

GENERAL TERMS and CONDITIONS

THESE RULES GOVERN ALL TRANSACTIONS BETWEEN US "ARENA ENTERTAINMENT N.V." AND THE CLIENT. (EFFECTIVE FROM 01 July 2016). ALL PREVIOUS RULES ARE CANCELLED.

THESE RULES APPLY TO THIS WEBSITE AND OUR OFF SHORE OPERATIONS (DEEMED AS OUTSIDE OF CURACAO). THE PURPOSE OF THESE RULES IS TO DETAIL THE TERMS AND CONDITIONS UNDER WHICH BETS ARE ACCEPTED BY OUR ONLINE SERVICE. ALSO COVERED IN THESE RULES ARE DETAILS OF HOW BETS WILL BE SETTLED IF AN ERROR IS MADE IN REGARDS TO THE PROCESSING OF BETS AND PRICES.

ANY AMENDMENTS TO THESE RULES WILL BE PUBLISHED ON OUR WEBSITE. CHANGES WILL BE NOTIFIED BY E-MAIL TO CUSTOMERS WHEREVER POSSIBLE, BUT IT REMAINS THE RESPONSIBILITY OF THE CUSTOMER TO ENSURE THAT THEY ARE AWARE OF THE CORRECT, CURRENT RULES.

RULES ARE DISPLAYED IN ENGLISH AND TURKISH TO ASSIST OUR CUSTOMERS. SHOULD THERE BE A DISPUTE IN THE TRANSLATION, THE ENGLISH RULES WILL BE USED TO GOVERN SETTLEMENT.

ALL BETS ARE TREATED STRICTLY ON THEIR MERITS AND CLIENT'S INSTRUCTIONS WILL BE ADHERED TO. NO PLEA OF PRECEDENCE WILL BE ACCEPTED.

THE RULES ARE TO ENSURE A 'FAIR DEAL' WHEN BETTING WITH US. IF YOU REQUIRE ANY CLARIFICATION OR ADVICE, PLEASE CONTACT US.

THE OPERATOR, DEPARTMENTS AND SUBSIDIARIES THEREOF, AND ANY AGENCIES ACTING ON OUR BEHALF, ACCEPT NO LIABILITY FOR ANY DAMAGE OR LOSSES THAT ARE ALLEGED TO HAVE RESULTED FROM OUR WEBSITE, OR ITS CONTENT, INCLUDING 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 ERROR OR OMISSIONS IN CONTENT.

IT IS NOT PRACTICAL OR POSSIBLE FOR THE OPERATOR TO DETERMINE THE LAW IN EVERY COUNTRY OR STATE ON AN ONGOING BASIS. PLEASE CHECK IF THE LAWS IN YOUR JURISDICTION ALLOW YOU TO PLACE BETS.

AFTER OPENING YOUR ACCOUNT YOUR ACCOUNT NUMBER AND PASSWORD SHOULD REMAIN SECRET. ALL TRANSACTIONS WHERE YOUR ACCOUNT NUMBER AND PASSWORD HAVE BEEN ENTERED CORRECTLY WILL BE REGARDED AS VALID. SHOULD YOUR LOG-IN DETAILS BECOME KNOWN TO A THIRD PARTY PLEASE CONTACT US.

ANYONE UNDER THE AGE OF 18 YEARS IS PROHIBITED FROM OPENING OR USING A REGISTERED ACCOUNT. THE RIGHT TO VOID ANY TRANSACTIONS WITH MINORS IS RETAINED. WE RESERVES THE RIGHT TO REQUEST PROOF OF AGE DOCUMENTATION FROM ANY CLIENT AT ANY TIME.

ALL ACCOUNT INFORMATION HELD BY US IS SECURELY DATA WAREHOUSED AND REMAINS CONFIDENTIAL.

NO CLAIMS OR DISPUTES WILL BE CONSIDERED MORE THAN SIX WEEKS AFTER THE DATE OF THE

ORIGINAL TRANSACTION.

