

OPERATIONAL MANUAL

Comeback N.V.

Version: 1

Effective Date: 26.06.2026

Prepared By: internal Legal & Compliance Department

Approved By: Director, eMoore N.V.

Confidentiality Classification: Internal & Regulatory Use Only

C. Drommond

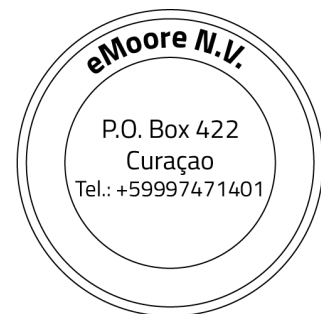


TABLE OF CONTENTS

1. Introduction
2. Corporate Overview
3. Description of Games of Chance
4. Payment Methods and Financial Flows
5. Software and Outcome Determination
6. Quality Monitoring and Testing Procedures
7. Data Protection and Player Information Storage
8. Player Interface and Visual Elements
9. Prevention of Access by Vulnerable and Excluded Persons
10. Technical Infrastructure and Business Continuity
11. Responsible Gaming Measures
12. Terms and Conditions
13. Player Complaints and Dispute Resolution
14. Digital Recordkeeping and Financial Data Retention
15. Internal Controls and Governance
16. Incident Reporting and Escalation
17. Appendices

1. INTRODUCTION

This Operational Manual describes the operational, technical, compliance, responsible gaming, and governance procedures implemented by Comeback N.V. (the “License Holder”) in connection with its online Games of Chance operations conducted under the Curaçao Landsverordening op de Kansspelen (“LOK”).

This manual is intended to demonstrate compliance with:

- Curaçao gaming legislation;
- Applicable ministerial regulations;
- Conditions attached to the License Holder’s gaming license (if any);
- AML/CFT legislation;
- Data protection obligations;
- Responsible gaming obligations; and
- Applicable technical and operational standards.

This manual applies to all gaming operations conducted through the License Holder’s approved URLs, domains, software applications, and related operational infrastructure.

2. CORPORATE INFORMATION

2.1 Legal Entity Details

Legal Name: Comeback N.V.

Company Number: 165023

Registered Address: Groot Kwartierweg 10, Willemstad, Curaçao

Domains: respin.com; respin.co; epicbet.com; epicbet.co; shokker.com

2.2 Shareholding structure and infrastructure

The License Holder maintains an up-to-date register of:

- Shareholders;
- Ultimate Beneficial Owners (UBOs);
- And Directors;

All relevant changes are reported to the Curaçao Gaming Authority in accordance with applicable requirements.

In addition to corporate records, the License Holder shall maintain an up-to-date register of its technical infrastructure, including:

- Core platform architecture and system components;
- Hosting environments, including cloud service providers and data center locations;
- Critical systems such as gaming platforms, wallet systems, and databases;
- Network architecture, including security layers and access controls;
- Third-party service providers involved in infrastructure, hosting, or system operations; and
- Backup, redundancy, and disaster recovery configurations.

Such records shall ensure full visibility of the operational environment and support effective risk management, security oversight, and regulatory compliance. A copy of this infrastructure is **APPENDIX A.**

3. DESCRIPTION OF THE GAMES OF CHANCE

3.1 Categories of Games Offered

The License Holder offers the following Games of Chance:

Casino Games

Slots: Digital reel-based games where players spin to match symbols and win prizes based on predefined paylines or bonus features.

Roulette: A wheel-based game where players wager on where a ball will land, including numbers, colors, or combinations.

Blackjack: A card game where players compete against the dealer to achieve a hand value closest to 21 without exceeding it.

Baccarat: A card game where players bet on the outcome of the Player or Banker hand, or a tie.

Poker: A range of card games where players compete against each other based on hand rankings and strategic play.

Live Casino Games: Real-time casino games streamed from studios or gaming facilities, featuring live dealers and interactive gameplay.

Video Bingo: A game where players match randomly drawn numbers against patterns on one or more bingo cards, with winning outcomes determined by a fixed payable.

Video Poker: a card game based on five-card draw poker, where players choose which cards to hold or discard. Winning hands are evaluated against a fixed payable, with no competition against a dealer or other players.

Dice Games: A category of games where players wager on the outcome of one or more dice rolls, such as specific numbers, totals, or combinations prior to the roll.

Gameshow: A category of games replicating the format and presentation of television game shows, combining elements of chance, such as wheels, multipliers, bonus rounds, and player decision points, with an engaging live-hosted or animated studio environment,

Plinko: A game where a ball descends through a grid of pegs and lands in one of several prize slots at the bottom, each carrying a predefined multiplier applied to the player's stake.

Betting Products

Sports Betting: Wagering on the outcome of sporting events across various markets, including match results, scores, and player performance.

In-Play Betting: Real-time betting during live sporting events with dynamically updated odds.

Esports Betting: Betting on competitive video gaming events, including tournaments and matches across various esports titles.

Additional Gambling Products

Instant Win Games: Fast-play games where results are determined immediately, including scratch cards or digital equivalents.

Crash Games: Multiplayer games where players attempt to cash out before a rising multiplier crashes, combining chance and timing decisions.

Jackpot Games: Games featuring progressive or fixed jackpots that accumulate until won.

Other Approved Gaming Products: Any additional gaming products approved by the relevant regulatory authority under applicable legislation.

Skill-Influenced Games (where legally permissible): Games where player skill has a measurable impact on outcomes, alongside elements of chance, subject to regulatory approval.

3.2 Game Rules and Participation Conditions

The rules applicable to each game shall:

- Be published under each respective game on the License Holder's gaming website(s);
- Be made available to players prior to their participation in any game; and
- Be accessible in the English language and, where applicable, in any additional languages supported by the License Holder.

Such rules shall, at a minimum, include clear and comprehensive provisions specifying:

- The applicable minimum and maximum stake limits;
- The conditions governing the determination of winning outcomes;
- Any terms, limitations, or restrictions applicable to bonuses or promotional offers;
- The procedures governing the validation and settlement of bets; and
- The circumstances under which wagers may be deemed void, cancelled, or otherwise invalid.

The License Holder shall ensure that all game rules are transparent, accurate, and readily accessible at all times to ensure fair play and informed participation.

3.3 Bet Amounts

The License Holder shall implement and maintain appropriate controls to ensure that all betting limits are defined, enforced, and monitored in accordance with the applicable regulatory requirements under the license, risk management principles, and player protection objectives.

Betting limits may vary depending on a range of factors, including:

- Risk management settings, reflecting the License Holder's internal risk tolerance, exposure limits, and trading strategies;
- Jurisdictional restrictions, ensuring compliance with the applicable regulatory requirements under the license;
- Player account status, including verification level, risk profile, and any applicable account restrictions or enhancements; and
- Currency denomination, taking into account differences in value and conversion rates across supported currencies.

3.4 Payouts and Return-to-Player (RTP)

Payouts and game outcomes shall be determined using fair and transparent systems and processes, including Random Number Generator (RNG) systems, adequate sports odds engines, adequate live dealer systems, data feeds from reputable providers, and game logic that complies with applicable regulatory requirements.

The applicable Return to Player (RTP) percentages shall be predefined within game configurations and shall comply with regulatory thresholds and be disclosed to players where required.

The License Holder shall maintain effective controls to ensure accurate payout calculations, system integrity, protection against manipulation or unauthorized interference, and timely identification and resolution of any system malfunctions or irregularities. Affected games shall be suspended where necessary to protect players and maintain fairness.

The License Holder shall establish and maintain adequate compliance frameworks to ensure adherence to all applicable legal and regulatory obligations.

This shall include maintaining complete, accurate, and tamper-evident records of all transactions, outcomes, and payout calculations, as well as retaining audit logs and system data in accordance with regulatory requirements.

The License Holder shall provide regulators with access to relevant records, systems, and documentation upon request to verify compliance.

Any material system failures, integrity breaches, or discrepancies affecting outcomes or payouts shall be promptly reported to the relevant regulatory authority, if so required by applicable law, in accordance with applicable reporting timelines.

Corrective and preventive actions shall be implemented to address any deficiencies or non-compliance identified. All systems, controls, and processes shall remain fully compliant with applicable Curaçao gaming legislation (LOK) and any directives or technical standards issued by the competent authority.

3.5 Software Providers

Gaming software deployed by the License Holder shall be sourced from reputable software providers.

The License Holder shall maintain comprehensive, accurate, and current records in respect of all software providers with whom a direct contractual relationship exists, and their products, including but not limited to:

- The legal name and registration details;
- The jurisdictions in which the provider is licensed, regulated, or otherwise authorized to conduct gaming-related activities;
- Certification reports, test results, and approval documentation relating to each game or software component, where applicable;

All records shall be maintained in a secure, structured, and auditable manner to ensure full traceability of software deployment and changes throughout the system lifecycle. Such records must be readily accessible and available for inspection by the relevant regulatory authority upon request.

The License Holder shall further ensure that:

- Any software updates, patches, or changes are subject to formal change management procedures, including testing, approval, and, where applicable, re-certification prior to deployment;
- Continuous monitoring is performed to detect any anomalies, malfunctions, or integrity issues associated with third-party software;
- Appropriate contractual arrangements are in place with software providers, clearly defining responsibilities, service levels, compliance obligations, and audit rights; and
- Any incidents, defects, or vulnerabilities identified in relation to third-party software are promptly escalated, investigated, and resolved in accordance with the License Holder's incident management and regulatory reporting procedures.

3.6 Outcome Determination

Game outcomes shall be determined exclusively through secure, automated, and independently verified mechanisms, including:

- Adequate sports data providers, supplying accurate, and timely event data for the settlement of sports wagers; and
- Algorithmic settlement engines, applying predefined rules and logic to ensure consistent, accurate, and auditable bet settlement processes.

Under no circumstances shall manual intervention be permitted in the determination, manipulation, or alteration of game outcomes. All outcome processes shall be fully automated and governed by certified systems and approved game logic.

The License Holder shall implement and maintain appropriate technical and operational controls to ensure the integrity of all outcome determination processes, including:

- The prevention of unauthorized access to systems responsible for outcome generation and settlement;
- Continuous monitoring for anomalies, irregular patterns, or potential integrity breaches;
- The immediate investigation and remediation of any identified system errors or inconsistencies.

Records of game outcomes and settlement activities shall be securely maintained to ensure full traceability, auditability, and availability for regulatory inspection.

4. PAYMENT METHODS AND FINANCIAL OPERATIONS

4.1 Accepted Payment Methods

The License Holder may offer and accept a range of payment methods, subject to applicable legal requirements, including credit and debit cards, bank transfers, electronic wallets, cryptocurrency (where permitted), and other approved methods. All payment methods shall be provided through adequate providers and integrated securely.

4.2 Deposit Procedures

All deposit activities shall be monitored in accordance with the AML Policy of the License Holder.

4.3 Withdrawal Procedures

Withdrawals shall be processed accurately, within reasonable timeframes and in line with the License Holder's AML Policy.

4.4 Segregation and Safeguarding of Player Funds

Player funds shall be administratively segregated from operational funds.

5. SOFTWARE AND OUTCOME DETERMINATION

5.1 Gaming Platform

The License Holder operates a fully integrated and scalable gaming platform designed to support licensed gaming services in a secure and reliable manner. The platform includes a front-end player interface, wallet system, bonus engine, risk engine, reporting systems, and administrative backend. All components are developed in accordance with secure development principles and are subject to testing, validation, and change management prior to deployment. The platform supports high availability, redundancy, and operational continuity. Documentation of architecture, system dependencies, and data flows is maintained for audit and regulatory purposes.

5.2 Core Components

Front-End Player Interface: Provides secure player access to gaming services.

Wallet System: Manages player balances and transactions.

Bonus Engine: Controls promotional offers and wagering requirements.

Risk Engine: Monitors player behavior for fraud and suspicious activity.

Reporting Systems: Generates operational and regulatory reports.

Administrative Backend: Enables system configuration and account management by authorized personnel.

5.3 Technical Security

The License Holder maintains a comprehensive information security framework to protect systems and data. Security measures include encryption of data in transit and at rest, web application firewalls, DDoS protection, multi-factor authentication, role-based access control, and continuous monitoring. Access to critical systems is logged and auditable. Patch management processes ensure systems remain protected against known vulnerabilities.

5.4 Additional Controls

Security incidents are managed in line with incident management procedures. Backup and disaster recovery mechanisms ensure system restoration. Third-party integrations undergo security assessments.

6. QUALITY MONITORING AND TEST METHODS

The Company maintains a robust quality monitoring and testing framework that integrates continuous automated oversight with structured periodic evaluations to ensure the integrity and effectiveness of its security and operational systems. This dual-layered approach utilizes automated systems for real-time monitoring of technical controls while incorporating systematic test methods such as periodic vulnerability scans and regular backup restoration tests.

Furthermore, quality is embedded into the operational lifecycle through security testing during development and formal change management procedures. By analyzing data from these diverse monitoring streams during regular management reviews, the Company ensures that its security posture remains aligned with established industry standards and regulatory obligations, facilitating the proactive identification of nonconformities and the driving of continual system improvements.

7. STORAGE OF PLAYER PERSONAL DATA

7.1 Personal Data Collected

The License Holder shall collect and process personal data in accordance with applicable legal, regulatory, and operational requirements.

- Identification data
- Contact information
- Date of birth
- Payment information
- Transaction records
- Gaming activity
- Device and IP information
- KYC documentation

7.2 Data Storage and Security

Personal data shall be stored securely using appropriate technical and organizational measures, including:

- Encrypted databases
- Secure hosting environments
- Role-based access controls

Encryption shall be applied to:

- Data in transit
- Data at rest
- Backup storage

7.3 Data Retention

Data retention is guided by applicable legal and regulatory requirements.

- Curaçao legal requirements
- AML/CFT obligations
- Regulatory recordkeeping obligations

Archived records are kept retrievable for regulatory review.

7.4 Access Logging and Control

Administrative access to personal data shall be controlled and monitored. Access activity is:

- Logged
- Monitored
- Restricted to authorized personnel

8. PLAYER-FACING VISUAL ELEMENTS

8.1 Website and Application Disclosures

The License Holder ensures that the gaming website and applications provide clear, accurate, and accessible information to players.

- Account balances
- Active bonuses
- Betting history
- Responsible gaming tools
- Terms and Conditions
- Privacy notices
- Regulatory notices

8.2 Responsible Gaming Notices

The following notices are prominently displayed on the websites:

- Minimum age restrictions
- Self-exclusion information
- Player support resources

8.3 User Interface Controls

The player interface includes tools designed to support responsible gaming:

- Gaming limit tools
- Cooling-off functionality
- Account closure requests
- Self-assessment test

9. PREVENTION OF ACCESS BY VULNERABLE OR EXCLUDED PERSONS

9.1 Age Verification Measures

The License Holder shall strictly prohibit access to its gaming services by individuals below the legal minimum age of 18 years, or such higher age as may be required by applicable law.

9.2 Self-Exclusion Procedures

The License Holder shall provide players with the ability to voluntarily restrict their access to gaming services through a range of self-exclusion options.

Players may request:

- Temporary self-exclusion for a defined period;
- Permanent self-exclusion resulting in indefinite account closure; and
- Cooling-off periods designed to provide short-term breaks from gaming activity.

Players who are subject to self-exclusion measures shall be prevented from:

- Accessing or logging into their accounts;
- Depositing or transferring funds;
- Participating in any gaming activities; and
- Receiving marketing or promotional communications.

The License Holder shall ensure that self-exclusion requests are implemented promptly, consistently enforced, and maintained in accordance with regulatory requirements.

9.3 Vulnerable Player Detection

The License Holder shall implement both automated systems and manual oversight processes to identify potential indicators of problematic or high-risk gambling behavior.

Monitoring mechanisms shall assess player activity and behavioral patterns, including but not limited to:

- Excessive or increasing deposit activity;
- Rapid or repetitive wagering behavior;
- Extended or continuous gaming sessions;
- Repeated failed deposit attempts or unusual payment patterns; and
- Other behavioral markers indicative of potential gambling-related harm.

Such monitoring shall be conducted on an ongoing basis, supported by risk-based thresholds and alert systems designed to facilitate early identification and intervention.

9.4 Intervention Measures

Where indicators of vulnerable or problematic gambling behavior are identified, the License Holder shall implement appropriate and proportionate intervention measures to mitigate risk and protect the player.

Such interventions may include:

- The provision of responsible gaming messaging and on-screen notifications;
- Direct communication with the player, including proactive outreach by trained personnel;
- The application of account-based limitations, including imposed gaming limits, cooling-off periods, or permanent exclusion measures where necessary.

All intervention actions shall be documented. For further details, reference is made to the License Holder's Responsible Gaming Policy, which sets out the full framework governing player protection, monitoring, and intervention procedures.

10. TECHNICAL INFRASTRUCTURE AND BUSINESS CONTINUITY

10.1 Infrastructure Overview

The License Holder operates a secure and resilient technical infrastructure to support continuous operations and regulatory compliance, which pertains to:

- Application servers
- Database servers
- Wallet systems and payment processing components
- Security infrastructure
- Cloud hosting
- Monitoring systems
- Backup systems

A copy of this infrastructure is **APPENDIX A**.

10.2 Business Continuity Plan (BCP)

The License Holder maintains a Business Continuity Plan addressing key disruption scenarios, including:

- Cybersecurity incidents
- Data corruption
- Hosting outages
- Payment and provider interruptions
- System failures
- Operational shifts
- Third-party failures

10.3 Disaster Recovery

Disaster recovery measures include the following:

- Geographic redundancy
- Automated backups
- Failover systems
- Recovery testing

11. RESPONSIBLE GAMING IMPLEMENTATION

11.1 Responsible Gaming Policy

The License Holder shall establish, implement, and maintain a comprehensive Responsible Gaming Policy forming an integral part of its governance and compliance framework. The policy defines the License Holder's commitment to player protection, outlines procedures for identifying and supporting vulnerable players, whilst also laying down the different responsible gaming tools available for players which shall be easily accessible. The policy is subject to periodic review and approval by senior management.

11.2 Marketing Restrictions

Marketing practices must comply with responsible and regulatory standards:

- Must not target minors
- Must not be misleading or deceptive
- Must not promote excessive gambling

12. TERMS AND CONDITIONS

The most recent version of the Terms and Conditions shall be maintained and made available in a manner that ensures transparency, accessibility, and compliance with applicable regulatory requirements.

