of Use), we may close your Account and terminate the Terms of Use by giving you written notice (or attempting to give notice) using your contact details. In the event of any such termination by us, we shall, in accordance with clause 14.9, as soon as reasonably practicable after your request, refund to you the balance of your account.

14.9 If we close your account and terminate the Terms of Use due to collusion, fraud, deception, fraud and criminal activity or breach of the Terms of Use, your account balance is non-refundable and will be deemed forfeited by you to the extent of any claims we may have against you as of the date of such closure (whether under your account, duplicate account or otherwise). Closing your account and terminating the Terms of Use, with the exception of clauses 11 or 20 of these General Terms and Conditions, will not affect any outstanding bets, provided that such outstanding bets are valid and you are not in breach of the Terms of Use in any way. For the avoidance of doubt, we will not credit any bonuses to your account and you will not be entitled to receive any winnings due to you at any time after the date on which your account is closed (whether closed by us in accordance with the Terms of Use or in response to your request).

14.10 The following provisions shall survive the termination of the Terms of Use: 20, 21, 22, 23, 23, 24, 26, 27, 27, 29, 30, 31, 32, 33 and 35 and any other provisions which are necessary for purposes of interpretation; along with any relevant sections of the Game Rules, Privacy Policy, and Additional Terms.

WE BLOCK TIME OURSELVES

14.11 We may suspend your account in the circumstances expressly set out in the Terms of Use. Once your account has been temporarily blocked: a) no activity (including deposits, withdrawals, betting, or gambling) will be permitted until it is reactivated by us; b) no bonuses or winnings due will be credited to the Account; and c) we will consider the issue that led to the temporary suspension of the Account with a view to resolving it as soon as possible so that the Account can be reactivated or closed, as the case may be.

14.12 We reserve the right to terminate your access to the Website, in whole or in part, and/or block your account at any time without prior notice if we detect any suspicious activity related to your account. In such cases, we will have no obligation to refund or compensate for any funds remaining in your account balance.

ACCESS TO AND USE OF THE SERVICES

15.1 You are solely responsible for the supply and maintenance of all of Your Access Devices and related Internet access equipment, networks and services that You need to use to access the Services. We will not be liable in any way for any loss caused to you (whether as a result of loss of service, poor internet connection, insufficient bandwidth or otherwise) by the Internet or telecommunications service provider you have engaged to access the Services. For the avoidance of doubt, the Operator makes no representations or warranties regarding the compatibility of the Services with any particular third-party software or hardware, including (for the avoidance of doubt) third-party analysis that promises certain results from any of the Services.

15.2 Under no circumstances shall you use the Services for any purpose which is or may be considered defamatory, abusive, obscene, unlawful, racist, sexist or otherwise discriminatory, or which is likely to cause offence. You must not use any offensive or offensive language or images, swear, threaten, harass or abuse any other person, including other users, through the Website or attempt to impersonate

another person or behave in such a manner towards any Operator personnel used to provide the Services, Customer Services or any support function we provide to You.

15.3 You must use the Website for your personal entertainment only and may not provide access to or reproduce the Website or any part of it in any form whatsoever without our express consent, including linking to it.

15.4 Any material (other than the Software in accordance with clause 17) downloaded by You from the Website is downloaded entirely at Your own risk and the Operator shall not be liable for any loss of data or other damage caused by any such download.

15.5 If we have reason to believe that your use of the Services violates any of clauses 15.2, 15.3, 15.4, we may, without prejudice to any of our other rights, immediately remove any offensive content from the Site.

BETTING CONDITIONS AND GAMES

16.1. Expressions used in the betting and gambling industry are numerous. If you have any doubts about the meaning of any expression, you should:

16.1.1 find out its meaning in relation to the event or game on which you are betting or playing;

16.1.2 if you still have any doubts, please contact us for clarification; and

16.1.3 not place any bets or games on any event until its meaning is satisfactorily understood by you, as we cannot accept any liability if you place a bet or play a game using the products offered through the Services in circumstances where you do not understand any of the terms used or relating to the bet or game.