IN THE FIRST INSTANCE, ALL CLAIMS/DISPUTES SHOULD BE RAISED WITH OUR CUSTOMER SERVICE DEPARTMENT. ALL BETS ARE TREATED STRICTLY ON THEIR MERITS AND CLIENT'S INSTRUCTIONS WILL BE ADHERED TO. NO PLEA OF PRECEDENCE WILL BE ACCEPTED.

BETS MUST BE MADE ONLINE AT THE WEBSITE. NO POSTAL, FAX, E-MAIL OR TELEX BETS ARE ACCEPTED AND IF RECEIVED WILL BE MADE VOID, WIN OR LOSE.

ONLINE BETS ARE NOT GUARANTEED UNLESS YOU RECEIVE A TRANSACTION CODE. BETS WILL BE VALID SUBJECT TO THESE RULES IF ACCEPTED BY OUR TRANSACTION SERVER, WHETHER OR NOT YOU RECEIVE A TRANSACTION CODE. IF YOU HAVE ANY DOUBTS ABOUT WHETHER YOUR BETS HAVE BEEN ACCEPTED, YOU SHOULD VIEW YOUR LIST OF BETS.

IN THE EVENT OF ANY DISPUTE, BOTH YOU AND THE OPERATOR AGREE THAT THE TRANSACTION LOG DATABASE WILL ACT AS THE FINAL AUTHORITY IN DETERMINING THE OUTCOME OF ANY CLAIM.

IT IS YOUR RESPONSIBILITY TO ENSURE THAT DETAILS OF YOUR BETS ARE CORRECT. BETS CANNOT BE CANCELLED BY THE CLIENT ONCE THE TRANSACTION IS CONFIRMED.

IN ORDER TO CONTROL OUR LIABILITIES, WE RESERVE THE RIGHT TO NOTIFY AND CLOSE DOWN ANY DUPLICATE ACCOUNTS. ANY RELEVANT DETAILS WILL BE TRANSFERRED TO THE MOST ACTIVE ACCOUNT HELD BY THE CUSTOMER.

WE CANNOT ALLOW FOR MISTAKES OR ACCEPT RESPONSIBILITY FOR ANY ERRORS OR OMISSIONS IN RESPECT OF THE ANNOUNCING, PUBLISHING OR MARKING OF PRICES, RUNNERS OR RESULTS DESPITE OUR EVERY EFFORT TO ENSURE TOTAL ACCURACY. WE RESERVE THE RIGHT TO CORRECT OBVIOUS ERRORS.

WE RESERVE THE RIGHT TO REFUSE THE WHOLE OR PART OF ANY BET WITHOUT OFFERING ANY EXPLANATION.

ALL ODDS, LINES AND HANDICAPS ARE SUBJECT TO FLUCTUATION, AND BECOME FIXED ONLY AT THE TIME OF BET ACCEPTANCE. WHERE A PALPABLE ERROR OR SYSTEM OR SYSTEM FAILURE RESULTS IN AN INCORRECT PRICE, LINE OR HANDICAP TAKEN IN A BET, OR THAT PART OF THE BET IF IT IS A MULTIPLE BET/PARLAY WILL BE VOID. IF THE ERROR IS NOTICED IN TIME, WE WILL MAKE REASONABLE EFFORTS TO CONTACT THE CUSTOMER TO ALLOW THE CHOICE OF PLACING ANOTHER BET AT THE CORRECT ODDS/LINE/HANDICAP.

WE RESERVE THE RIGHT TO SUSPEND A MARKET AT ANYTIME. AFTER A MARKET IS SUSPENDED, ANY BETS ENTERED WILL BE REJECTED AND ANY BETS ACCEPTED IN ERROR WILL BE VOIDED. WE ALSO RESERVE THE RIGHT TO CEASE BETTING ON ANY MARKETS AT ANY TIME WITHOUT NOTICE.

Please visit the RULES section of the website for further Rules and Regulations pertaining to accounts and betting.