The Terms and Conditions shall:

- Be published on the License Holder's gaming website; and
- Be made readily accessible to players prior to account registration and participation in any gaming activities.

The Terms and Conditions shall, at a minimum, include clearly defined provisions relating to:

- Player eligibility criteria, including age and jurisdictional restrictions;
- Account registration, usage rules, and player responsibilities;
- Withdrawal rules and procedures, including verification requirements and processing conditions;
- Dormant or inactive account policies, including applicable fees or handling procedures; and
- Dispute resolution procedures, including escalation channels and timelines.

The License Holder acknowledges that the current Terms and Conditions will be reviewed and updated to ensure full alignment with the applicable guidelines issued by the Curaçao Gaming Authority ("CGA"). Any required amendments shall be implemented no later than 30 September 2026, in accordance with regulatory expectations.

13. PLAYER DISPUTE RESOLUTION PROCESS

13.1 Complaint Submission

The License Holder shall establish and maintain effective and accessible channels through which players may submit complaints in a timely and efficient manner, in accordance with its internal Player Complaint Policy.

Players may submit complaints through the following communication channels:

- Email communication to designated support addresses;
- Live chat functionality available on the gaming website or application; and

- A dedicated support portal or ticketing system, where applicable.

All complaint submission channels shall be clearly disclosed to players and remain easily accessible at all times. Further details regarding complaint submission procedures, including required information and response timelines, are set out in the License Holder's Player Complaint Policy.

13.2 Internal Review Process

All complaints received by the License Holder shall be handled in a structured, transparent, and consistent manner, in accordance with the procedures defined in the Player Complaint Policy.

Upon receipt, each complaint shall be:

1. Acknowledged within a reasonable timeframe;
2. Investigated by appropriately qualified personnel, taking into account all relevant information, system logs, and supporting documentation; and
3. Resolved at the earliest possible opportunity or escalated where necessary.

The License Holder shall ensure that all investigations are conducted fairly, impartially, and in line with documented internal procedures and regulatory obligations.

13.3 Escalation

At first instance, complaints are handled by the customer support team. If the first contact by the customer support team is not satisfactory, the player can file an official complaint submission form. Upon receipt of the complaint submission form, the Company will provide the player support function through a system designed to manage the support tickets, complaints, feedback and suggestions submitted by players. Where a complaint cannot be resolved to the satisfaction of the player through the internal review process, the player shall have the right to escalate the matter in accordance with the escalation procedures outlined in the Player Complaint Policy.

Escalation options shall include:

- Referral to approved alternative dispute resolution ("ADR") mechanisms or independent adjudication bodies, where applicable;

The License Holder shall:

- Provide clear guidance to players on how to escalate complaints;
- Cooperate fully with any external dispute resolution processes;

13.4 Recordkeeping

The Company shall submit twice per year a report to the CGA detailing any Reportable Complaints and their outcomes, where known. Such reports will include:

- the total number of submitted Reportable Complaint;
- the total number of settled Complaints (whether upheld or rejected);
- the number of pending or unresolved Complaints;
- the number of Complaints per category (Responsible Gaming or other Complaints);
- the number of Complaints referred to the ADR;
- and the number and detail of Complaints for which the Customer has taken legal action.

Records of unresolved Complaints and/or Complaints that have been escalated to ADR or legal proceedings will be kept for five (5) years or the relevant time stipulated by data protection, statute of limitations or other relevant laws.

The Player Complaint Policy further defines the classification of complaints, including the criteria for identifying Reportable Complaints.

14. DIGITAL RECORDKEEPING

14.1 Records Maintained

The License Holder shall maintain comprehensive, accurate, and up-to-date records of all operational, financial, and compliance-related activities in accordance with applicable legal and regulatory requirements.

The records maintained shall include, but are not limited to:

- Player registration data, including account details and onboarding information;
- Know Your Customer (“KYC”) documentation and due diligence records;
- Transaction histories, including deposits, withdrawals, and payment activities;
- Betting activity, including wagers placed, outcomes, and associated game data;
- Audit logs capturing system access and operational activity;
- Complaint records, including all related communications and resolutions; and
- Anti-Money Laundering and Counter-Terrorist Financing (“AML/CFT”) monitoring records, including alerts, investigations, and reporting outcomes.

All records shall be maintained in a structured and secure manner, ensuring completeness, accuracy, and traceability for audit and regulatory inspection purposes.

15. AML/CFT COMPLIANCE

15.1 AML Framework

The License Holder shall establish, implement, and maintain a comprehensive Anti-Money Laundering and Counter-Terrorist Financing (“AML/CFT”) framework in accordance with applicable Curaçao legislation and relevant regulatory requirements.

The AML/CFT framework shall be designed to prevent, detect, and report money laundering, terrorist financing, and other forms of financial crime. It shall include documented policies, procedures, and internal controls governing customer due diligence, transaction monitoring, reporting obligations, and staff responsibilities.

Further details are set out in the License Holder's AML Policy, which forms an integral part of the overall compliance framework.

15.2 Risk-Based Approach

The License Holder shall apply a risk-based approach ("RBA") to AML/CFT compliance, ensuring that customer due diligence and monitoring measures are proportionate to the level of risk identified.

Enhanced due diligence measures shall be applied to higher-risk customers or transactions, while simplified measures may be applied in lower-risk scenarios, where permitted under applicable regulations.

15.3 Suspicious Transaction Reporting

Where suspicious activity is identified, the License Holder shall ensure that such matters are promptly escalated for assessment and determination.

Where required by applicable laws and regulations:

- Suspicious transactions shall be reported to the relevant competent authorities in a timely manner;
- Reports shall be submitted in accordance with prescribed formats and timelines; and
- Confidentiality shall be maintained to ensure that no unauthorized disclosure (including tipping-off) occurs.

The License Holder shall maintain records of all suspicious activity reports, including internal assessments and decisions, for audit and regulatory inspection purposes.

16. INCIDENT MANAGEMENT

16.1 Incident Categories

The License Holder shall identify, classify, and manage all incidents that may impact operations, system integrity, player protection, or regulatory compliance.

Incident categories shall include:

- Critical Severity;
- High Severity;
- Medium Severity;
- Low Severity.

16.2 Incident Lifecycle Process

The License Holder shall ensure that all incidents are managed through a structured lifecycle process to ensure consistent handling, timely resolution, and regulatory compliance.

- Event reporting - Personnel and contractors shall immediately report any suspected security events or suspicious activity to their direct supervisor or the Security Delegate.
- Triage and Analysis - The Security Delegate shall assess all reported events and assign a severity classification based on the criteria defined above.
- Investigation - For incidents classified as critical, a dedicated communication channel shall be established, and regular incident response meetings will be convened until resolution.
- Containment and Neutralization - Immediate short-term actions shall be implemented to stop active exploitation and mitigate further risk to the technical infrastructure.
- Recovery and Remediation - Affected systems and services shall be restored to a full operational state, and the underlying vulnerabilities shall be remediated.
- Post-Incident Review: Outcomes of the incident and its management process shall be documented to improve future detection mechanisms and long-term hardening strategies.

17. APPENDICES

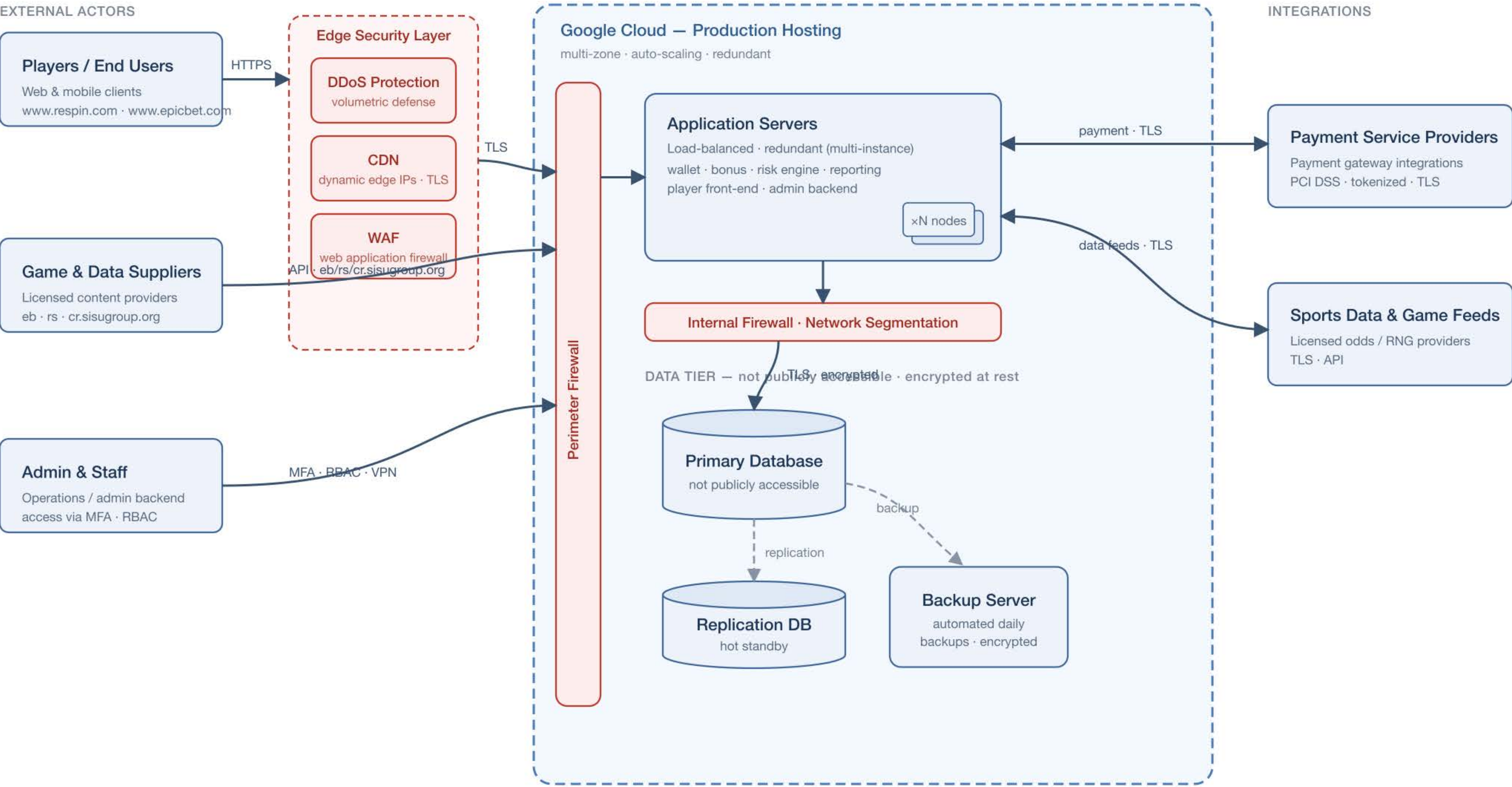
Appendix A – Infrastructure Diagram

Appendix B1 - T&Cs ReSpin

Appendix B2 - T&Cs Epicbet

Comeback N.V. — Technical Infrastructure & Network Architecture

Appendix A · Hosting: Google Cloud (multi-zone, redundant) · Licensed domains: respin.com, epicbet.com



Security layers: DDoS · CDN · WAF · perimeter firewall · internal segmentation · MFA/RBAC access control · TLS in transit · encryption at rest · database isolated from public network.

Terms and Conditions of Use (Game Rules)

1. Parties

These terms and conditions shall apply by and between the Company, an Account Holder, a Player, and, generally, anyone using the services and/or products (including the Games) offered by the Company through its Website.

2. Definitions and Interpretation

- 2.1. The following terms shall have the meaning assigned to them as follows, unless the context otherwise requires:

Term	Definition
Account Holder	A person who enters into a contractual relationship with the Company by creating a Registered Account on the Website
Affiliate and Connected Persons	Employees, contractors, managers, directors, direct and indirect shareholders, licensees, distributors, dealers, partners, subsidiaries, advertising partners, marketing partners, similar agencies, media partners, agents and distributors of the Company and/or of a Group Company
Agreement	The agreement between the Company and the Account Holder governed by these Terms and Conditions of use
Applicable Law	The laws of Curaçao
Bank Account	The account belonging to the Account Holder held with a reputable bank situated in a reputable jurisdiction
Casino Game Provider	A third party company providing the Company with casino games which it makes available to Account Holders via the Website
Company	Comeback N.V., an entity registered under the laws of Curaçao, bearing registration number 165023, having its registered address situated at Groot Kwartierweg 10, Curaçao, and authorised to offer games of chance under application number OGL/2024/899/0371 for a gaming license.
DLT Networks	Distributed Ledger Technology networks, which are decentralized systems that record and verify transactions across multiple nodes or participants. These networks include blockchain and other similar technologies that facilitate the exchange and verification of crypto-assets.

Formal Complaint	A Complaint that has been received through the submission of a valid, complete and correct complaint submission Form.
Games	Any online game offered or hosted by the Company through the Website
Group	The group of companies made up of the Company and any other company which is owned or under the common control of a parent undertaking of the Company, or owned by the Company, or owned by any company or entity that is also owned by, or under the common control of, any parent undertaking of the Company
Group Company	A company or entity that is part of the Group
Inactive Account	A Registered Account that has not been accessed for 12 months and that has a real value balance
Irregular Play	Includes, but is not limited to, low margin betting, equal betting, zero risk bets (matched or partly matched bets on any Games to create action without risk) or Playerhedge/arbitrage betting, unusual patterns of gameplay; and as the term is further described in Clause 4.8
Loyalty Programme	The loyalty programme established and operated by the Company as further outlined in Clause 5
Personal Data	Shall have the same meaning attributed to it in Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)
Player	A user of the Website who is not an Account Holder; the term is further explained in Clause 9.2.
Privacy Notice	The privacy notice issued by the Company identifying, in a transparent manner, the measures adopted by the Company in order to ensure the legal processing of Personal Data of Account Holders.
Privacy Policy	The privacy policy applicable to the Company which outlines the measures adopted by the Company in order to ensure the legal processing of all Personal Data in detail which can be made available to Account Holders

	upon request by sending an email to: privacy@respin.com
Prize	A reward that an Account Holder receives in line with the rules of a Game but that does not constitute Winnings or a Reward
Registered Account	The Account Holder's account, which is intended for bona fide transactions with the purpose of enabling a contractual relationship with the Company for gaming and gambling related transactions
Reward	Any kind of bonus and/or rewards, including but not limited to, welcome bonus, rakeback, cashback, free spins, cash bonus, or similar rewards which an Account Holder may receive while playing the Games
Terms and Conditions	These Terms and Conditions of use that constitute and govern the Agreement, as set out in this document, or documents and texts incorporated herein by reference
Software	All software used by the Company to offer and/or organise the Games and to operate the Website
Winnings	Proceeds from winning after betting real money
Website	An internet platform that can be accessed via the internet address respin.com, where all timely and relevant information regarding the Company's activities are published and through which Services and Offers are provided to the Account holder

2.2. Rules of interpretation applicable to this Agreement:

- 2.2.1. headings are included for convenience only and do not affect the interpretation of this Agreement;
- 2.2.2. use of the singular includes the plural and vice versa;
- 2.2.3. use of any gender includes the other genders;
- 2.2.4. any reference to a person includes natural persons, firms, partnerships, companies, corporations, associations, organizations, governments, states, foundations or trusts;
- 2.2.5. any reference to a person includes that person's legal personal representatives, successors and assigns;
- 2.2.6. any reference to a 'Clause' or 'Clauses' shall be construed to refer to a clause or clauses of these Terms and Conditions;
- 2.2.7. any phrase introduced by the terms "including", "include", "in particular" or any similar expression is illustrative only and does not limit the sense of the words preceding those terms;
- 2.2.8. the Company may provide the possibility of participating in Games by using FIAT money and/or crypto-assets. Reference in these Terms and Conditions to 'funds', 'money' or other term linked to value, shall be construed to also include a reference to crypto-assets if, and when, the context so requires; and

- 2.2.9. where these Terms and Conditions are published in a number of languages for information purposes and ease of access, it is only the English version that constitutes a legal relationship between the Company and an Account Holder, Player or other user of the Website, as may be applicable. In case of any discrepancy between the English and the non-English version of these Terms and Conditions, the English version shall always prevail.

3. Registered Account rules and other rules applicable to Players

3.1. The Account Holder's and/or Player's obligations

- 3.1.1. In order to participate in any of the Games (except for certain Games that are free to play and where no real money can be wagered), a person shall first personally register with the Company by filling out the registration form and submitting it to the Company online to open a Registered Account. The Company reserves the right to refuse to open a Registered Account and the right to limit or refuse to take a bet or wager. In the event a Registered Account is closed or refused, the Company shall fulfil the contractual obligations already undertaken.
- 3.1.2. A person may only register once; if the Company detects multiple Registered Accounts belonging to the same person or that a person has provided false and/or inaccurate information, the Company reserves the right to cancel the person's registration and Registered Account(s). If the Company suspects impersonation, or, suspects or determines that an individual is not who they claim to be, it reserves the right to cancel the registration and any associated account(s) and to take any additional measures, including, but not limited to, those laid down in Clause 3.7 of these Terms and Conditions. For further clarification, only one Registered Account for each household, device, IP address, and financial instrument is allowed. If two or more persons share the same household, device or IP address, the persons residing in the aforementioned household and/or sharing the device and/or IP address must inform the Company. The Company reserves the right to perform additional security checks in order to detect and prevent multiple account registrations.
- 3.1.3. The person who submits an application for registration as a Registered Account owner shall correctly and truthfully enter all mandatory information requested through the registration form, possibly including but not limited to, full name, personal identification code or date of birth (depending on the jurisdiction), the home address and contact details, including a valid e-mail address and mobile phone number, relevant payment information, PEP/HIO determination, descriptive occupation, country of birth and citizenship. A person submitting a registration form or application as aforementioned, confirms, declares and warrants that in so doing they are providing information that is correct, true and complete.
- 3.1.4. A person lodging a registration form or application with the Company for a Registered Account shall be hereby notified that the Company carries out verification procedures, whether itself or through third parties on the person on the registration and/or during the duration of the Agreement. Furthermore, the person might be requested to provide the Company or third party with documents, including but not limited to, a copy of the passport or ID card, proof of home address, and other proof relating to financial instruments used.