MODIFICATION OF THE SITE

We may, at our absolute discretion, modify or supplement any product or service (including any prices offered) available through the Website at any time in order to ensure the continued provision of the Website, but without prejudice to any games and/or bets that are already in progress at the time such changes are made. From time to time, we may restrict your access to certain parts of the Website for the purpose of maintaining the Website and/or modifying or supplementing any games and/or products available through the Website.

THIRD-PARTY SOFTWARE

18.1 In order to use the products offered through the Services, you may be required to download and install software supplied by third parties to your Access Device (the "Software"). The Software may include, but is not limited to: Access Device applications, our downloaded Casino and Poker products and any advertising, marketing and/or utility applications, products and software.

18.2 In such circumstances, You may be required to enter into a separate agreement with the owner or licensor of such Software in respect of Your use of such Software (the "Third Party Software Agreement"). In the event of any inconsistency between the Terms of Use and any third-party Software Agreement, the Terms of Use will prevail to the extent that the inconsistency relates to the relationship between You and the Operator.

18.3 You are responsible for ensuring that any Software is downloaded to Your Access Device in a manner compatible with the specific setting of Your Access Device. For the avoidance of doubt, we will not be liable to the extent that the improper download of any Software adversely affects the operation of your Access Device.

18.4 Although the Services provided through any Access Device application are subject to the Terms of Use, the terms and conditions under which any application (the "Application") is downloaded or installed on Your Access Device shall be governed by the agreement entered into between You and the provider of the relevant Application, but in the event of any inconsistency between the Terms of Use and any such agreement, the Terms of Use will prevail thereafter to the extent that this inconsistency concerns the relationship between you and the Operator.

THIS IS A FAILURE

In the event of a problem with the software or hardware used by us to provide the Services, we will take all reasonable steps to remedy the problem as soon as reasonably practicable. In the event that such problems result in the interruption of a game in circumstances where it is not possible to resume it from the same position without prejudice to you or other players, we will take all reasonable steps to treat you fairly (which may include restoring the balance in your account to the situation that existed after the completion of the last bet or game recorded on the Operator's server immediately before the problem occurred).

ERRORS OR OMISSIONS

20.1 A number of circumstances may arise where a bet or wager is accepted or a payment is made by us in error. An incomplete list of such circumstances is as follows:

20.1.1 if we have incorrectly quoted to you any odds or terms of a bet or betting as a result of an obvious error or omission in entering information or setting up a market, or as a result of a computer malfunction;

20.1.2 where we made a "tangible mistake". A perceptible error occurs when:

20.1.2.1 in relation to bets placed before the start of the event, the prices/conditions offered differ significantly from those available in the general market; or

20.1.2.2 in relation to any event, the price/conditions offered at the time the bet was placed are manifestly incorrect in view of the probability of the event occurring;

20.1.3 if we continue to accept bets on a market which should have been suspended, including where the relevant event is in progress (except where bets are "in progress") or has already been completed (sometimes referred to as 'late betting');

20.1.4 if the error was made as a result of a prohibited practice;

20.1.5 where we should not have accepted or had the right to cancel or resettle a bet under the Betting Rules (e.g. due to 'Related Contingencies');

20.1.6 if we make an error in relation to the amount of winnings/returns payable to you, including as a result of manual or computer input errors; or

20.1.7 if we have made a mistake in relation to the amount of Free Bets and/or bonuses credited to your account,

such circumstances are called "Error"

20.2 We reserve the right to:

20.2.1 correct any error made when placing a bet and resettle it at the correct price or terms that were or should have been available through the Operator (in the absence of a publication error) at the time the bet was placed, and the bet will be deemed to have taken place on the terms that were customary for that bet; or

20.2.2 if the correction and recalculation in accordance with clause 20.2.1 above is not appropriate, declare the bet void and return your bet to your account; or

20.2.3 in cases where the Error has arisen as a result of a Prohibited Practice, take the steps set out in the Terms of Use.