3.1.5. The person who has submitted an application for registration as a Registered Account owner acknowledges and agrees:

- (i) that they are at least 18 years of age or of legal age for gambling in the country of residence of the Account Holder;
- (ii) with these Terms and Conditions and any other rules regulating the Games that may be established by the Company from time to time;
- (iii) to keep the information linked to their Registered Account up-to-date.

3.1.6. The Account Holder further confirms the following:

- i. they are not a resident of Afghanistan, Australia, Austria, Belarus, Belgium, Cuba, Curacao and the other Dutch Caribbean islands, Democratic People's Republic of Korea (North Korea), Democratic Republic of the Congo, Estonia, Finland, France, Germany, Iran, Iraq, Lebanon, Malta, Myanmar, Netherlands, Palestine, Russian Federation, Saint Kitts and Nevis, Serbia, Singapore, Somalia, South Sudan, Spain, Sudan, Sweden, Syria, Türkiye (Turkey), Ukraine, the Union of the Comoros, the United Kingdom, the United States and other US territories, Yemen, Zimbabwe;
- ii. their capacity to act and/or contract is not limited;
- iii. they do not act on behalf of anyone else;
- iv. they are not suffering from any type of gambling addiction;
- v. they are not in possession of proceeds from criminal and/or other illegal activities and that no funds transferred to or from the Registered Account shall be proceeds from criminal and/or other illegal activities;
- vi. they do not use a payment instrument to deposit funds that the Account Holder is not authorized to use and/or does not use a payment instrument in, or issued by an institution located in, a jurisdiction where betting and gambling, or any form thereof, are prohibited;
- vii. they do not engage in criminal activities to which the Registered Account is directly or indirectly related;
- viii. it is not against the law in their country of residence, and are not prohibited for any other reason, to open a Registered Account and undertake any Games in any other way; the Account Holder must ensure that their use of the Website is lawful;
- ix. they agree to the Company monitoring for Irregular Play and/or suspicious deposit and withdrawal patterns.

3.1.7. Furthermore, by entering the Website, opening a Registered Account, playing Games or accepting any Prize or Winnings, the Account Holder and/or Player acknowledges and confirms all of the following:

- 3.1.7.1. they fully understand all of the Terms and Conditions and that they may be subject to change in the future and agrees to abide by them and become a party to the Agreement;
- 3.1.7.2. they do not find the Games or the Website to be offensive, indecent, unfair or prejudicial;
- 3.1.7.3. they understand that the Games are for entertainment purposes only and understand and acknowledge that whilst it may be possible to play certain Games

without betting real money, the majority of the Games require a Registered Account and placing a bet with real money is necessary;

3.1.7.4. when utilising crypto-assets, they understand that crypto-assets might not be considered a legal currency or tender in a number of jurisdictions; nevertheless, when making withdrawals denominated in the relevant crypto-asset, any liability to repay Winnings, Rewards or other dues which are a consequence of playing the Games shall be considered as settled in full and the Account Holder shall have no further claims against the Company with respect to the amounts that the said crypto-assets represent.

3.2. The Company's rights

3.2.1. The Company reserves the right, at its sole discretion and at any time:

- (i) to refuse to open a Registered Account and/or close a Registered Account without being required to give any justification or reason;
- (ii) to refuse to accept a deposit without being required to give any justification or reason, or to limit deposits. Deposit limits may be indicated on the payment page;
- (iii) to detect and prevent the use of prohibited techniques including but not limited to: fraudulent transaction detection; automated registration and signup; any software-assisted methods or techniques; any hardware devices designed to undermine the intended use of the Website or to give an undue advantage in the Account Holder's participation in any Games. These steps may include, but are not limited to, examination of the Account Holder's device properties, detection of geo-location; and transactions and blockchain analysis. The use of any such techniques is strictly forbidden. If the use or attempt of use of any of the before mentioned is detected or there's a reasonable suspicion of such activity, the Company reserves a right to close the relevant Registered Accounts, adjust betting limits, confiscate Winnings, cancel placed bets (even if decided), withhold payment of Winnings;
- (iv) to suspend and/or cancel the Account Holder's participation and the opportunity to participate in all or any Games, if the Company has a reasonable suspicion that the Registered Account has been used or may be used for illegal activities, fraud and/or any other activities which would result in a breach in any laws, rules or regulations or which can potentially bring the Company into disrepute;
- (v) to require that the Account Holder provides the necessary documents requested by the Company before approving an application to open a Registered Account, making deposits and/or withdrawals and/or at any time during the which the Account Holder undertakes any Games: (i) to identify the Account Holder and carry out any and all know-your-customer, onboarding, ongoing and/or transaction monitoring procedures as required by applicable law, regulations and the Company's policies; (ii) to verify the right of the Account Holder to use a specific payment instrument and/or (iii) to verify the accuracy of the data provided by the Account Holder; if documents are not provided, the Company reserves the right to refuse to open a Registered Account or to suspend and/or cancel the Account Holder's participation and the opportunity to participate in all or any Games;
- (vi) to transfer and/or make available (with or without prior notice in line with applicable law) the Account Holder's data to other entities forming part of the same group of companies as the Company, wherever they may be located, provided that any such transfer shall be in line with Applicable Law, including data protection legislation and in line with the Company's policies as outlined in the Privacy Notice;

- (vii) to transfer and/or make available (with or without prior notice in line with applicable law) the Account Holder's data to third parties, wherever they may be located, provided that any such transfer shall be in line with Applicable Law, including data protection legislation and in line with the Company's policies as outlined in the Privacy Notice;
- (viii) to appoint one or more Group Companies to act as its payment agent, and therefore to handle deposits from, and/or settlements to, Account Holders on such terms as may be agreed between the Company and the relevant Group Company; furthermore it is hereby declared that the Company has appointed Coins R Us OÜ, a company registered under the laws of Estonia and bearing company registration number 16812326, for the aforementioned purpose;
- (ix) within the context of a restructuring or corporate re-organisation, to assign and/or transfer (with or without prior notice in line with applicable law) the rights and obligations of the Company under the Agreement to a Group Company, provided that such other entity shall commit to fulfil the Company's obligations under these Terms and Conditions, provided further that upon execution of such assignment or transfer, the Account Holder shall have a right to withdraw the balance on their Registered Account. Any such transfer or assignment shall take place in compliance with Applicable Law and the Company shall further ensure that any of its customers based in the territory governed by Applicable Law shall continue to be serviced by a company licenced to operate within such Territory;
- (x) to declare a bet or participation in a Game, null and void, in part or in full, if it would be apparent to the Company that any of the following events or circumstances have occurred:
- the Account Holder may or has, directly or indirectly, influence or influenced the outcome of a Game;
 - the Account Holder is not compliant, whether directly or indirectly, with the Terms and Conditions;
 - criminal or illegal activity has been linked with the outcome of a Game;
 - bets accepted when the Website was affected by technical problems and which would not have been accepted by the Company had the technical problems not existed;
 - bets have been offered, placed and/or accepted due to an error, such as a mistake, misprint, technical error, force majeure or similar;
 - the Game has been subject to fraudulent manipulation or tampering by an Account Holder in such a way that the Account Holder, or anyone else, is able to cheat, influence the outcome, or otherwise create an unfair advantage to benefit themselves or any other Account Holder.
- (xi) to seize and/or freeze the funds in the Registered Account and/or refuse to recognise a claim in the event that the Terms and Conditions have been directly or indirectly violated and/or other prohibited activities have taken place when using the Registered Account;
- (xii) to suspend and/or cancel the Account Holder's participation in the Games and/or seize and/or freeze the funds in his Registered Account if it is found that the Account Holder has committed fraud or if the Company finds that the Account Holder has activated or used devices or materials (including, but not limited to, machines, robots, computers, software and any other automated systems) designed or suitable to override the Software.

3.3. The Company's obligations

3.3.1. The Company shall:

- (i) manage data related to the Account Holder in accordance with Applicable Law, rules, and data protection laws;
- (ii) not to allow Account Holders to make money transfers to other Account Holders' accounts.

3.4. Specific Registered Account Rules

3.4.1. Once a Registered Account is opened, the money or crypto-assets, bar for Rewards in some cases, shall be kept and paid out (including Winnings) in the same denomination in which the Account Holder has made the deposit. All amounts associated with bets and Winnings are displayed in the agreed currency symbol.

3.4.2. Where applicable with respect to fiat transactions, the Company calculates and pays out all payments according to the current exchange rates published by recognized financial institutions; nevertheless, losses may be incurred by the Account Holder due to fiat exchange rates applied by third-party providers facilitating payments leading to potential discrepancies between the agreed amount and the actual amount.

3.4.3. As regards transactions involving crypto-assets, due to fluctuating exchange rates, the agreed amount and the actual amount may differ; any losses due to exchange rates and/or the dynamics and volatility of DLT Networks and related fees (such as gas fees or other network fees) shall be borne by the Account Holder. At the deposit stage, where applicable, any fiat-to-crypto exchange is facilitated and carried out by a third-party provider, not the Company. Therefore, the Company shall not be held responsible for any aspect of these exchanges. It is advised that the Account Holder review the terms of use of the third-party provider before engaging in the transactions.

3.4.4. The displayed amounts visible to the Account Holder on the Website may be presented with a specific level of precision as regards decimal places, which may not be the same level of precision as those held on record by the Company, which may be more accurate. Therefore, Account Holders may see a reduced level of precision in the displayed amounts; nevertheless, the real and accurate balance shall be that held within the records of the Company..

3.4.5. No interest shall accrue on any balance held within a Registered Account and neither does the Company grant any credit. The Company is not a financial institution, payment account provider, crypto-asset or virtual asset service provider, or any similar undertaking, and the Account Holder shall not treat or consider the Company as such. Funds are to be deposited or held within a Registered Account for the sole purpose of undertaking Games.

3.4.6. The Account Holder may have several balances denominated in different crypto assets on their Registered Account; no conversion of such balances may be done through the Company.

3.4.7. The Account Holder may only have one Registered Account at the same time. In case of violation of this rule, the Company reserves the right to block and/or delete the excess Registered Account and to transfer all funds in the excess Registered Accounts to one Registered Account. Any bonus on excess Registered Accounts will not be transferred.

3.4.8. The Registered Account is not transferable. Account Holders are prohibited from selling, transferring, or acquiring accounts from other Account Holders. Funds cannot be transferred from one Registered Account to another.

3.4.9. If the Company mistakenly credits a Registered Account with funds that do not belong to the Account Holder of the said Registered Account, whether due to a technical, human error or otherwise, including but not limited to funds credited in relation to a voided bet, the amount will remain the property of the Company and the amount will be transferred from the said Registered Account. If prior to the Company becoming aware of the error, the Account Holder has withdrawn funds that do not belong to the said Account Holder, including any funds related to voided bets, without prejudice to other remedies and actions that may be available at law, the mistakenly paid amount will constitute a debt owed by the said Account Holder to the Operator. In the event of incorrect crediting, the Account Holder shall be obliged to notify the Company immediately by email or live chat.

3.5. Claims and Complaints Handling

3.5.1. A claim related to a transaction linked to a Registered Account must be submitted to the Company within 6 months from the transaction, payment, incident and/or settlement; otherwise, the Company reserves the right, at its own discretion, not to process the claim and to reject it.

3.5.2. The Player cannot sell, donate, rent out, lease, pawn or pledge, under any title, any of their claims against the Company.

3.5.3. In case of a complaint, an Account Holder shall use the live chat feature on the Website or send an email to the customer support team at support@respin.com. Should the matter remain unresolved, the Account Holder can complete a Complaint Submission Form, available on request or on the Website, and email it to complaints@respin.com.

3.5.4. An Account Holder shall provide the Company with the following information in the Complaint Submission Form, which shall be filled in, in a complete, correct and valid manner:

Full name, address, and registered email

Date of the incident

Description of the issue (selectable categories where applicable)

Supporting documentation (if relevant)

URL

Amount in dispute

3.5.5. In case of receiving responsible gaming complaints, the Company shall aim to give acknowledgment within 2 business days following receipt of Formal Complaint and shall try to resolve the complaint within 5 business days following receipt of the said Formal Complaint. In some cases, it may need more time to resolve the complaint, up to 2 additional weeks if justified (additional 2 weeks may be needed if Account Holder

delays response).

3.5.6. In case of receiving all other complaints, the Company shall aim to give acknowledgment within 7 calendar days following receipt of Formal Complaint and shall try to resolve the complaint within 4 weeks following receipt of the said Formal Complaint. In some cases, an additional 4 weeks may be needed to resolve the complaint.

3.5.7. It is noted by Parties that the Curacao Gaming Authority (CGA) will not resolve or make decisions on any player complaints nor will act as an ADR/escalation entity as it does not mediate in individual disputes. CGA can be contacted by the Account Holder with regards of matters such as malpractice, breach of license conditions or whistle blowing.

3.6. Inactive Accounts

3.6.1. The Company shall contact an Account Holder of an Inactive Account. If, after the period of 12 months since last login has passed, the Company is unable to contact the Account Holder, the Company may charge EUR 5.00 or equivalent in another currency per month administrative fee on the Registered Account and shall use reasonable efforts to contact the Account Holder and inform them of the funds remaining on the Registered Account. Once the relevant Registered Account balance reaches zero, the administrative fee will no longer be charged.

3.6.2. If, after the Company has begun charging the Account Holder's Registered Account with the administrative fee, the Account Holder starts betting using their Registered Account balance, the Company shall refund the administrative fees charged to the Registered Account provided less than 6 months have passed from the moment the administrative fee for a given month was deducted from the Registered Account.

3.6.3. To recover funds from inactive, closed, blocked or self-excluded accounts, the Account Holder is required to contact customer support.

3.6.4. The Company has the sole right to decline or accept any reopening requests of closed Registered Accounts.

3.7. Closing a Registered Account

3.7.1. The Account Holder has the option to close their Registered Account by contacting the Company's customer support. The funds in the Registered Account shall be transferred to a Bank Account or other account held with a financial institution located in a reputable jurisdiction that is held in the name of the Account Holder, and may be subject to a withdrawal charge in accordance with these Terms and Conditions.

3.7.2. The Company reserves the right to close a Registered Account and to refund to the Account Holder thereof the available to bet balance, subject to the deduction of relevant withdrawal charges, at the Company's absolute discretion. Furthermore, the Company reserves the right to close a Registered Account and confiscate any existing funds in case of a breach of the Terms and Conditions and/or the evidence of the abuse/fraud is found.

3.7.3. In cases where the Company makes a determination to close a Registered Account, then the Company reserves the right, at its discretion, to disallow or otherwise, an Account Holder from opening and/or maintaining a Registered Account on other websites operated by it. As a result, the Company also reserves the right, at its discretion, to refuse registration of a Registered Account or to close one in the event that a determination on account closure for the Account Holder in question has been made on any other website operated by it. The Company accepts no responsibility in case of technical delays in implementing account closures in such situations.

3.7.4. Upon closure of a Registered Account, all of the Company's obligations shall be considered as fulfilled and extinguished.

3.7.5. Account Holders who wish to receive funds from a closed, locked or banned Registered Account should contact customer support.

3.8. Payments to and from the Registered Account

3.8.1. Registered Account deposits and withdrawals shall always be made through a reputable bank, other similar financial institution or payment service provider. Deposit and withdrawal procedures, terms, availability and timing may vary by time, country and financial institution.

3.8.2. A Registered Account may be blocked or closed if the Account Holder does not provide the requested information or documents, or if such information or documents supplied are found to be false or misleading.

3.8.3. The Company or third party reserves the right to perform additional security checks, which may include but are not limited to requesting additional documentation and other means of verification. In certain circumstances, the Company may request an Account Holder to provide information in relation to their source of funds and/or source of wealth. This includes supplying a source of wealth declaration and any supporting documentation as to the declared source of wealth, including but not limited to bank statements and payslips. The Company retains the right to block the relative Registered Account and limit any further transactions if the Account Holder fails to provide the Company with the information and documentation requested. The Company may further suspend the available balance from the Registered Account to comply with the legal and regulatory obligations including anti-money laundering, counter financing of terrorism and fraud prevention obligations.

3.8.4. The Company may appoint another entity forming part of the same group of companies as the Company or a payment service provider to act on its behalf for the purposes of accepting deposits, holding and managing funds and/or effect withdrawals.

3.8.5. The Company does not control any DLT Networks and has no control over transaction times, network fees, gas fees, or any other feature or function of DLT Networks; this should be particularly noted with respect to transactions using crypto-assets, whether they are deposits or withdrawals. Delays may occur due to DLT or blockchain network load; the Company has no control over such matters and shall not accept any liability resulting therefrom.

- 3.8.6. Delays or denials of deposits may occur due to other circumstances, such as inquiries or investigations undertaken by third-party providers and/or the Company in virtue of transaction monitoring policies or obligations; this could lead to transaction funds being held up or frozen. In any case, the Account Holder shall be unable to play using a deposit until the crypto-assets in question reaches the designated wallet of, and is cleared by, the Company. The Company accepts no liability or responsibility that is in any way linked to DLT Networks and/or delays as aforementioned.
- 3.8.7. The Company does not speed up, or in any manner accelerate transactions over a DLT Network.
- 3.8.8. The Company does not accept cash sent or delivered directly to the Company or any other person or entity acting on its behalf.
- 3.8.9. The Company credits the Registered Account with all funds received from the Account Holder or owed to the Account Holder.
- 3.8.10. The Company reserves the right to round amounts, including but not limited to Winnings, with fractional (cents or similar fractional decimals) balances, up or down to the nearest whole unit of monetary value, or to any other decimal amount, as applicable.
- 3.8.11. The Company reserves the right to pay out Account Holders in a different currency or crypto-asset in exceptional circumstances, such as, in the case when the Company decides to discontinue offering the particular currency or crypto-asset initially deposited into their balance. The Company also reserves the right to close the Account Holder's balance and transfer the funds to the Account Holder, in a denomination and at an exchange rate that the Company determines at its sole discretion, if the Company decides to discontinue offering the particular crypto-asset or crypto-assets in general.
- 3.8.12. The Account Holder may:
- 3.8.12.1. use only his personal payment methods to make deposits to a Registered Account in his own name and make deposits only from an account owned by him at a bank, financial institution or similar licensed and/or reputable institution (such as a licensed and/or reputable virtual asset service provider in case of crypto-asset deposits). Any attempt to use someone else's payment method or to circumvent this rule constitutes a breach of these Terms and Conditions;
 - 3.8.12.2. request withdrawals only from the funds held in the Registered Account in his name to an account owned by him at a bank, financial institution or similar licensed and/or reputable institution (such as a licensed and/or reputable virtual asset service provider in case of crypto-asset deposits).

The Account Holder shall only use payment instruments that are valid and lawfully belong to the said Account Holder. Deposits originating from accounts, wallets or other payment methods with e-commerce operators, other gaming websites or platforms which do not meet the terms above, may be declined.

- 3.8.13. The Account Holder is responsible for the accuracy and completeness of the data relating to the Bank Account owned by him and/or payment method that the Account

Holder intends to use, to which withdrawals are to be made from the Registered Account in his name. In case the Account Holder entered incorrect details while requesting a withdrawal, and the withdrawal is successful, the Company shall not be responsible for the loss of funds.

- 3.8.14. The Company is not liable for losses arising from incorrect withdrawal details provided by the Account Holder. Account Holders are responsible for ensuring the accuracy of withdrawal details.
- 3.8.15. The Company is not liable for losses resulting from deposits made to incorrect addresses, using incorrect DLT Networks or crypto-assets that are not supported by the Company or relevant third-party providers. Account Holders are solely responsible for the accuracy of deposit details utilized by the Account Holders.
- 3.8.16. It is solely the Account Holder's responsibility to ensure the accuracy of the deposit credentials by reviewing them on the Company's Website on every occasion before initiating any deposit transactions. The Company bears no responsibility for any losses incurred due to the Account Holders using invalid or outdated deposit details. Account holders are advised to verify their deposit information to avoid any potential errors or losses.
- 3.8.17. The Company shall not be responsible for the recovery of any crypto-assets transferred incorrectly or in a manner not compliant with these Terms and Conditions and the Company's rules regarding depositing of crypto-assets. The Company shall not be responsible for the loss of crypto-assets resulting from the use of incorrect DLT Networks, and/or, depositing crypto-assets that are not supported by the Company and/or third-party providers.
- 3.8.18. The Company does not support airdrops. Any distribution of free tokens or coins through airdrops is not endorsed or facilitated by the Company. The Company shall not be held responsible or liable for any missed airdrops.
- 3.8.19. The Account Holder may not allow third parties to use the Registered Account in his name to make deposits or withdrawals.
- 3.8.20. Ensuring compliance with the above provisions is the sole responsibility of the Account Holder.
- 3.8.21. The Company will not accept the participation in any Game by the Account Holder if a Registered Account has not been created in the Account Holder's name and the Registered Account does not have sufficient funds to enable participation.
- 3.8.22. Withdrawals from a Registered Account are made using the same payment method as was used for the deposit. If for any reason, technical or other, it is not possible to allow withdrawal(s) to the payment method that the deposit originated from, then funds are paid back to a Bank Account that legally belongs to the Account Holder and that is located in the Company's list of accepted countries or EEA. In the event of a withdrawal of funds which have not originated from a deposit, but rather from a Reward, then the withdrawal shall be to a Bank Account that legally belongs to the Account Holder and that is located in the Company's list of accepted countries or EEA.

- 3.8.23. If a chargeback on a payment instrument or depositing method an Account Holder has used is requested by the payment method provider, the Company may take the following steps:
- 3.8.23.1. The Company may block the relevant Registered Account;
 - 3.8.23.2. The Company may take any such action as the Company is entitled to by law;
 - 3.8.23.3. A chargeback notice may be issued and sent to the Account Holder, using the registration details provided to the Company;
 - 3.8.23.4. The Company shall use the same payment method as chosen by the Account Holder when placing a deposit in order to issue the chargeback;
 - 3.8.23.5. The balance of the relevant Registered Account may turn negative in cases of a chargeback. The Account Holder's Registered Account with a negative funds balance will be suspended and no transactions will be permitted until the negative funds balance is eliminated.
- 3.8.24. The funds deposited in a Registered Account shall only be used for playing Games. Due to the nature of the services that the Company provides, an Account Holder cannot cancel successful deposits. All of the funds deposited to a Registered Account need to be turned over at least one (1) time before they can be withdrawn.
- 3.8.25. In any twenty-four-hour period an Account Holder may only withdraw the maximum amount of EUR 50,000 or equivalent in another currency unless a larger amount has been agreed by prior arrangement. In any case, the Company reserves the right to establish, and subsequently modify, minimum and/or maximum deposit and/or withdrawal amounts, which rules may vary between different denominations, and any information relating thereto shall be made available to the Account Holder on the relevant part of the Website. In those circumstances where the Company has established a minimum deposit amount, depositing any amount which does not meet the said minimum may lead to loss of the deposit involved and the Company shall bear no responsibility for such lost amounts.
- 3.8.26. The Company does not charge any fees for deposits and/or withdrawals. However, where the Company deems an Account Holder to be engaging in irregular or disproportionate withdrawal activity, the Company reserves the right, upon prior notification, to apply a fee on withdrawals in view of its associated costs.
- 3.8.27. Online gambling may be illegal in the jurisdiction where the Account Holder is a resident and/or resides; in which case, the Account Holder is prohibited from creating a Registered Account and/or in any other way participate in any Games.
- 3.8.28. The Company, the regulatory authorities and/or any other competent bodies are required to ensure that money laundering is prevented; accordingly, monitoring, verifications and controls over transactions taking place via the Website may take place. The Company shall report any suspicious transactions it captures to the competent authorities.

3.9. Rules relating to security

- 3.9.1. The Company keeps all of the data of the Account Holder strictly confidential, unless sharing such data is inherent to the Company's processes and procedures enabling the operation of the Website, the Games and/or the Registered Account. Data will be disclosed if required by a regulatory authority, judge or other authority, and/or may be disclosed to a third party or generally, where necessary for the purposes of the Company's or third party's legitimate interests. Such interests include, but are not limited to: ensuring the integrity and security of the Games, detecting and preventing fraudulent or suspicious activity, investigating suspected or potential breaches of the Terms and Conditions, enforcing the Terms and Conditions, managing business risks, conducting statistical analysis, improving services, and ensuring regulatory compliance—provided that such interests are not overridden by the fundamental rights and freedoms of the Account Holder.
- 3.9.2. The Account Holder shall use the email address utilised at registration to access their Registered Account and the Account Holder shall choose a password. The Account Holder is responsible for keeping this information confidential. If the Account Holder has reason to suspect that this information has become known to another person, the Account Holder must immediately contact the Company's Customer Service to obtain a new password. The Company is not responsible for any abuse or misuse of the Account Holder's Registered Account by third parties due to their disclosure, whether intentional or accidental, whether active or passive, of their login details to any third party.
- 3.9.3. Account Holders may designate an alias or nickname for themselves. In so doing, they shall use a tasteful nickname or alias (the Company reserves the right to change an Account Holder's nickname or alias if the Company, at its own discretion, determines that this term is not followed).
- 3.9.4. All phone calls between the Account Holder and the Company may be recorded for security, training and/or settlement purposes.
- 3.9.5. The internet traffic of the Account Holder on the Website may be recorded.
- 3.9.6. Payment instrument deposits may be partially and/or completely refused by the Company due to security systems managed in cooperation with the payment service provider and/or financial institution. Such security measures can lead to the rejection of an otherwise approved payment instrument and in some cases make it impossible to use the payment instrument. The Company does not manage such systems and would not be aware of the reasons for any deposit refusal.
- 3.9.7. The Company may require documents to identify an individual, to confirm the right to use a specific bank card and/or to verify the correctness of other data provided by the Account Holder before processing deposits and/or withdrawals. This may cause delays. Refunds do occur occasionally and are handled in accordance with the Company's policies.

3.9.8. Exploiting and abusing program errors in the Software running on the Website is prohibited. An Account Holder who detects a program error in the Software must notify the Company immediately after detecting such an error by contacting customer support via the means specified on the Website. If the Account Holder exploits and/or abuses a program error, the Company will take appropriate measures, such as blocking the Account Holder's Registered Account, freezing funds and, if necessary, initiating legal proceedings.

3.9.9. The Company shall not be obliged to pay out any Winnings or Prizes to an Account Holder who has taken advantage of any system failure, programme error, or other technical issue whatsoever. In the event of a programme error, the Account Holder may be entitled to compensation, which the Company will consider on a case by case basis. If an Account Holder leaves or is disconnected from the internet during an active game round, the Account Holder's bet shall still be valid and Winnings resulting from same shall be paid into the Account Holder's Registered Account.

3.10. User aliases

3.10.1. The Company may provide the possibility for an Account Holder to choose an alias. When selecting an alias, Account Holders must adhere to the following guidelines:

- a) The alias must not contain any offensive, discriminatory, or inappropriate content;
- b) The alias must not impersonate another person, entity, or brand.
- c) The alias must not include personal information that could lead to the identification of the Account Holder or any other individual; In the event that the said alias breaches this rule, the Company shall bear no responsibility for any damage and/or liability that may ensue due to such identification;
- d) The alias must not violate any intellectual property rights;
- e) The alias must not contain any illegal content or promote illegal activities.

3.10.2. Account Holders are solely responsible for their chosen alias and any consequences that may arise from its use, including but not limited to potential identification of the Account Holder.

3.10.3. The Company reserves the right to reject or remove any alias that violates these guidelines or is otherwise deemed inappropriate at the Company's sole discretion.

3.10.4. Unacceptable content for aliases includes, but is not limited to:

- a) Profanity or vulgar language
- b) Hate speech or discriminatory terms
- c) Sexually explicit or suggestive content
- d) Violence or threats
- e) Drug-related references
- f) Personal contact information
- g) Copyrighted material without permission
- h) Spam or commercial solicitations

3.10.5. The Company may modify, suspend, or terminate the alias feature at any time without prior notice.

3.10.6. By choosing to use an alias, Account Holders agree to comply with these terms and any additional guidance.

4. Rewards

- 4.1. Unless stated otherwise for a specific campaign, a Reward can only be claimed once per Account Holder, individual, family, household, payment instrument, shared IP address, device and/or environments that are shared. Any action against the aforementioned shall be treated as abuse which may lead the Company to close the relevant Registered Account and confiscate any existing funds. The Company reserves the right to refuse awarding any Reward on any or all of the Account Holder Registered Accounts which may be connected as aforementioned.
- 4.2. The Reward is exclusively intended for the individual who receives the specific offer, including but not limited to, if the relevant details are received by email.
- 4.3. The Company reserves the right to offer a specific Reward to a specific Account Holder or Player or group of Account Holders and/or Players. Similarly, the Company reserves the right to exclude individual Account Holders and/or Players from future Rewards and campaigns. The Company reserves the right to lift this exclusion at its sole discretion.
- 4.4. The Company reserves the right to cancel or revoke a Reward and the right to modify the criteria for utilising a Reward at any given time, irrespective of any information provided in connection with the Reward.
- 4.5. Where there is a reasonable suspicion that the Account Holder or Player has committed or attempted to commit a Reward abuse, either on their own or as part of a group of Account Holder and/or Players, the Company reserves the right to:
 - 4.5.1. forfeit the Reward allocated and any Winnings or Prize from that Reward, and/or
 - 4.5.2. revoke, deny, or withdraw a Reward offer from the Account Holder or Player, and/or
 - 4.5.3. block access to particular products, and/or
 - 4.5.4. exclude the Account Holder or Player from any future Rewards and/or promotional offers, and/or Loyalty Programme, and/or
 - 4.5.5. terminate the Registered Account linked with the respective Account Holder with immediate effect.
- 4.6. Where there is a reasonable suspicion that a series of bets have been placed by an Account Holder or group of Account Holders which, due to a Reward or any other promotional offer, result in guaranteed Account Holder profits irrespective of the outcome, the Company reserves the right to reclaim the Reward and in its absolute discretion to settle bets at the correct odds and/or void the free bets and/or void any bet funded by the Reward or Reward Winnings.
- 4.7. The Company may decide, at any time and at its sole discretion, to review all records and play transactions and/or to monitor an Account Holder's use of any Reward. If Irregular Play is suspected, the Company reserves the right to disqualify the Account Holder from any Reward and/or confiscate all deposits and/or Winnings and/or close the Registered Account linked to that Account Holder. Irregular Play is considered as abuse and is not permitted on the Website.
- 4.8. In addition, the below is considered Irregular Play:

- 4.8.1.increasing the balance and then changing one's gaming pattern significantly (bet, game type, bet structure or other pattern of betting) to complete any betting requirements of any Reward; and/or
- 4.8.2.using any betting system or placing even money bets on any game of chance; and/or
- 4.8.3.engaging in the practice of accumulating value within a Game, such as utilising in-game features, while playing with your Reward balance, and later redeeming it after the wagering requirements are no longer applicable.
- 4.9. Own deposited money will always be used prior to the use of Reward money. All Winnings generated from both the deposit connected with a Reward and the Reward money will remain as Reward money and may not be withdrawn or wagered on other products until Reward wagering requirements are met.
- 4.10. Rewards may be granted in a different denomination than the one utilized by the Account Holder while playing, particularly in the case of playing using crypto-assets. The Company reserves the right to determine the crypto-asset in which Rewards will be granted and paid out, where applicable. More information may be found [\[here\]](#).
- 4.11. Specific terms and conditions and/or rules may apply to specific Rewards. Such terms and conditions and/or rules may be accessed directly from relevant areas of the Website linked or applicable to the respective Reward.

5. Loyalty Programme

- 5.1. The Company has established and operates the Loyalty Programme.
- 5.2. Upon successful registration and the creation of a Registered Account, an Account Holder will be automatically enrolled as a member of the Loyalty Programme. As the Account Holder engages in real money play, their loyalty level will progressively increase, offering them the opportunity to earn exclusive Rewards.
- 5.3. The Loyalty Programme shall be governed by the rules available here. By accepting these Terms and Conditions, the Account Holder also accepts the rules regulating the Loyalty Programme.

6. Progressive Jackpot Rules

- 6.1. Certain games offer the chance to win extra Rewards known as "Progressive Jackpots". These Progressive Jackpots are created by allocating a portion of the Account Holder's bet to a jackpot managed by a Casino Game Provider. These Progressive Jackpots are connected to a global network, where players from all around the world contribute to the same Progressive Jackpot pool. Pay-out of Winnings from a Progressive Jackpot is subject to the Company receiving the respective amount of Progressive Jackpot Winnings from the relevant Casino Game Provider.
- 6.2. The Progressive Jackpot counter may be shown in a currency different from the one the Account Holder may be playing in. In the event that an Account Holder wins a Progressive Jackpot while playing Games in a different currency (whether fiat or a crypto-asset), the Winnings will be converted to the denomination of the funds of the Account Holder in the Registered Account used to place the relevant wager, and credited to the Account Holder's Registered Account.

- 6.3. In the event that an exchange of currency (whether to fiat or crypto-assets) is necessary, the exchange rate will be based on the exchange rate as at the time when the Company executes the currency exchange following receipt of the Progressive Jackpot Winnings from the operator of the Progressive Jackpot. If the resulting value in the original currency (whether fiat or a crypto-asset) in which the wager was placed is less than that calculated as at time of the win, any discrepancies shall be borne by the Account Holder.
- 6.4. Verification of all Progressive Jackpot wins is mandatory and will be conducted jointly by the Company and the relevant Casino Game Provider. Any determinations made by the Company and the Casino Game Provider during this verification process will be deemed final and binding.
- 6.5. If an Account Holder wins more than €50,000 (or its equivalent in any of our Website currencies) in a Progressive Jackpot Game, it may be necessary for the Account Holder to wait up to 30 working days for the payment to be processed starting from the time of the win. After this waiting period, the Account Holder will be allowed to withdraw the Winnings in line with Clause 3.8.15, and provided that any applicable know-your-player and anti-money laundering verifications in line with the Company's policies and procedures are satisfied.
- 6.6. In the event of a communication failure between the Website and Progressive Jackpot server, the Game will become unavailable. During this time, no contributions or claims towards the Progressive Jackpot will be accepted.
- 6.7. Upon winning a Progressive Jackpot, the payout amount is based on the Progressive Jackpot value recorded on the Casino Game Provider's server. The Company's utmost priority is to maintain consistency between the Progressive Jackpot value displayed in the Game and the one on the Casino Game Provider's server to ensure accuracy.
- 6.8. Players located in or residents of the following countries are not eligible to win any Progressive Jackpot: Guam, Czechia, Thailand, Hong Kong, Turkey, Kyrgyzstan, Yemen, India, United States of America, Sudan, Islamic Republic of Iran, Sweden, Cambodia, China, Saudi Arabia, Somalia, Bahamas, Spain, Martinique, Egypt, Cuba, Switzerland, Belarus, South Sudan, Romania, Burundi, Australia, Democratic People's Republic of Korea, Malaysia, Maldives, Guinea-Bissau, Iraq, Belize, Costa Rica, Macao, Italy, United Kingdom of Great Britain and Northern Ireland, Dominica, Afghanistan, Myanmar, Mauritius, Bangladesh, Russian Federation, Guinea, Japan, Cayman Islands, French Southern Territories, Algeria, Jordan, Bolivarian Republic of Venezuela, United Arab Emirates, Tajikistan, Bhutan, Nepal, Lebanon, Holy See, Uzbekistan, Belgium, Turkmenistan, Viet Nam, Philippines, Singapore, Syrian Arab Republic, Mauritania, Libya, Central African Republic, Bahrain, Portugal, South Africa, Samoa, Uruguay, Oman, French Guiana, Brunei Darussalam, Taiwan, Province of China, Colombia, State of Palestine, Nicaragua, Israel, Saint Martin (French part), Brazil, Qatar, Indonesia, France, French Polynesia.

By participating in a Progressive Jackpot Game, an Account Holder warrants not to be connected to any of the aforementioned jurisdictions.

If an Account Holder from any of the listed jurisdictions is mistakenly awarded a Progressive Jackpot, such Winnings will be deemed void, and any credited amounts will be retracted. It

is the Account Holder's responsibility to ensure that their participation in Progressive Jackpot Games is not in violation of applicable laws or restrictions of their jurisdiction.

- 6.9. The Progressive Jackpot cannot be won while playing a Progressive Jackpot Game in "Play for Fun" mode.
- 6.10. By participating in Progressive Jackpot Game, the Account Holder acknowledges and consents that the Company, in collaboration with the Casino Game Provider, hold the right to modify the rules of any Progressive Jackpot Game or terminate any Progressive Jackpot Game at their discretion and at any time.