20.3 Any monies credited to your account or paid to you as a result of an Error shall be deemed to be in your custody for us and shall be returned to us immediately when we make a demand for payment to you. In such circumstances, if you have funds in your account, we may reclaim those funds from your account in accordance with the Terms of Use. We agree that we will make all reasonable efforts to detect any Errors and notify you of them as soon as possible.

20.4 Neither we (including our employees or agents) nor our partners or suppliers shall be liable for any loss, including loss of winnings, arising from any Error on our part or your Error.

20.5 You must inform us as soon as possible if you become aware of any Error.

20.6 If you have used monies credited to your account or awarded to you as a result of an Error to place subsequent bets or participate in games, we may cancel such bets and/or withhold any winnings that you may have won with such monies and if we have paid out any such bets or gaming activities, such amounts will be deemed to have been held by you in trust for us, and you must immediately return to us any such amounts when we make a refund request to you.

EXCLUSION OF OUR LIABILITY

21.1 Your access to and use of the Services is at your sole option, discretion and risk. We will not be liable for any attempt by you to use the Services in ways, means, or ways not intended by us.

21.2 We will provide the Services with reasonable skill and care and substantially as described in the Terms of Use. We make no other promises or warranties with respect to the Services or any products or services incorporated into the Services, and hereby exclude (to the extent permitted by law) all implied warranties with respect to them (including implied warranties of satisfactory quality and/or fitness for a particular purpose). In particular, we do not guarantee that the Website will have uninterrupted availability or that it will be free of bugs, viruses or other errors.

21.3 WE (INCLUDING OUR GROUP COMPANIES, PAYMENT PROCESSORS, AFFILIATES, OFFICERS, DIRECTORS, AGENTS AND EMPLOYEES) WILL NOT BE LIABLE TO YOU, WHETHER SUCH LIABILITY ARISES IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, IN RESPECT OF ANY:

21.3.1 DATA LOSS;

21.3.2 LOST PROFITS;

21.3.3 LOSS OF INCOME;

21.3.4 LOSS OF BUSINESS OPPORTUNITIES;

21.3.5 LOSS OF OR DAMAGE TO GOODWILL;

21.3.6 BUSINESS INTERRUPTION; OR

21.3.7 ANY INDIRECT, SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGE, EVEN IF WE HAVE BEEN ADVISED OF SUCH LOSS OR DAMAGE AS POSSIBLE, ARISING OUT OF THE TERMS OF USE OR ANY USE OF THE SERVICES BY YOU.

VIOLATION OF THE TERMS OF USE

22.1 You agree to fully indemnify, defend and hold us and our officers, directors, employees, agents, contractors and suppliers harmless from and against any and all losses, costs, expenses, claims, demands, liabilities and damages (including legal fees), howsoever caused, which may arise, whether or not foreseeable, arising out of or in connection with:

22.1.1 access to and use of the Services by You or anyone else using Your username and password; and/or

22.1.2 any breach by You of any of the terms and conditions of the Terms of Use.

22.2 In the event of a breach of the Terms of Use by You, we shall have the right, at our sole discretion, prior to the suspension or termination of Your Account, to notify You (using Your contact details) of Your breach of the Terms, requiring You to cease the relevant act or omission and/or requiring You to correct an act or error on Your part, as well as to warn You of our intended actions, if you fail to do so, provided that such notice will not be a precondition to the suspension or termination of your Account.

22.3 We have the right to disable any user identification code or password chosen by you or provided by us at any time if, in our reasonable opinion, you have failed to comply with any of the provisions of the Terms of Use.

22.4 In addition to any other remedies available, if you breach any of the Terms of Use, we shall be entitled to recover from your account any positive balance of any amount reasonably charged to you in accordance with clause 21.1.

INTELLECTUAL PROPERTY RIGHTS

23.1 All website design, text, graphics, music, sound, photographs, videos, selection and arrangement thereof, software compilations, underlying source code, software and all other materials forming part of the Services are subject to copyright and other proprietary rights, which are either owned by us or licensed from third party rights holders. To the extent that any material contained in the Services may be downloaded or printed, such material may only be downloaded to one device (and hard copies may be printed) solely for your personal, non-commercial use.

23.2 Under no circumstances shall your use of the Services grant you any intellectual property rights (e.g. copyright, know-how or trademarks) owned by us or any third party, except for a personal, non-exclusive, non-sublicensable licence to use such intellectual property rights in connection with your personal, non-commercial use of the Services in accordance with the Terms of Use.

23.3 No rights are granted to use or reproduce any trademarks or logos that appear on the Site, except as specifically permitted under the Terms of Use.

23.4 You shall not and shall not allow any other person to copy, store, publish, rent, license, sell, distribute, modify, add to, remove, remove or interfere with the operation of the Website or any part thereof in any way or directly or indirectly disrupt or interfere with (or attempt to disrupt or interfere with) the Website or alter it, except in the course of browsing or using the Website in accordance with the Terms of Use.

23.5 All rights to the intellectual property, logos, designs, trademarks and other distinctive brand features of the Operator and any content provided by the Operator or any third party for inclusion on the Website belong to the Operator or the relevant third party. You agree not to display or use such logos, designs, trademarks and other distinctive brand features in any way without our prior written consent.

VIRUSES, HACKING, AND OTHER OFFENSES

24.1 You must not:

24.1.1 damage the Site;

24.1.2 attempt to gain unauthorised access to the Website, the servers on which the Website is stored or any server, computer or database connected to the Website;

24.1.3 overwhelm the Site with information, multiple submissions or "spam";

24.1.4 knowingly or negligently use any features that may in any way affect the functioning of the Website, such as (but not limited to) the release or distribution of viruses, worms, trojan horses, logic bombs or similar material that is malicious or harmful;

24.1.5 interfere with or distort, remove or otherwise alter in any way any information in any form that is posted on the Site;

24.1.6 attack the Site using a denial-of-service attack or a distributed denial-of-service attack. We will report any suspected infringement to the relevant law enforcement authorities and will cooperate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use the Site will cease immediately.

24.2 We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your Access Device and related equipment, computer programs, data or other copyrighted material as a result of your use of the Website or your downloading of any material posted on such Website or on any website, linked to the Website.

24.3 The Site does not contain malicious software.

YOUR PERSONAL INFORMATION

25.1 All information about your account held by us is securely stored and remains confidential unless otherwise stated in the Terms of Use (including, for the avoidance of doubt, the Privacy Policy).

25.2 We are required by law to comply with data protection requirements in how we use any personal information collected from you through your use of the Services. Therefore, we take our obligations in relation to how we use your personal information very seriously.

25.3 Prior to and during your use of the Services, we will need to collect certain information about you, including your name and date of birth, your contact details, and may also include information about your marketing preferences (all of which will be referred to as "your personal information").

25.4 By providing us with your Personal Information, you consent to our processing of your Personal Information, including any that is particularly sensitive:

25.4.1 for the purposes set out in the Terms of Use (including the Privacy Policy); and

25.4.2 for other purposes where we (including the Payment Processor) need to process your personal information for the purposes of providing the Services,

including by providing it to our service providers, employees and agents for these purposes, such as our postal service providers, marketing services and customer service agents. We may also disclose your personal information in order to comply with a legal or regulatory obligation.

25.5 We may retain copies of any communications you send to us (including copies of any emails) in order to keep an accurate record of the information we have collected from you.

USE OF COOKIES ON THE WEBSITE

26.1 The Website may use cookies to track your internet usage and to support the functionality of the Website. A cookie is a small text file that is downloaded to your Access Device when you visit the Website and allows us to recognize when you return to the Website. We use or will use cookies to operate the Website, including (for example) to allow you to stay logged in when you view and use your Account to bet or play games on different parts of the Website. We also use cookies for our own analytical purposes so that we can identify where customers have experienced technical problems on the Website and therefore help us improve our customer experience.