7. ReSpin Jackpot

- 7.1. The Company may offer on the Website a branded jackpot features known as the "ReSpin Jackpot", managed by the Company. The Company may make the ReSpin Jackpot available through one or more of the following participation methods, in which opted-in Account Holders may take part: (i) placing a Jackpot Bet alongside a bet on a designated Casino Game, (ii) placing a Jackpot Bet independently as a standalone feature, or (iii) participating in a promotional campaign organised by the Company, under which Account Holders may be awarded Jackpot spins or Jackpot credits redeemable for participation in the ReSpin Jackpot.
- 7.2. The applicable ReSpin Jackpot Rules regulating ReSpin Jackpot are an integral part of these Terms and Conditions and can be found here. By opting in for the ReSpin Jackpot, the Account Holder acknowledges, confirms and agrees to be bound by the applicable ReSpin Jackpot Rules.
- 7.3. In the event of any conflict or inconsistency between these Terms and Conditions and the ReSpin Jackpot Rules, the ReSpin Jackpot Rules shall prevail regarding all matters pertaining to ReSpin Jackpot.
- 7.4. By participating in the ReSpin Jackpot, the Account Holder acknowledges and consents that the Company holds the right to modify the ReSpin Jackpot Rules or terminate ReSpin Jackpot at its discretion and at any time.

8. Casino Rules

- 8.1. Through the Company's Website, an Account Holder will have access to a multitude of Games. The Website is managed and operated by the Company, but the actual Games software is sourced from multiple Casino Game Providers. The Company is authorised to promote and market the Games provided by the respective Casino Game Providers, granting access to these Games and facilitating fund transfers between your Registered Account and the Games. It is important to note that the fairness of the Games and services offered by the Games is the responsibility of the Casino Game Providers towards the Company.
- 8.2. The Company is authorised to host, promote and market the Casino Game Providers' Games accessible through the Company's Website.

- 8.3. The Company shall not be an involved party to any dispute regarding the intellectual property rights of Games which are sourced through Casino Game Providers.
- 8.4. An Account Holder or a Player shall find the respective rules, descriptions, and the probabilities of winning inside the respective Game. By playing, an Account Holder or a Player confirms that they know and understand the rules of the Game they are playing and these Terms and Conditions.

9. General Rules applicable to all Games

- 9.1. The applicable rules regulating any particular Game are an integral part of these Terms and Conditions. By playing a Game, the Account Holder or Player, accept these Terms and Conditions and all applicable rules regulating a particular Game which are incorporated herein by reference.
- 9.2. Games can be played for free or for money. A free-to-play player is a “Player”. Only Account Holders can play for money.
- 9.3. By accessing, or in any way interacting with, the Game, the Account Holder confirms that he is a resident of a jurisdiction where such activity is legal.
- 9.4. Participation in the Games and their activities and accompanying agreements are void if prohibited by Applicable Law.
- 9.5. The Player understands that the Games are for entertainment purposes only. The Player understands and acknowledges that any purchase is not necessary or mandatory to play the Games. If the Player wants to play for money, he must become the owner of a Registered Account by creating one in his own name.
- 9.6. The Company reserves the right to restrict, cancel, or decline bets that it deems excessively large or beyond its risk tolerance, or if it suspects any potential or ongoing suspicious betting activity, and or collusion between two or more Account Holders and/or Players.
- 9.7. The Company’s, Group’s, and Casino Game Provider’s (where applicable and with respect to relevant Games to which they are associated), employees, board members, licensees, independent contractors, or their family members residing in the same household may not participate with real money wagers in any Games, except for testing purposes in line with the Company’s policy.
- 9.8. Upon launch, re-launch or use of the Website and playing (whether initially or repeatedly) any Game, the Account Holder or Player declares, confirms and acknowledges that no Software or Website can be completely free of errors or gaps. If the Account Holder or the Player finds that the Software, Website or a Game contains such errors or gaps, he undertakes to:
 - 9.8.1. not exploit them in any way;
 - 9.8.2. keep knowledge of such errors or omissions confidential and under no circumstances inform third parties thereof;

9.8.3. immediately notify the Company in writing after noticing such errors or omissions.

- 9.9. In addition to any other legal remedies, the Company reserves the right, without notice, in the event that the Account Holder has failed to comply with the foregoing requirements, to block the Account Holder's Registered Account and/or deduct sums of money from the balance of such Registered Account to partially or fully compensate the Company for any losses or damages that may occur to the Company.
- 9.10. Neither the Account Holder nor the Player is obligated to participate in the Games, and such participation, if the Account Holder or Player chooses to do so, is entirely at their own option, discretion and risk.
- 9.11. Game materials (whether obtained electronically or otherwise) are automatically void if they have been forged, distorted, imitated, altered or otherwise manipulated. Game Materials are also void if they are illegible, if they have been mechanically or electronically reproduced, if they have been obtained illegally or if they contain printing, production, typographical, mechanical, electronic or other errors. Ownership of all Game Materials submitted for a prize shall pass to the Company, shall not require the Company to provide compensation therefor, and are non-refundable.
- 9.12. The Company is not responsible for any loss, delay, illegibility, incompleteness, damage, mutilation, misdelivery, or postage of any Game Materials which occurs due to issues in connection with mail, inquiries, prize claims, or participation. Liability for Game Materials containing errors is limited to the right of replacement.
- 9.13. Games on the Website are played using amounts denominated in fiat currency. When placing a wager using crypto-assets, the Company shall calculate the fiat equivalent of the amount wagered at the time the Account Holder places the wager, using third-party crypto-to-fiat exchange rate providers. In case of any Winnings resulting from such wager, the Company shall calculate the equivalent amount of Winnings in the same crypto-asset used to place the wager using the same exchange rate; provided that the Company reserves the right to utilise a different exchange rate in the event that the lapse of time between the two calculations is longer than 60 minutes. This Section shall not apply to Progressive Jackpots, which shall be regulated by Section 6.
- 9.14. The Account Holder is solely responsible for paying any taxes, if applicable, associated with any Winnings or Prizes.
- 9.15. The Account Holder agrees to the Company using his name in advertisements and promotions without the right to additional compensation, except where prohibited by law, provided that any use of Personal Data shall only be made in accordance with the Company's Privacy Policy and Privacy Notice.
- 9.16. When accepting the Prize, the Account Holder confirms that he has followed all the Terms and Conditions, including any specific rules referenced therein. Neither the Company, nor any of the Affiliate and Connected Persons, represent or warrant, directly or indirectly, that the Account Holder or the Player has the legal right to participate in the Games; it is the Account Holder's or Player's responsibility to make such a determination.

- 9.17. The Account Holder or the Player shall refrain from bringing claims against the Company, any Group Company and/or any Affiliate and Connected Persons, shall hold them harmless, and fully releases them from liability, in relation to any costs, expenses, liabilities and damages that may arise if the Account Holder or Player:
- 9.17.1. enters or uses (whether initially, occasionally or repeatedly) the Website;
 - 9.17.2. uses any materials from the Website;
 - 9.17.3. enters a Game or repeatedly uses it (whether initially, occasionally or repeatedly);
 - 9.17.4. uses any Game features;
 - 9.17.5. accepts any Prize.
- 9.18. In no event, including but not limited to negligence, shall the Company, its Software and Casino Game Providers, Group Companies or Affiliate and Connected Persons be liable for any direct, indirect, consequential, special or ancillary damages caused by the use of the Games, Website, Software and /or the use of Game Materials or the impossibility of using them. The Player or Account Holder acknowledges and agrees that the Company is not responsible for any defamatory, offensive or illegal conduct of other Players or Account Holders. If the Player or Account Holder is dissatisfied with any services related to the Games or any applicable Terms and Conditions, the Player's or Account Holder's sole and exclusive remedy is to stop using the Games.
- 9.19. The Account Holder waives the right to make claims against the Company, Group Companies or Affiliate and Connected Persons and fully releases them from liability for any costs, expenses, liabilities and damages that may arise if the Player:
- 9.19.1. accesses or uses (whether initially or repeatedly) Games or the Website;
 - 9.19.2. uses any Game Materials or materials retrievable from the Website;
 - 9.19.3. participates in Games;
 - 9.19.4. accepts any Winnings or Prizes.
- 9.20. The Player's or Account Holder's participation in the Games and the Website is personal, not professional. The Player or Account Holder is only allowed to wager for their personal entertainment. Entering, accessing or use (whether initially or repeatedly) of the Games or the Website for any other purpose by the Player or Account Holder is strictly prohibited.
- 9.21. The Player or Account Holder shall review the Terms and Conditions regularly, at least once a month.
- 9.22. The Website is wholly owned, operated and managed by the Company or an entity related thereto.
- 9.23. The Player or Account Holder agrees and acknowledges that the Games are virtual and are hosted in line with the Company's technical arrangements, possibly through third parties. Any resemblance to reality of any names, situations or conditions used, depicted, described or suggested in the Games is coincidental and unintentional.

10. Online chat rules

- 10.1. Certain Games are offered to the Account Holder with a free online chat feature so that they can communicate with the dealer or other players at the table during the Game. The following rules shall be implemented and upheld to ensure a pleasant atmosphere on the network, prevent cheating and give Account Holders a sense of community. The Account Holder shall not use the online chat feature for any purpose other than for matters relating to the relevant Game. Private chat between players is prohibited.
- 10.2. In any event, the Company shall not be liable to any Account Holder who has used the online chat function, in relation to any damages resulting from the actions of another Account Holder.
- 10.3. The Account Holder shall indemnify the Company, and hold the Company harmless, against any liability for any damages resulting from the unlawful, illegal or improper conduct of the respective Account Holder or from the Account Holder's violation of the rules of the online chat.
- 10.4. The online chat function is moderated and/or monitored by the Casino Game Provider automatically or manually. All conversations are recorded and retained for a reasonable period of time. In case the rules of the online chat have been violated, the moderator will warn the Account Holder. If the Account Holder does not change their behaviour, they may be removed from the chat room.
- 10.5. The Account Holder can also be removed immediately without prior warning. In the event that the Account Holder has been removed from the chat room multiple times, the Casino Game Provider may, at its discretion, block the Account Holder's access to the chat room permanently. Any suspicious conversations will be reported to the appropriate authorities.
- 10.6. The Account Holder shall respect the following rules of conduct:
 - 10.6.1. use the online chat feature in good faith;
 - 10.6.2. not to violate or attempt to violate the privacy or rights of other Account Holders;
 - 10.6.3. not to harass or cause suffering or inconvenience to other Account Holders;
 - 10.6.4. not to transmit content that goes beyond the bounds of good taste or is offensive;
 - 10.6.5. not to disturb the normal course of the conversation;
 - 10.6.6. not to use profanity, obscene or foul language, or threats;
 - 10.6.7. use a tasteful nickname (the Company and/or the Casino Game Provider reserve the right to change an Account Holder's nickname if the rules are not followed);
 - 10.6.8. not to argue or quarrel with other Account Holders;
 - 10.6.9. the conversation with other Account Holders shall not contain any prohibited content, including:
 - 10.6.9.1. pornography or sexual content;
 - 10.6.9.2. any incitement of hatred (especially based on race, nationality, gender, religion or sexual orientation);
 - 10.6.9.3. derogatory words related to diseases and disabilities;
 - 10.6.9.4. promoting, encouraging or facilitating anti-social behaviour;

- 10.6.9.5. discrimination of any social group or incitement to discrimination, or exploitation of vulnerable groups in society;
 - 10.6.9.6. promoting or inciting violence, terrorism or other activities that threaten national security;
 - 10.6.9.7. promoting, encouraging or facilitating illegal activities;
 - 10.6.9.8. misleading information, defamation;
 - 10.6.9.9. promotion of tobacco, alcohol or drugs;
 - 10.6.9.10. promotion of firearms;
 - 10.6.9.11. any content that may be harmful to the Company or any of its Affiliate and Connected Persons.
 - 10.6.10. not advertise or promote third party websites or activities (including forums);
 - 10.6.11. not use a false identity;
 - 10.6.12. not provide or request personal information;
 - 10.6.13. be respectful, polite and friendly to all other Account Holders and chat room moderators;
 - 10.6.14. not to spam the chat room;
 - 10.6.15. not to try to influence the actions of other Account Holders and thus the results of the Game, including but not limited to, by intimidating, insulting or showing the strength of their hand during the Game.
- 10.7. The online chat rules included herein shall apply in the chat rooms of all Games offered to the Company's Account Holders and they are to be construed as supplemented by the rules of a specific Game. All mentioned rules may be subject to change from time to time.

11. Customer Support Rules

- 11.1. The Company may opt to make available to the Account Holder and/or Player an AI chatbot operated by a third-party provider to assist the Account Holder and/or Player with information. When using such AI chatbot, while every effort is made to ensure the accuracy and reliability of the responses provided by the AI chatbot, the Account Holder and/or Player acknowledge that the use of AI chatbots is not infallible or flawless. The Company disclaims any responsibility for errors, inaccuracies, or omissions in the responses generated by the AI chatbot. The Account Holders and/or Players are encouraged to independently verify the information provided. The Company shall not be held liable for any damages arising from the use of the AI chatbot. In the event of any discrepancies between the AI chatbot's responses and the Company's Terms and Conditions (including any other terms included therein by reference), the latter shall prevail.
- 11.2. By reaching out to the Company's customer support, an Account Holder agrees to abide by the following rules:
- 11.2.1. Account Holders shall communicate with support agents in a respectful and courteous manner;
 - 11.2.2. To help The Company resolve inquiries efficiently, Account Holders must provide accurate and complete information related to their issue or request. Misleading or false

information may lead to delays in resolving the query; in no circumstance will the Company be held responsible for any such delays;

11.2.3. Account Holders shall not make use of offensive, abusive, or inappropriate language in their communication with the support team;

11.2.4. Account Holders shall not share credit card details, passwords, secret keys, secret words, private keys or similar confidential information through the support channels;

11.2.5. If Account Holders have suggestions or comments regarding the support service, they are encouraged to share them constructively;

11.2.6. The Company does not tolerate any abuse or misuse of its support channels, including spamming, trolling, or harassment of support agents.

Behaviour which goes contrary to any of the above may result in the termination of support services and/or the closure of the respective Registered Account.

12. Sustainable Gaming

12.1. An Account Holder, Player, or other user of the Website may understand how the Company promotes safer gambling practices and supports responsible play by reading the Sustainable Gaming page.

12.2. An Account Holder may, at their discretion choose to self-exclude themselves from playing any Games on the Website. In order to self-exclude oneself, an Account Holder must login to the Website and go to the sustainable gaming settings.

12.3. In case an Account Holder opts for self-exclusion in the manners contemplated above, then an Account Holder shall not be able to play during the exclusion period. The exclusion periods can be found in the sustainable gaming settings accessible following a successful login by an Account Holder. Without prejudice to Clause 12.5., any self-exclusion request would be valid for the Website only and does not include other sites operated by the Company or other third party operators.

12.4. When setting up a Registered Account or any time after registration, an Account Holder may also choose to impose certain limits on their Registered Account. Any information relating thereto shall be made available to the Account Holder on the relevant part of the Website, contents of which shall form part of these Terms and Conditions as the context requires. For any limit that applies across all brands operated by the Company, the Account Holder should be aware that there may be technical delays in implementing the limit across different sites; The Company accepts no responsibility for losses occurring during such time. When using crypto-assets, the Account Holder will be able to set limits in the fiat currency shown on the relevant part of the Website to set limits. All limits apply only for the Website and do not extend to any other site and/or brand whether operated by the Company or otherwise.

12.5. The Company reserves the right to impose any player protection measure, including but not limited to limit(s), exclusion, closure etc, to an Account Holder for player protection purposes.

12.6. Any notice from an Account Holder regarding the application of self-exclusion with the Company or introducing a betting limit on the Account Holder or rendering the same more stringent shall be enforced immediately by the Company. Any notice from an Account Holder increasing or revoking a betting limit shall have effect only after 24 hours from when the Company receives the above mentioned notice.

13. Privacy and data protection

13.1. An Account Holder, Player or other user of the Website, may understand how the Company collects, processes and stores their personal data by reading the Privacy Notice.

13.2. The Company shall respond to all complaints regarding privacy and personal data within 30 days from receiving them. The Company may extend the time for a full response by another 60 days if more investigation is needed. If the time is so extended, the Company shall send an email to the person, informing about the extra time needed. The email will be sent within the first 30 days from receiving the complaint.

14. Disclaimer

14.1. Account Holders are advised to comply with the laws of the jurisdiction in which they live and/or are residents.

14.2. The Company does not offer advisory services to Account Holders in any matter, including but not limited to, tax or legal matters. Account Holders seeking advice on tax and legal matters should contact the appropriate advisors and/or authorities in the jurisdiction where they reside and/or are resident.

14.3. The Company is not a financial institution nor a crypto-asset or virtual asset service provider and should not be regarded as such. Therefore, Account Holder's accounts will not accrue any interest, and no conversion or exchange services, including fiat-crypto exchange, will be provided by the Company at any point. Furthermore, the Company does not control any DLT Networks.

14.4. The Company does not recognise or accept any claims related to any damages to the Account Holder and/or Player and/or third party caused directly and/or indirectly by any:

14.4.1. error, typographical error, misinterpretation, misheard information, misunderstood information, translation error, typographical error, reading error, transaction error, technical hazard, registration error, error of judgement, force majeure and/or other similar event;

14.4.2. violation of the Terms and Conditions, and/or the Agreement;

14.4.3. criminal activity, including but not limited to, hacking incidents;

14.4.4. financial risk and loss, including but not limited to, currency exchange rate fluctuations; and/or

14.4.5. legal action and/or other remedies.

14.5. If a Game is disrupted due to a telecommunication system failure, an issue with the Player's or Account Holder's computer system, or any error or malfunction after placing a bet, the Company shall make every reasonable effort to ensure that the Company's computer system allows the Player or Account Holder to resume their participation in the Game once the system is restored, restoring the Player's or Account Holder's status to that of the moment just before the interruption occurred. In case the Company's system cannot facilitate this resumption, the Company shall take the following actions: (i) terminate the Game, and (ii) refund the amount of the bet back to the Account Holder's Registered Account.

14.6. If a Game becomes "stuck" in a state where it is unable to complete, the Company reserves the right to regularly address such situations and refund the bet or wager to the Account Holder's Registered Account.

14.7. By playing on or through the Website and/or any Games, an Account Holder or Player accepts and acknowledges that restrictions arise relating to the use of the Internet, in particular:

14.7.1. one acknowledges that there may be technical issues, slow response times, issues with information transmission, interruption failures and, in general, all kinds of connection and transmission failures;

14.7.2. restrictions resulting from the protection of data;

14.7.3. threats of being infected with viruses that are potentially spread on the Internet.

14.8. Therefore, the Company is not responsible for the following non-exhaustive list of activities and circumstances:

14.8.1. transmitting and/or receiving any data and/or information;

14.8.2. any network failure that prevents the successful progress of any Game;

14.8.3. material failure of any receiving or communication chip;

14.8.4. loss of any data;

14.8.5. damage caused by any virus, program error, technical failure;

14.8.6. any damage caused to Account Holder's materials;

14.8.7. any failure that precludes or limits the ability to participate in the Game or failure that damaged the Player's or Account Holder's computer system.

14.9. In the event of unforeseen technical issues or circumstances beyond the Company's control, such as problems arising from third-party providers, the Company may be required to void bets and provide refunds to Account Holders. It is essential to acknowledge that the performance and operation of the Website can be impacted by the state of the Account Holder's or Player's computer equipment, mobile device, and Internet connection. Consequently, the Company cannot guarantee uninterrupted, faultless, or error-free operation of the Website. The Company shall not be liable for failures or issues that may arise due to third-party providers of software or services, or any hardware, software, or connection used by the Account Holder or Player.

- 14.10. The Player or Account Holder shall take all appropriate measures to protect the data and/or software stored on their computer against any attacks.
- 14.11. Connecting to the Website and participating in any Game is at the Player's or Account Holder's own risk.
- 14.12. The Company shall not acknowledge or accept any claims for damages and/or losses incurred by the Account Holder and/or third parties, which are directly and/or indirectly caused by the Account Holder who:
- 14.12.1. has used a third party's payment instrument or account to make deposits to a Registered Account in his own name;
 - 14.12.2. has requested withdrawals from a Registered Account in his name to a third party account;
 - 14.12.3. has submitted incorrect information about the Bank Account belonging to him from the Registered Account in his name for making withdrawals;
 - 14.12.4. has allowed third parties to use the Registered Account in his name to make deposits or withdrawals.
- 14.13. Where these Terms and Conditions are published in a number of languages for information purposes and ease of access, it is only the English version that constitutes a legal relationship between the Company and an Account Holder, Player or other user of the Website, as may be applicable. In case of any discrepancy between the English and the non-English version of these Terms and Conditions, the English version shall always prevail.

15. Limitation of liability

- 15.1. An Account Holder, a Player or anyone else interacting with the Website, does so at one's own risk. The Website and the Games are provided without any warranty whatsoever, whether express or implied.
- 15.2. Without prejudice to the generality of the preceding Clause, the Company and its Affiliate and Connected Persons:
- 15.2.1. do not warrant that the software or the Website is/are fit for their purpose;
 - 15.2.2. do not warrant that the software and Website are free from errors;
 - 15.2.3. do not warrant that the Websites and/or Games will be accessible without interruptions;
 - 15.2.4. shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to the use of the Website or a person's participation in the Games.
- 15.3. In no event shall the liability of the Company, and that of its Affiliate and Connected Persons, exceed, in the aggregate for all claims, the amount of €1,000.
- 15.4. The Account Holder and/or the Player hereby agrees to fully indemnify and hold harmless the Company and its Affiliate and Connected Persons for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to their use of the Website or participation in the Games.

16. Third Party Content

- 16.1. The Website and/or the Games include third party content. In this respect, the Account Holder and/or the Player acknowledge and agree as follows:
- 16.1.1. the sole recourse of the Account Holder or Player with respect to a complaint linked to the playing of Games on the Website is through the means included in these Terms and Conditions; no recourse shall lie against any third party, including any Casino Game Provider, or any intermediary facilitating the provision of Games on the Website;
 - 16.1.2. it is forbidden to use any of the feeds or data for any commercial purpose whatsoever and it is forbidden for any person to scrape or otherwise to seek to obtain or re-utilise or exploit the official data or feeds without authorisation;
 - 16.1.3. there shall be no reverse engineering or decompiling of any of the software or back-office tools underlying the Games, modification, removal or obscuring of any proprietary notices placed on the Website, copy, re-utilise, doctor, transfer any parts of the Website, Games or any other layer of code or software that is in any way linked thereto by any means for any purpose whatsoever, attempting to derive source code or other Confidential Information from the Website or linked websites or use the Website or linked websites for any purpose other than playing the Games or in any way that could adversely affect Casino Game Providers' names, images or reputation.
 - 16.1.4. In the case of infringement of Clause 16.1.3. above, Casino Game Providers shall have a right of direct action, to enforce for their own and their group's benefit or the benefit of the Company, these Terms and Conditions for the purpose of enforcing directly against a breaching Account Holder, Player or other person interacting with the Website the restrictions set out above in relation to their Games.

17. Intellectual Property

- 17.1. The Company and its direct or indirect licensors (including Casino Game Providers) are the sole holders of all rights in and to the Website, Games, and code, structure and organisation, including copyright, trade secrets, intellectual property and other rights. An Account Holder, Player, or other person interacting with the Website, may not, within the limits prescribed by applicable laws: (a) copy, distribute, publish, reverse engineer, decompile, decode, disassemble, modify, convert, create derivative works or translate the website or its software or documents; or (b) use the Website in a manner prohibited by applicable laws or regulations. The Company reserves any and all rights implied or otherwise, which are not expressly granted to the Account Holder or Player hereunder and retain all rights, title and interest in and to the Website.
- 17.2. The term "Respin", its domain names and any other trademarks, or service marks used by the Company as part of the offering of the Games and/or operation of the Website, are solely owned by the Company or used by the Company under license agreements. In addition, all content on the Website, including, but not limited to, the images, pictures, graphics, photographs, animations, videos, music, audio and text belongs to the Company or its direct or indirect licensors and is protected by copyright and/or other intellectual

property or other rights. An Account Holder, Player, or other person interacting with the Website, hereby acknowledges that by using the Website, they obtain no rights in any content, trademarks, other materials contained in, or accessible through, the Website, or any part thereof. Under no circumstances may a person use the said content, trademarks, other materials contained in, or accessible through, the Website without the Company's prior written consent. Additionally, an Account Holder, Player, or other person interacting with the Website, agrees not to do anything that will harm or potentially harm the rights, including the intellectual property rights of the Company.

18. Anti-Money Laundering

- 18.1. The Company complies with applicable rules addressing the prevention of money laundering and financing of terrorism. Any suspicious transactions shall be reported in line with applicable law.
- 18.2. If an Account Holder or Player becomes aware of any suspicious activity relating to any of the Games of the Website, they shall report this to the Company immediately.
- 18.3. Account Holders are prohibited from using the website for any illegal activities, including money laundering. Account Holders are also prohibited from transacting on the Website using crypto-assets that have been subject to coinmixing, tumbling, or any other act that tempers with the legitimacy of the origin of the crypto-assets. The Company shall monitor transactions and account activity for compliance with anti-money laundering laws and regulations. The Company reserves the right to carry out further investigation in case of suspicious transactions and the Account Holder might be unable to play until the investigation is completed. Furthermore, the Company reserves the right to integrate and/or use third party tools in order to undertake transaction monitoring.
- 18.4. The Company may suspend, block or close an Account Holder's Registered Account and withhold funds if requested to do so in accordance with applicable rules.

19. Breach

- 19.1. Without prejudice to any other rights, if an Account Holder, Player or other person interacting with the Website breaches in whole or in part any provision contained herein, the Company reserves the right to take such action as it sees fit, including terminating this Agreement or any other agreement in place with the said person and/or taking legal action against such person.
- 19.2. An Account Holder, Player or other person interacting with the Website agree to fully indemnify, defend and hold harmless the Company and its Affiliate and Connected Persons from and against all claims, demands, liabilities, damages, losses, costs and expenses, including legal fees and any other charges whatsoever, howsoever caused, that may arise as a result of:
 - 19.2.1. the said person's breach of this Agreement, in whole or in part;
 - 19.2.2. a violation by them of any law or any third party rights; and
 - 19.2.3. use by them of the Website.

20. Assignment

- 20.1. An Account Holder and/or Player shall not assign, sub-license or otherwise transfer, any of their rights or obligations under these Terms and Conditions to any person and nor shall they encumber such rights in any way.

21. Severability

- 21.1. If a provision of this Agreement is or becomes illegal, invalid or unenforceable in any jurisdiction, that shall not affect the validity or enforceability in that jurisdiction of any other provision hereof or the validity or enforceability in other jurisdictions of that or any other provision hereof.

22. Waiver

- 22.1. No waiver by the Company of any breach of any provision of this Agreement (including the failure of the Company to require strict and literal performance of or compliance with any provision of this Agreement) shall in any way be construed as a waiver of any subsequent breach of such provision or of any breach of any other provision of this Agreement.

23. Governing law and jurisdiction

- 23.1. The Agreement and any matters relating hereto shall be governed by, and construed in accordance with, the Applicable Law (as the term is defined above). An Account Holder, Player, or other user of the Website, irrevocably agrees that, subject as provided below, the courts of Curaçao shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning the Agreement and any matter arising therefrom and irrevocably waive any right that it may have to object to an action being brought in those courts, or to claim that the action has been brought in an inconvenient forum, or that those courts do not have jurisdiction. Nothing in this Clause shall limit the right of the Company to take proceedings against you in any other court of competent jurisdiction, nor shall the taking of proceedings in any one or more jurisdictions preclude the taking of proceedings in any other jurisdictions, whether concurrently or not, to the extent permitted by the law of such other jurisdiction.

24. Changes

- 24.1. The Company shall notify the Account Holder of any significant changes to the Company's Terms and Conditions before they take effect.

Terms and Conditions of Use (Game Rules)

1. Parties

These terms and conditions shall apply by and between the Company, an Account Holder, a Player, and, generally, anyone using the services and/or products (including the Games and Streams) offered by the Company through its Website.

2. Definitions and Interpretation

- 2.1. The following terms shall have the meaning assigned to them as follows, unless the context otherwise requires:

Term	Definition
Account Holder	A person who enters into a contractual relationship with the Company by creating a Registered Account on the Website
Affiliate and Connected Persons	Employees, contractors, managers, directors, direct and indirect shareholders, licensees, distributors, dealers, partners, subsidiaries, advertising partners, marketing partners, similar agencies, media partners, agents and distributors of the Company and/or of a Group Company
Agreement	The agreement between the Company and the Account Holder governed by these Terms and Conditions of use
Applicable Law	The laws of Curaçao
Bank Account	The account belonging to the Account Holder held with a reputable bank situated in a reputable jurisdiction
Bet	any bet using real money, linked to one or more outcomes of an external event or competition, of any kind, placed through the Website by an Account Holder, or similar betting activity offered by the Company through the Website that is not a game of chance
Bet Link	Bet selections that can be shared via links on third-party platforms
Bet Link Program	A program allowing Users to earn Rewards by sharing Bet Links, subject to the Company's terms and restrictions
Casino Game Provider	A third party company providing the Company with casino games which it makes available to Account Holders via the Website
Company	Comeback N.V., an entity registered under the laws of Curaçao, bearing registration

	number 165023, having its registered address situated at Groot Kwartierweg 10, Curaçao, and authorised to offer games of chance under application number OGL/2024/899/0371 for a gaming license.
DLT Networks	Distributed Ledger Technology networks, which are decentralized systems that record and verify transactions across multiple nodes or participants. These networks include blockchain and other similar technologies that facilitate the exchange and verification of crypto-assets
Formal Complaint	A Complaint that has been received through the submission of a valid, complete and correct complaint submission Form.
Games	Any online game of chance offered or hosted by the Company through the Website
Group	The group of companies made up of the Company and any other company which is owned or under the common control of a parent undertaking of the Company, or owned by the Company, or owned by any company or entity that is also owned by, or under the common control of, any parent undertaking of the Company
Group Company	A company or entity that is part of the Group
Inactive Account	A Registered Account that has not been accessed for 12 months and that has a real value balance
Influence Betting	Shall refer to the circumstances described in Clause 9.4.3.3
Irregular Play	Includes, but is not limited to, low margin betting, equal betting, zero risk bets (matched or partly matched bets on any Games to create action without risk) or Playerhedge/arbitrage betting, unusual patterns of gameplay; and as the term is further described in Clause 4.8.
Personal Data	Shall have the same meaning attributed to it in Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)
Player	A user of the Website who is not an Account Holder; the term is further explained in Clause 8.2.

Privacy Notice	The privacy notice issued by the Company identifying, in a transparent manner, the measures adopted by the Company in order to ensure the legal processing of Personal Data of Account Holders.
Privacy Policy	The privacy policy applicable to the Company which outlines the measures adopted by the Company in order to ensure the legal processing of all Personal Data in detail which can be made available to Account Holders upon request by sending an email to: privacy@epicbet.com
Prize	A reward that an Account Holder receives in line with the rules of a Game or a Bet but that does not constitute Winnings or a Reward
Registered Account	The Account Holder's account, which is intended for bona fide transactions with the purpose of enabling a contractual relationship with the Company for gaming and gambling related transactions
Reward	Any kind of bonus and/or rewards, including but not limited to, welcome bonus, locked bonus, rakeback, cashback, free spins, cash bonus, or similar rewards which an Account Holder may receive while playing the Games
Terms and Conditions	These Terms and Conditions of use that constitute and govern the Agreement, as set out in this document, or documents and texts incorporated herein by reference
Software	All software used by the Company to offer and/or organise the Games and to operate the Website
Streams	Live (or as near live as technology and the customary delay associated with IP transmission permits) video streams of Live Video Streaming (LVS) Matches (each LVS Match is one Stream).
Streams Provider	A third-party company providing the Company with streams, which it makes available to Account Holders via the Website.
Syndicate Betting	Shall refer to the circumstances described in Clause 9.4.3.4]
Winnings	Proceeds from winning after betting real money when playing a Game or placing a Bet
Website	An internet platform that can be accessed via the internet address epicbet.com , where all timely and relevant information regarding the Company's activities are published and

	through which Services and Offers are provided to the Account holder
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2.2. Rules of interpretation applicable to this Agreement:

- 2.2.1. headings are included for convenience only and do not affect the interpretation of this Agreement;
- 2.2.2. use of the singular includes the plural and vice versa;
- 2.2.3. use of any gender includes the other genders;
- 2.2.4. any reference to a person includes natural persons, firms, partnerships, companies, corporations, associations, organizations, governments, states, foundations or trusts;
- 2.2.5. any reference to a person includes that person's legal personal representatives, successors and assigns;
- 2.2.6. any reference to a 'Clause' or 'Clauses' shall be construed to refer to a clause or clauses of these Terms and Conditions;
- 2.2.7. any phrase introduced by the terms "including", "include", "in particular" or any similar expression is illustrative only and does not limit the sense of the words preceding those terms.
- 2.2.8. the Company may provide the possibility of participating in Games and/or Bets by using FIAT money and/or crypto-assets. Reference in these Terms and Conditions to 'funds', 'money' or other term linked to value, shall be construed to also include a reference to crypto-assets if, and when, the context so requires; and
- 2.2.9. where these Terms and Conditions are published in a number of languages for information purposes and ease of access, it is only the English version that constitutes a legal relationship between the Company and an Account Holder, Player or other user of the Website, as may be applicable. In case of any discrepancy between the English and the non-English version of these Terms and Conditions, the English version shall always prevail.

3. Registered Account rules and other rules applicable to Players

3.1. The Account Holder's and/or Player's obligations

- 3.1.1. In order to participate in any of the Games or Bets (except for certain Games that are free to play and where no real money can be wagered), a person shall first personally register with the Company by filling out the registration form and submitting it to the Company online to open a Registered Account. The Company reserves the right to refuse to open a Registered Account and the right to limit or refuse to take a bet or wager. In the event a Registered Account is closed or refused, the Company shall fulfil the contractual obligations already undertaken.
- 3.1.2. A person may only register once; if the Company detects multiple Registered Accounts belonging to the same person or that a person has provided false and/or inaccurate information, the Company reserves the right to cancel the person's registration and Registered Account(s). If the Company suspects impersonation, or, suspects or determines that an individual is not who they claim to be, it reserves the right to cancel the registration and any associated account(s) and to take any additional measures, including, but not limited to, those laid down in Clause 3.7 of these Terms and Conditions. For further clarification, only one Registered Account for each household, device, IP address, and financial instrument is allowed. If two or more persons share the same household, device or IP address, the persons residing in the aforementioned

household and/or sharing the device and/or IP address must inform the Company. The Company reserves the right to perform additional security checks in order to detect and prevent multiple account registrations.

3.1.3. The person who submits an application for registration as a Registered Account owner shall correctly and truthfully enter all mandatory information requested through the registration form, possibly including but not limited to, full name, personal identification code or date of birth (depending on the jurisdiction), the home address and contact details, including a valid e-mail address and mobile phone number, relevant payment information, PEP/HIO determination, descriptive occupation, country of birth and citizenship. A person submitting a registration form or application as aforementioned, confirms, declares and warrants that in so doing they are providing information that is correct, true and complete.

3.1.4. A person lodging a registration form or application with the Company for a Registered Account shall be hereby notified that the Company carries out verification procedures, whether itself or through third parties on the person on the registration and/or during the duration of the Agreement. Furthermore, the person might be requested to provide the Company or third party with documents, including but not limited to, a copy of the passport or ID card, proof of home address, and other proof relating to financial instruments used.

3.1.5. The person who has submitted an application for registration as a Registered Account owner acknowledges and agrees:

- (i) that they are at least 18 years of age or of legal age for gambling in the country of residence of the Account Holder;
- (ii) with these Terms and Conditions and any other rules regulating the Games that may be established by the Company from time to time;
- (iii) to keep the information linked to their Registered Account up-to-date.