26.2 If you object to cookies or wish to delete cookies that are already stored on your access device, we recommend that you follow the instructions to delete existing cookies and disable future cookies in your file management and browsing software. Further information on deleting or controlling cookies is available in our Privacy Policy or on the www.aboutcookies.org website. Please note that by deleting our cookies or disabling future cookies, you may not be able to access certain areas or features of the Website.

COMPLAINTS AND NOTIFICATIONS

27.1 No claims or disputes in relation to:

27.1.1 the acceptance or settlement of a bet you have made using the Services will be deemed to have taken place more than thirty days from the date of the original transaction; and

27.1.2 a game played by You using the Services will be deemed to be for more than twelve weeks from the date on which the relevant transaction or gameplay took place.

27.2 If you wish to make a complaint regarding the Services, as a first step, you should contact us as soon as possible and report your complaint, which will be escalated as necessary to our support team until resolved.

27.3 You acknowledge that our random number generator will determine the outcome of games played through the Services and you accept the results of all such games. You also agree that in the unlikely event of a discrepancy between the result that appears on your screen and the game server used by the Operator, the result that appears on the game server will prevail and you acknowledge

and agree that our records will have ultimate authority in determining the terms and circumstances of your participation in the relevant online gaming activity and the results of that participation.

27.4 When we wish to contact you, we may do so using any of your contact details. Notices will be deemed to have been duly served and received by you immediately upon sending an e-mail or after we have contacted you directly by telephone (including where we leave you a voice message) or three days after the date on which any e-mail is sent. In order to confirm the delivery of any notice, it will be sufficient to prove, in the case of a letter, that such letter has been duly addressed, stamped and mailed; in the case of an email, that such email was sent to the email address (if any) provided in your contact details at the time any such email was sent.

27.5 If there is no response to your complaint or notification from us, or if you believe that the problem has not yet been resolved, you may lodge a complaint or notification with the licensing and supervisory authority.

TRANSFER OF RIGHTS AND OBLIGATIONS

28.1 We reserve the right to transfer, assign, sub-license or pledge the Terms of Use (the "assignment"), in whole or in part, to any person without prior notice, provided that any such assignment will be made on the same terms or conditions which are no less favourable to you.

28.2 You may not assign, sublicense or otherwise transfer in any way any of Your rights or obligations under the Terms of Use.

EVENTS BEYOND OUR CONTROL

29.1 We will not be liable for any failure to perform or delay in performance of any of our obligations under the Terms of Use caused by events beyond our reasonable control, including (without limitation) any failure of telecommunications networks, power failures, failures of third-party computer (or other) equipment, fire, lightning, explosion, flood, severe weather, industrial disputes or lock-outs, terrorist activities and acts of the Government or other competent authorities ("Force Majeure Event").

29.2 Our performance shall be deemed to be suspended for the duration of the Force Majeure Event and we will be granted an extension of the time limit for execution for the entire period of time. We will use all reasonable endeavours to terminate the Force Majeure Event or find a solution by which our obligations can be fulfilled despite the Force Majeure Event.

REFUSAL

29.1 If we fail to insist on strict performance of any of your obligations or to exercise any right or remedy to which we are entitled, this will not be deemed a waiver of such rights or remedies and will not relieve you of compliance with such obligations.

30.2 The waiver by us of any default shall not constitute a waiver of any subsequent default.

30.3 No waiver by us of any of the provisions of the Terms of Use will be effective unless it is expressly stated as a waiver and communicated to you in writing in accordance with clause 27 (Complaints and Notices) above.

DIVISIBILITY

31.1 If any Conditions of Use are found by any competent authority to be invalid, illegal or unenforceable to any extent, then such terms, conditions or provisions will be accordingly severed from the remaining terms, conditions and provisions, which will continue to be valid to the fullest extent permitted by law.