3.1.6. The Account Holder further confirms the following:

- i. they are not a resident of Afghanistan, Australia, Austria, Belarus, Belgium, Cuba, Curacao and the other Dutch Caribbean islands, Democratic People's Republic of Korea (North Korea), Democratic Republic of the Congo, Estonia, Finland, France, Germany, Iran, Iraq, Lebanon, Malta, Myanmar, Netherlands, Palestine, Russian Federation, Saint Kitts and Nevis, Serbia, Singapore, Somalia, South Sudan, Spain, Sudan, Sweden, Syria, Türkiye (Turkey), Ukraine, the Union of the Comoros, the United Kingdom, the United States and other US territories, Yemen, Zimbabwe;
- ii. their capacity to act and/or contract is not limited;
- iii. they do not act on behalf of anyone else;
- iv. they are not suffering from any type of gambling addiction;
- v. they are not in possession of proceeds from criminal and/or other illegal activities and that no funds transferred to or from the Registered Account shall be proceeds from criminal and/or other illegal activities;
- vi. they do not use a payment instrument to deposit funds that the Account Holder is not authorized to use and/or does not use a payment instrument

- in, or issued by an institution located in, a jurisdiction where betting and gambling, or any form thereof, are prohibited;
- vii. they do not engage in criminal activities to which the Registered Account is directly or indirectly related;
- viii. it is not against the law in their country of residence, and are not prohibited for any other reason, to open a Registered Account and undertake any Games and/or Bets in any other way; the Account Holder must ensure that their use of the Website is lawful;
- ix. they agree to the Company monitoring for Irregular Play and/or suspicious deposit and withdrawal patterns.

3.1.7. Furthermore, by entering the Website, opening a Registered Account, playing Games, placing Bets, or accepting any Prize or Winnings, the Account Holder and/or Player acknowledges and confirms all of the following:

- 3.1.7.1. they fully understand all of the Terms and Conditions and that they may be subject to change in the future and agrees to abide by them and become a party to the Agreement;
- 3.1.7.2. they do not find the Games, Bets or the Website to be offensive, indecent, unfair or prejudicial;
- 3.1.7.3. they understand that the Games, Bets and the Services are for entertainment purposes only and understand and acknowledge that whilst it may be possible to play certain Games without betting real money, the majority of the Games, and the Bets, require a Registered Account and placing a bet or a wager with real money is necessary;
- 3.1.7.4. when utilising crypto-assets, they understand that crypto-assets might not be considered a legal currency or tender in a number of jurisdictions; nevertheless, when making withdrawals denominated in the relevant crypto-asset, any liability to repay Winnings, Rewards or other dues which are a consequence of playing the Games shall be considered as settled in full and the Account Holder shall have no further claims against the Company with respect to the amounts that the said crypto-assets represent.

3.2. The Company's rights

3.2.1. The Company reserves the right, at its sole discretion and at any time:

- (i) to refuse to open a Registered Account and/or close a Registered Account without being required to give any justification or reason;
- (ii) to refuse to accept a deposit without being required to give any justification or reason, or to limit deposits. Deposit limits may be indicated on the payment page;
- (iii) to detect and prevent the use of prohibited techniques including but not limited to: fraudulent transaction detection; automated registration and signup; any software-assisted methods or techniques; any hardware devices designed to undermine the intended use of the Website or to give an undue advantage in the Account Holder's participation in any Games. These steps may include, but are not limited to, examination of the Account Holder's device properties, detection of geo-location; and transactions and blockchain analysis. The use of any such techniques is strictly forbidden. If the use or attempt of use of any of the before mentioned is detected or there's a reasonable suspicion of such activity, the Company reserves a right to close the relevant Registered

Accounts, adjust betting limits, confiscate Winnings, cancel placed Bets (even if decided), withhold payment of Winnings;

- (iv) to suspend and/or cancel the Account Holder's participation and the opportunity to participate in all or any Games, if the Company has a reasonable suspicion that the Registered Account has been used or may be used for illegal activities, fraud and/or any other activities which would result in a breach in any laws, rules or regulations or which can potentially bring the Company into disrepute;
- (v) to require that the Account Holder provides the necessary documents requested by the Company before approving an application to open a Registered Account, making deposits and/or withdrawals and/or at any time during which the Account Holder undertakes any Games and/or Bets: (i) to identify the Account Holder and carry out any and all know-your-customer, onboarding, ongoing and/or transaction monitoring procedures as required by applicable law, regulations and the Company's policies; (ii) to verify the right of the Account Holder to use a specific payment instrument and/or (iii) to verify the accuracy of the data provided by the Account Holder; if documents are not provided, the Company reserves the right to refuse to open a Registered Account or to suspend and/or cancel the Account Holder's participation and the opportunity to participate in all or any Games and/or Bets;
- (vi) to transfer and/or make available (with or without prior notice in line with applicable law) the Account Holder's data to other entities forming part of the same group of companies as the Company, wherever they may be located, provided that any such transfer shall be in line with Applicable Law, including data protection legislation and in line with the Company's policies as outlined in the Privacy Notice;
- (vii) to transfer and/or make available (with or without prior notice in line with applicable law) the Account Holder's data to third parties, wherever they may be located, provided that any such transfer shall be in line with Applicable Law, including data protection legislation and in line with the Company's policies as outlined in the Privacy Notice;
- (viii) to appoint one or more Group Companies to act as its payment agent, and therefore to handle deposits from, and/or settlements to, Account Holders on such terms as may be agreed between the Company and the relevant Group Company;
- (ix) within the context of a restructuring or corporate re-organisation, to assign and/or transfer (with or without prior notice in line with applicable law) the rights and obligations of the Company under the Agreement to a Group Company, provided that such other entity shall commit to fulfil the Company's obligations under these Terms and Conditions, provided further that upon execution of such assignment or transfer, the Account Holder shall have a right to withdraw the balance on their Registered Account. Any such transfer or assignment shall take place in compliance with Applicable Law and the Company shall further ensure that any of its customers based in the territory governed by Applicable Law shall continue to be served by a company licenced to operate within such Territory;
- (x) to declare a Bet and/or participation in a Game, null and void, in part or in full, if it would be apparent to the Company that any of the following events or circumstances have occurred:
 - the Account Holder may or has, directly or indirectly, influence or influenced the outcome of a Game, Bet and/or event linked to a Bet;
 - the Account Holder is not compliant, whether directly or indirectly, with the Terms and Conditions;

- criminal or illegal activity has been linked with the outcome of a Game and/or Bet;
 - Bets and/or wagers in relation to a Game were accepted when the Website was affected by technical problems and which would not have been accepted by the Company had the technical problems not existed;
 - Bets and/or wagers in connection to a Game, have been offered, placed and/or accepted due to an error, such as a mistake, misprint, technical error, force majeure or similar;
 - the Game has been subject to fraudulent manipulation or tampering by an Account Holder in such a way that the Account Holder, or anyone else, is able to cheat, influence the outcome, or otherwise create an unfair advantage to benefit themselves or any other Account Holder.
- (xi) to seize and/or freeze the funds in the Registered Account and/or refuse to recognize a claim in the event that the Terms and Conditions have been directly or indirectly violated and/or other prohibited activities have taken place when using the Registered Account;
- (xii) to suspend and/or cancel the Account Holder's participation in the Games and/or Bets, and/or seize and/or freeze the funds in his Registered Account if it is found that the Account Holder has committed fraud or if the Company finds that the Account Holder has activated or used devices or materials (including, but not limited to, machines, robots, computers, software and any other automated systems) designed or suitable to override the Software.

3.3. The Company's obligations

3.3.1. The Company shall:

- (i) manage data related to the Account Holder in accordance with Applicable Law, rules, and data protection laws;
- (ii) not to allow Account Holders to make money transfers to other Account Holders' accounts.

3.4. Specific Registered Account Rules

3.4.1. Once a Registered Account is opened, the money or crypto-assets, bar for Rewards in some cases, shall be kept and paid out (including Winnings) in the same denomination in which the Account Holder has made the deposit. All amounts associated with Bets, wagers and Winnings are displayed in the agreed currency symbol.

3.4.2. Where applicable with respect to fiat transactions, the Company calculates and pays out all payments according to the current exchange rates published by recognized financial institutions; nevertheless, losses may be incurred by the Account Holder due to fiat exchange rates applied by third-party providers facilitating payments leading to potential discrepancies between the agreed amount and the actual amount.

3.4.3. As regards transactions involving crypto-assets, due to fluctuating exchange rates, the agreed amount and the actual amount may differ; any losses due to exchange rates and/or the dynamics and volatility of DLT Networks and related fees (such as gas fees or other network fees) shall be borne by the Account Holder. At the deposit stage, where applicable, any fiat-to-crypto exchange is facilitated and carried out by a third-party provider, not the Company. Therefore, the Company shall not be held

responsible for any aspect of these exchanges. It is advised that the Account Holder review the terms of use of the third-party provider before engaging in the transactions.

3.4.4. The displayed amounts visible to the Account Holder on the Website may be presented with a specific level of precision as regards decimal places, which may not be the same level of precision as those held on record by the Company, which may be more accurate. Therefore, Account Holders may see a reduced level of precision in the displayed amounts; nevertheless, the real and accurate balance shall be that held within the records of the Company.

3.4.5. No interest shall accrue on any balance held within a Registered Account and neither does the Company grant any credit. The Company is not a financial institution, payment account provider, crypto-asset or virtual asset service provider or any similar undertaking, and the Account Holder shall not treat or consider the Company as such. Funds are to be deposited or held within a Registered Account for the sole purpose of undertaking Games and/or Bets.

3.4.6. The Account Holder may have several balances denominated in different crypto assets on their Registered Account; no conversion of such balances may be done through the Company.

3.4.7. The Account Holder may only have one Registered Account at the same time. In case of violation of this rule, the Company reserves the right to block and/or delete the excess Registered Account and to transfer all funds in the excess Registered Accounts to one Registered Account. Any Rewards on excess Registered Accounts will not be transferred.

3.4.8. The Registered Account is not transferable. Account Holders are prohibited from selling, transferring, or acquiring accounts from other Account Holders. Funds cannot be transferred from one Registered Account to another.

3.4.9. If the Company mistakenly credits a Registered Account with funds that do not belong to the Account Holder of the said Registered Account, whether due to a technical, human error or otherwise, including but not limited to funds credited in relation to a voided bet, the amount will remain the property of the Company and the amount will be transferred from the said Registered Account. If prior to the Company becoming aware of the error, the Account Holder has withdrawn funds that do not belong to the said Account Holder, including any funds related to voided bets, without prejudice to other remedies and actions that may be available at law, the mistakenly paid amount will constitute a debt owed by the said Account Holder to the Company. In the event of incorrect crediting, the Account Holder shall be obliged to notify the Company immediately by email or live chat.

3.5. Claims and Complaints Handling

3.5.1. A claim related to a transaction linked to a Registered Account must be submitted to the Company within 6 months from the transaction, payment, incident, and/or settlement; otherwise, the Company reserves the right, at its own discretion, not to process the claim and to reject it.

3.5.2. The Player cannot sell, donate, rent out, lease, pawn or pledge, under any title, any of their claims against the Company.

3.5.3. In case of a complaint, an Account Holder shall use the live chat feature on the Website or send an email to the customer support team at support@epicbet.com. Should the matter remain unresolved, the Account Holder can complete a Complaint Submission Form, available on request or on the Website, and email it to complaints@respin.com.

3.5.4. An Account Holder shall provide the Company with the following information in the Complaint Submission Form, which shall be filled in, in a complete, correct and valid manner:

Full name, address, and registered email

Date of the incident

Description of the issue (selectable categories where applicable)

Supporting documentation (if relevant)

URL

Amount in dispute

3.5.5. In case of receiving responsible gaming complaints, the Company shall aim to give acknowledgment within 2 business days following receipt of Formal Complaint and shall try to resolve the complaint within 5 business days following receipt of the said Formal Complaint. In some cases, it may need more time to resolve the complaint, up to 2 additional weeks if justified (additional 2 weeks may be needed if Account Holder delays response).

3.5.6. In case of receiving all other complaints, the Company shall aim to give acknowledgment within 7 calendar days following receipt of Formal Complaint and shall try to resolve the complaint within 4 weeks following receipt of the said Formal Complaint. In some cases, an additional 4 weeks may be needed to resolve the complaint.

3.5.7. It is noted by Parties that the Curacao Gaming Authority (CGA) will not resolve or make decisions on any player complaints nor will act as an ADR/escalation entity as it does not mediate in individual disputes. CGA can be contacted by the Account Holder with regards of matters such as malpractice, breach of license conditions or whistle blowing.

3.6. Inactive Accounts

3.6.1. The Company shall contact an Account Holder of an Inactive Account. If, after the period of 12 months since last login has passed, the Company is unable to contact the Account Holder, the Company may charge EUR 5.00 or equivalent in another currency per month administrative fee on the Registered Account and shall use reasonable efforts to contact the Account Holder and inform them of the funds remaining on the Registered Account. Once the relevant Registered Account balance reaches zero, the administrative fee will no longer be charged.

3.6.2. If, after the Company has begun charging the Account Holder's Registered Account with the administrative fee, the Account Holder starts participating in Games or placing Bets

using their Registered Account balance, the Company shall refund the administrative fees charged to the Registered Account provided less than 6 months have passed from the moment the administrative fee for a given month was deducted from the Registered Account.

3.6.3. To recover funds from inactive, closed, blocked or self-excluded accounts, the Account Holder is required to contact customer support.

3.6.4. The Company has the sole right to decline or accept any reopening requests of closed Registered Accounts.

3.7. Closing a Registered Account

3.7.1. The Account Holder has the option to close their Registered Account by contacting the Company's customer support. The funds in the Registered Account shall be transferred to a Bank Account or other account held with a financial institution located in a reputable jurisdiction that is held in the name of the Account Holder, and may be subject to a withdrawal charge in accordance with these Terms and Conditions.

3.7.2. The Company reserves the right to close a Registered Account and to refund to the Account Holder thereof the available to bet balance, subject to the deduction of relevant withdrawal charges, at the Company's absolute discretion. Furthermore, the Company reserves the right to close a Registered Account and confiscate any existing funds in case of a breach of the Terms and Conditions and/or the evidence of the abuse/fraud is found.

3.7.3. In cases where the Company makes a determination to close a Registered Account, then the Company reserves the right, at its discretion, to disallow or otherwise, an Account Holder from opening and/or maintaining a Registered Account on other websites operated by it. As a result, the Company also reserves the right, at its discretion, to refuse registration of a Registered Account or to close one in the event that a determination on account closure for the Account Holder in question has been made on any other website operated by it. The Company accepts no responsibility in case of technical delays in implementing account closures in such situations.

3.7.4. Upon closure of a Registered Account, all of the Company's obligations shall be considered as fulfilled and extinguished.

3.7.5. Account Holders who wish to receive funds from a closed, locked or banned Registered Account should contact customer support.

3.8. Payments to and from the Registered Account

3.8.1. Registered Account deposits and withdrawals shall always be made through a reputable bank, other similar financial institution or payment service provider. Deposit and withdrawal procedures, terms, availability and timing may vary by time, country and financial institution.

- 3.8.2. A Registered Account may be blocked or closed if the Account Holder does not provide the requested information or documents, or if such information or documents supplied are found to be false or misleading.
- 3.8.3. The Company or third party reserves the right to perform additional security checks, which may include but are not limited to requesting additional documentation and other means of verification. In certain circumstances, the Company may request an Account Holder to provide information in relation to their source of funds and/or source of wealth. This includes supplying a source of wealth declaration and any supporting documentation as to the declared source of wealth, including but not limited to bank statements and payslips. The Company retains the right to block the relative Registered Account and limit any further transactions if the Account Holder fails to provide the Company with the information and documentation requested. The Company may further suspend the available balance from the Registered Account to comply with the legal and regulatory obligations including anti-money laundering, counter financing of terrorism and fraud prevention obligations.
- 3.8.4. The Company may appoint another entity forming part of the same group of companies as the Company or a payment service provider to act on its behalf for the purposes of accepting deposits, holding and managing funds and/or effect withdrawals.
- 3.8.5. The Company does not control any DLT Networks and has no control over transaction times, network fees, gas fees, or any other feature or function of DLT Networks; this should be particularly noted with respect to transactions using crypto-assets, whether they are deposits or withdrawals. Delays may occur due to DLT or blockchain network load; the Company has no control over such matters and shall not accept any liability resulting therefrom.
- 3.8.6. Delays or denials of deposits may occur due to other circumstances, such as inquiries or investigations undertaken by third-party providers and/or the Company in virtue of transaction monitoring policies or obligations; this could lead to transaction funds being held up or frozen. In any case, the Account Holder shall be unable to play using a deposit until the crypto-assets in question reaches the designated wallet of, and is cleared by, the Company. The Company accepts no liability or responsibility that is in any way linked to DLT Networks and/or delays as aforementioned.
- 3.8.7. The Company does not speed up, or in any manner accelerate transactions over a DLT Network.
- 3.8.8. The Company does not accept cash sent or delivered directly to the Company or any other person or entity acting on its behalf.
- 3.8.9. The Company credits the Registered Account with all funds received from the Account Holder or owed to the Account Holder.
- 3.8.10. The Company reserves the right to round amounts, including but not limited to Winnings, with fractional (cents or similar fractional decimals) balances, up or down to

the nearest whole unit of monetary value, or to any other decimal amount, as applicable.

3.8.11. The Company reserves the right to pay out Account Holders in a different currency or crypto-asset in exceptional circumstances, such as, in the case when the Company decides to discontinue offering the particular currency or crypto-asset initially deposited into their balance. The Company also reserves the right to close the Account Holder's balance and transfer the funds to the Account Holder, in a denomination and at an exchange rate that the Company determines at its sole discretion, if the Company decides to discontinue offering the particular crypto-asset or crypto-assets in general.

3.8.12. The Account Holder may:

3.8.12.1. use only his personal payment methods to make deposits to a Registered Account in his own name and make deposits only from an account owned by him at a bank, financial institution or similar licensed and/or reputable institution (such as a licensed and/or reputable virtual asset service provider in case of crypto-asset deposits). Any attempt to use someone else's payment method or to circumvent this rule constitutes a breach of these Terms and Conditions;

3.8.12.2. request withdrawals only from the funds held in the Registered Account in his name to an account owned by him at a bank, financial institution or similar licensed and/or reputable institution (such as a licensed and/or reputable virtual asset service provider in case of crypto-asset deposits).

The Account Holder shall only use payment instruments that are valid and lawfully belong to the said Account Holder. Deposits originating from accounts, wallets or other payment methods with e-commerce operators, other gaming websites or platforms which do not meet the terms above, may be declined.

3.8.13. The Account Holder is responsible for the accuracy and completeness of the data relating to the Bank Account owned by him and/or payment method that the Account Holder intends to use, to which withdrawals are to be made from the Registered Account in his name. In case the Account Holder entered incorrect details while requesting a withdrawal, and the withdrawal is successful, the Company shall not be responsible for the loss of funds.