31.2 In such cases, the part deemed invalid or unenforceable shall be amended in accordance with applicable law to reflect, as closely as possible, the original intention of the Operator.

ENTIRE AGREEMENT

32.1 The Terms of Use and any document expressly referred to therein constitute the entire agreement between you and us and supersede any prior agreements, understandings or agreements between you and us, whether oral or written.

32.2 Each of us acknowledges that neither of us has relied on any representations, undertakings or promises made by the other party or implied from anything said or written in the course of negotiations between us, except as expressly set out in the Terms of Use.

32.3 Neither party shall be entitled to any remedy in respect of any false statement made by the other party, whether orally or in writing, prior to the date of the contract (unless such false statement was made fraudulently) and the other party's sole remedy is breach of contract provided for in the Terms of Use.

THIRD PARTY RIGHTS

33.1 Unless expressly stated otherwise in these Terms of Use, a person who is not a party to these Terms of Use shall not have the right to enforce any terms. End users are expressly prohibited from transferring any assets of any value to a third party, including, without limitation, from transferring ownership of the account(s), winnings, deposits, bets, rights and/or claims in connection with these assets, legal, commercial or of any other nature. Such prohibition includes, but is not limited to, encumbrance, pledge, assignment, usufruct, trading, brokerage, mortgage and/or gift, either alone or jointly with the trustee or any other third person, company, natural or legal person, foundation and/or association in any manner or form.

LAW AND JURISDICTION

34.1 These Terms of Use (subject to clause 25.2) shall be governed by and construed in accordance with the laws of Curacao.

RESPONSIBLE GAMING/GAMBLING

35.1 For customers who wish to restrict their access to the gambling facilities, we offer a self-exclusion policy. This allows you to temporarily or permanently restrict access to your account, including by activating a cooling-off period or closing your account completely. Once the self-exclusion period has been activated, access to your account can only be restored after the selected period has elapsed by contacting our support team at support@motor.casino.

35.2 If you are concerned about your gambling habit, here are some recommendations that you may find helpful:

35.2.1 attempt to set limits on the amounts you wish to wager or deposit.

35.2.2 Before you start playing, think about how long you want your betting session to last, and be sure to keep an eye on the clock.

35.2.3 Try not to allow gambling to interfere with your daily duties.

35.3 Remember that gambling is not recommended if you are recovering from any form of addiction or are under the influence of alcohol or any other substance, including certain prescription drugs.

35.4 You should always remember that gambling is a form of recreation and should not be considered as an alternative source of income or a way to repay debt. Realizing that you may develop a gambling problem is the first step to regaining control.

35.5 Please be aware that:

35.5.1 Gambling should be fun and should not be considered as a way of making money.

35.5.2 You Should Avoid Chasing Losses

35.5.3 Bet only on what you can afford to lose.

35.5.4 Keep track of the time and amount you spend on gambling.

35.6 If you require any information in this regard, please contact our support team or see our Responsible Gaming section.

35.7 The Operator is committed to supporting responsible gaming initiatives. We recommend visiting for more help if you feel that gambling is starting to become a problem for you.

LINKS

When we provide hyperlinks to other websites, we do so for informational purposes only. Your use of any such links is at your own risk, and we are not responsible for the content or use of such websites or the information contained therein. You may not link to or frame this site without our express written permission.

CONTACT US

The Operator can be contacted by email at support@motor.casino. Please note that all calls may be recorded for educational and security purposes. If you are concerned about your gambling practices, here are some recommendations that you may find helpful:

Before you start, think about how long you want your betting session to last, and be sure to keep an eye on the clock.

Try not to let gambling interfere with your daily duties.

Gambling is not recommended if you are recovering from any form of addiction or are under the influence of alcohol or any other substance, including some prescription drugs. We recommend that you consult your healthcare provider for more information.

Gambling is a form of recreation and should not be considered as an alternative source of income or a way to pay off debt.