3.8.14. The Company is not liable for losses arising from incorrect withdrawal details provided by the Account Holder. Account Holders are responsible for ensuring the accuracy of withdrawal details.

3.8.15. The Company is not liable for losses resulting from deposits made to incorrect addresses, using incorrect DLT Networks or crypto-assets that are not supported by the Company or relevant third-party providers. Account Holders are solely responsible for the accuracy of deposit details utilized by the Account Holders.

3.8.16. It is solely the Account Holder's responsibility to ensure the accuracy of the deposit credentials by reviewing them on the Company's Website on every occasion before initiating any deposit transactions. The Company bears no responsibility for any losses incurred due to the Account Holders using invalid or outdated deposit details. Account holders are advised to verify their deposit information to avoid any potential errors or losses.

- 3.8.17. The Company shall not be responsible for the recovery of any crypto-assets transferred incorrectly or in a manner not compliant with these Terms and Conditions and the Company's rules regarding depositing of crypto-assets. The Company shall not be responsible for the loss of crypto-assets resulting from the use of incorrect DLT Networks, and/or, depositing crypto-assets that are not supported by the Company and/or third-party providers.
- 3.8.18. The Company does not support airdrops. Any distribution of free tokens or coins through airdrops is not endorsed or facilitated by the Company. The Company shall not be held responsible or liable for any missed airdrops.
- 3.8.19. The Account Holder may not allow third parties to use the Registered Account in his name to make deposits or withdrawals.
- 3.8.20. Ensuring compliance with the above provisions is the sole responsibility of the Account Holder.
- 3.8.21. The Company will not accept the participation in any Game or Bet by the Account Holder if a Registered Account has not been created in the Account Holder's name and the Registered Account does not have sufficient funds to enable participation.
- 3.8.22. Withdrawals from a Registered Account are made using the same payment method as was used for the deposit. If for any reason, technical or other, it is not possible to allow withdrawal(s) to the payment method that the deposit originated from, then funds are paid back to a Bank Account that legally belongs to the Account Holder and that is located in the Company's list of accepted countries or EEA. In the event of a withdrawal of funds which have not originated from a deposit, but rather from a Reward, then the withdrawal shall be to a Bank Account that legally belongs to the Account Holder and that is located in the Company's list of accepted countries or EEA.
- 3.8.23. If a chargeback on a payment instrument or depositing method an Account Holder has used is requested by the payment method provider, the Company may take the following steps:
- 3.8.23.1. The Company may block the relevant Registered Account;
 - 3.8.23.2. The Company may take any such action as the Company is entitled to by law;
 - 3.8.23.3. A chargeback notice may be issued and sent to the Account Holder, using the registration details provided to the Company;
 - 3.8.23.4. The Company shall use the same payment method as chosen by the Account Holder when placing a deposit in order to issue the chargeback;
 - 3.8.23.5. The balance of the relevant Registered Account may turn negative in cases of a chargeback. The Account Holder's Registered Account with a negative funds balance will be suspended and no transactions will be permitted until the negative funds balance is eliminated.
- 3.8.24. The funds deposited in a Registered Account shall only be used for playing Games or placing Bets. Due to the nature of the services that the Company provides, an Account Holder cannot cancel successful deposits. All of the funds deposited to a Registered Account need to be turned over at least one (1) time before they can be withdrawn.

3.8.25. In any twenty-four-hour period an Account Holder may only withdraw the maximum amount of EUR 50,000 or equivalent in another currency unless a larger amount has been agreed by prior arrangement. In any case, the Company reserves the right to establish, and subsequently modify, minimum and/or maximum deposit and/or withdrawal amounts, which rules may vary between different denominations, and any information relating thereto shall be made available to the Account Holder on the relevant part of the Website.

3.8.26. The Company does not charge any fees for deposits and/or withdrawals. However, where the Company deems an Account Holder to be engaging in irregular or disproportionate withdrawal activity, the Company reserves the right, upon prior notification, to apply a fee on withdrawals in view of its associated costs.

3.8.27. Online gambling may be illegal in the jurisdiction where the Account Holder is a resident and/or resides; in which case, the Account Holder is prohibited from creating a Registered Account and/or in any other way participate in any Games or Bets.

3.8.28. The Company, the regulatory authorities and/or any other competent bodies are required to ensure that money laundering is prevented; accordingly, monitoring, verifications and controls over transactions taking place via the Website may take place. The Company shall report any suspicious transactions it captures to the competent authorities.

3.9. Rules relating to security

3.9.1. The Company keeps all of the data of the Account Holder strictly confidential, unless sharing such data is inherent to the Company's processes and procedures enabling the operation of the Website, the Games, the Bets and/or the Registered Account. Data will be disclosed if required by a regulatory authority, judge or other authority, and/or may be disclosed to a third party or generally, where necessary for the purposes of the Company's or third party's legitimate interests. Such interests include, but are not limited to: ensuring the integrity and security of the Games, detecting and preventing fraudulent or suspicious activity, investigating suspected or potential breaches of the Terms and Conditions, enforcing the Terms and Conditions, managing business risks, conducting statistical analysis, improving services, and ensuring regulatory compliance—provided that such interests are not overridden by the fundamental rights and freedoms of the Account Holder.

3.9.2. The Account Holder shall use the email address utilised at registration to access their Registered Account and the Account Holder shall choose a password. The Account Holder is responsible for keeping this information confidential. If the Account Holder has reason to suspect that this information has become known to another person, the Account Holder must immediately contact the Company's customer service to obtain a new password. The Company is not responsible for any abuse or misuse of the Account Holder's Registered Account by third parties due to their disclosure, whether intentional or accidental, whether active or passive, of their login details to any third party.

- 3.9.3. Account Holders may designate an alias or nickname for themselves. In so doing, they shall use a tasteful nickname or alias (the Company reserves the right to change an Account Holder's nickname or alias if the Company, at its own discretion, determines that this term is not followed).
- 3.9.4. All phone calls between the Account Holder and the Company may be recorded for security, training and/or settlement purposes.
- 3.9.5. The internet traffic of the Account Holder on the Website may be recorded.
- 3.9.6. Payment instrument deposits may be partially and/or completely refused by the Company due to security systems managed in cooperation with the payment service provider and/or financial institution. Such security measures can lead to the rejection of an otherwise approved payment instrument and in some cases make it impossible to use the payment instrument. The Company does not manage such systems and would not be aware of the reasons for any deposit refusal.
- 3.9.7. The Company may require documents to identify an individual, to confirm the right to use a specific bank card and/or to verify the correctness of other data provided by the Account Holder before processing deposits and/or withdrawals. This may cause delays. Refunds do occur occasionally and are handled in accordance with the Company's policies.
- 3.9.8. Exploiting and abusing program errors in the Software running on the Website is prohibited. An Account Holder who detects a program error in the Software must notify the Company immediately after detecting such an error by contacting customer support via the means specified on the Website. If the Account Holder exploits and/or abuses a program error, the Company will take appropriate measures, such as blocking the Account Holder's Registered Account, freezing funds and, if necessary, initiating legal proceedings.
- 3.9.9. The Company shall not be obliged to pay out any Winnings or Prizes to an Account Holder who has taken advantage of any system failure, programme error, or other technical issue whatsoever. In the event of a programme error, the Account Holder may be entitled to compensation, which the Company will consider on a case by case basis. If an Account Holder leaves or is disconnected from the internet during an active game round, the Account Holder's bet shall still be valid and Winnings resulting from same shall be paid into the Account Holder's Registered Account.
- 3.9.10. User aliases
- 3.9.10.1. The Company may provide the possibility for an Account Holder to choose an alias. When selecting an alias, Account Holders must adhere to the following guidelines:
- a) The alias must not contain any offensive, discriminatory, or inappropriate content;
 - b) The alias must not impersonate another person, entity, or brand.
 - c) The alias must not include personal information that could lead to the identification of the Account Holder or any other individual; In the event that the

- said alias breaches this rule, the Company shall bear no responsibility for any damage and/or liability that may ensue due to such identification;
- d) The alias must not violate any intellectual property rights;
 - e) The alias must not contain any illegal content or promote illegal activities.
- 3.9.10.2. Account Holders are solely responsible for their chosen alias and any consequences that may arise from its use, including but not limited to potential identification of the Account Holder.
- 3.9.10.3. The Company reserves the right to reject or remove any alias that violates these guidelines or is otherwise deemed inappropriate at the Company's sole discretion.
- 3.9.10.4. Unacceptable content for aliases includes, but is not limited to:
- a) Profanity or vulgar language
 - b) Hate speech or discriminatory terms
 - c) Sexually explicit or suggestive content
 - d) Violence or threats
 - e) Drug-related references
 - f) Personal contact information
 - g) Copyrighted material without permission
 - h) Spam or commercial solicitations
- 3.9.10.5. The Company may modify, suspend, or terminate the alias feature at any time without prior notice.
- 3.9.10.6. By choosing to use an alias, Account Holders agree to comply with these terms and any additional guidance.

4. Rewards

- 4.1. Unless stated otherwise for a specific campaign, a Reward can only be claimed once per Account Holder, individual, family, household, payment instrument, shared IP address, device and/or environments that are shared. Any action against the aforementioned shall be treated as abuse which may lead the Company to close the relevant Registered Account and confiscate any existing funds. The Company reserves the right to refuse awarding any Reward on any or all of the Account Holder Registered Accounts which may be connected as aforementioned.
- 4.2. The Reward is exclusively intended for the individual who receives the specific offer, including but not limited to, if the relevant details are received by email.
- 4.3. The Company reserves the right to offer a specific Reward to a specific Account Holder or Player or group of Account Holders and/or Players. Similarly, the Company reserves the right to exclude individual Account Holders and/or Players from future Rewards and campaigns. The Company reserves the right to lift this exclusion at its sole discretion.
- 4.4. The Company reserves the right to cancel or revoke a Reward and the right to modify the criteria for utilising a Reward at any given time, irrespective of any information provided in connection with the Reward.

- 4.5. Where there is a reasonable suspicion that the Account Holder or Player has committed or attempted to commit a Reward abuse, either on their own or as part of a group of Account Holder and/or Players, the Company reserves the right to:
 - 4.5.1. forfeit the Reward allocated and any Winnings or Prize from that Reward, and/or
 - 4.5.2. revoke, deny, or withdraw a Reward offer from the Account Holder or Player, and/or
 - 4.5.3. block access to particular products, and/or
 - 4.5.4. exclude the Account Holder or Player from any future Rewards and/or promotional offers, and/or loyalty programme, and/or
 - 4.5.5. terminate the Registered Account linked with the respective Account Holder with immediate effect.
- 4.6. Where there is a reasonable suspicion that a series of Bets and/or wagers in relation to Games have been placed by an Account Holder or group of Account Holders which, due to a Reward or any other promotional offer, result in guaranteed Account Holder profits irrespective of the outcome, the Company reserves the right to reclaim the Reward and in its absolute discretion to settle bets at the correct odds and/or void the free bets and/or void any bet funded by the Reward or Reward Winnings.
- 4.7. The Company may decide, at any time and at its sole discretion, to review all records and play transactions and/or to monitor an Account Holder's use of any Reward. If Irregular Play is suspected, the Company reserves the right to disqualify the Account Holder from any Reward and/or confiscate all deposits and/or Winnings and/or close the Registered Account linked to that Account Holder. Irregular Play is considered as abuse and is not permitted on the Website.
- 4.8. In addition, the below is considered Irregular Play:
 - 4.8.1. increasing the balance and then changing one's gaming pattern significantly (bet, game type, bet structure or other pattern of betting) to complete any betting requirements of any Reward; and/or
 - 4.8.2. using any betting system or placing even money bets on any game of chance; and/or
 - 4.8.3. engaging in the practice of accumulating value within a Game, such as utilising in-game features, while playing with your Reward balance, and later redeeming it after the wagering requirements are no longer applicable.
- 4.9. Own deposited money will always be used prior to the use of Reward money. All Winnings generated from both the deposit connected with a Reward and the Reward money will remain as Reward money and may not be withdrawn or wagered on other products until Reward wagering requirements are met.
- 4.10. Rewards may be granted in a different denomination than the one utilized by the Account Holder while playing, particularly in the case of playing using crypto-assets. The Company reserves the right to determine the crypto-asset in which Rewards will be granted and paid out, where applicable. More information may be found [\[here\]](#).
- 4.11. The Company reserves the right, at its sole discretion, to issue Rewards to Users participating in the Bet Link Program, in relation to which, the following shall also apply:

- 4.11.1. These Rewards may include monetary amounts, which may be subject to restrictions (locked or unlocked).
- 4.11.2. The Company may allow Users to claim Rewards and either withdraw the amount or use it for playing on the Website, subject to the terms outlined herein.
- 4.11.3. The Company reserves the right to determine the exact terms and conditions that apply to Rewards and such Rewards may vary on a case by case basis, at the Company's sole discretion.
- 4.11.4. The Company strictly prohibits any abuse or misuse of the Bet Link Program. The Company reserves the right to remove any User from the Bet Link Program if it determines, in its sole discretion, that the User is engaging in abuse or misuse of the program. Such abuse includes, but is not limited to, sharing Bet Links with individuals known to be underage or in a restricted jurisdiction. Users must share Bet Links only in accordance with all applicable laws and regulations.
- 4.11.5. The Company may set a minimum threshold that must be met in order to claim Rewards. This threshold may be modified at the Company's discretion.
- 4.11.6. The Company may impose a maximum limit on the amount that can be withdrawn from claimed Rewards. Any amounts exceeding this limit may be subject to additional terms or restrictions. These limits will be outlined in the relevant section of the website.
- 4.11.7. For detailed information on Bet Link Program, including current reward rates, and other terms, please refer to the relevant section on the Company's Website.
- 4.12. Specific terms and conditions and/or rules may apply to specific Rewards. Such terms and conditions and/or rules may be accessed directly from relevant areas of the Website linked or applicable to the respective Reward.

5. Progressive Jackpot Rules

- 5.1. Certain Games offer the chance to win extra Rewards known as "Progressive Jackpots". These Progressive Jackpots are created by allocating a portion of the Account Holder's bet to a jackpot managed by a Casino Game Provider. These Progressive Jackpots are connected to a global network, where players from all around the world contribute to the same Progressive Jackpot pool. Pay-out of Winnings from a Progressive Jackpot is subject to the Company receiving the respective amount of Progressive Jackpot Winnings from the relevant Casino Game Provider.
- 5.2. The Progressive Jackpot counter may be shown in a currency different from the one the Account Holder may be playing in. In the event that an Account Holder wins a Progressive Jackpot while playing Games in a different currency (whether fiat or a crypto-asset), the Winnings will be converted to the denomination of the funds of the Account Holder in the Registered Account used to place the relevant wager, and credited to the Account Holder's Registered Account.
- 5.3. In the event that an exchange of currency (whether to fiat or crypto-assets) is necessary, the exchange rate will be based on the exchange rate as at the time when the Company executes the currency exchange following receipt of the Progressive Jackpot Winnings from

the operator of the Progressive Jackpot. If the resulting value in the original currency (whether fiat or a crypto-asset) in which the wager was placed is less than that calculated as at time of the win, any discrepancies shall be borne by the Account Holder.

- 5.4. Verification of all Progressive Jackpot wins is mandatory and will be conducted jointly by the Company and the relevant Casino Game Provider. Any determinations made by the Company and the Casino Game Provider during this verification process will be deemed final and binding.
- 5.5. If an Account Holder wins more than €50,000 (or its equivalent in any of our Website currencies) in a Progressive Jackpot Game, it may be necessary for the Account Holder to wait up to 30 working days for the payment to be processed starting from the time of the win. After this waiting period, the Account Holder will be allowed to withdraw the Winnings in line with Clause 3.8.15, and provided that any applicable know-your-player and anti-money laundering verifications in line with the Company's policies and procedures are satisfied.
- 5.6. In the event of a communication failure between the Website and Progressive Jackpot server, the Game will become unavailable. During this time, no contributions or claims towards the Progressive Jackpot will be accepted.
- 5.7. Upon winning a Progressive Jackpot, the payout amount is based on the Progressive Jackpot value recorded on the Casino Game Provider's server. The Company's utmost priority is to maintain consistency between the Progressive Jackpot value displayed in the Game and the one on the Casino Game Provider's server to ensure accuracy.
- 5.8. Players located in or residents of the following countries are not eligible to win any Progressive Jackpot: Guam, Czechia, Thailand, Hong Kong, Turkey, Kyrgyzstan, Yemen, India, United States of America, Sudan, Islamic Republic of Iran, Sweden, Cambodia, China, Saudi Arabia, Somalia, Bahamas, Spain, Martinique, Egypt, Cuba, Switzerland, Belarus, South Sudan, Romania, Burundi, Australia, Democratic People's Republic of Korea, Malaysia, Maldives, Guinea-Bissau, Iraq, Belize, Costa Rica, Macao, Italy, United Kingdom of Great Britain and Northern Ireland, Dominica, Afghanistan, Myanmar, Mauritius, Bangladesh, Russian Federation, Guinea, Japan, Cayman Islands, French Southern Territories, Algeria, Jordan, Bolivarian Republic of Venezuela, United Arab Emirates, Tajikistan, Bhutan, Nepal, Lebanon, Holy See, Uzbekistan, Belgium, Turkmenistan, Viet Nam, Philippines, Singapore, Syrian Arab Republic, Mauritania, Libya, Central African Republic, Bahrain, Portugal, South Africa, Samoa, Uruguay, Oman, French Guiana, Brunei Darussalam, Taiwan, Province of China, Colombia, State of Palestine, Nicaragua, Israel, Saint Martin (French part), Brazil, Qatar, Indonesia, France, French Polynesia.

By participating in a Progressive Jackpot Game, an Account Holder warrants not to be connected to any of the aforementioned jurisdictions.

If an Account Holder from any of the listed jurisdictions is mistakenly awarded a Progressive Jackpot, such Winnings will be deemed void, and any credited amounts will be retracted. It is the Account Holder's responsibility to ensure that their participation in Progressive Jackpot Games is not in violation of applicable laws or restrictions of their jurisdiction.

- 5.9. The Progressive Jackpot cannot be won while playing a Progressive Jackpot Game in "Play for Fun" mode.

- 5.10. By participating in Progressive Jackpot Game, the Account Holder acknowledges and consents that the Company, in collaboration with the Casino Game Provider, hold the right to modify the rules of any Progressive Jackpot Game or terminate any Progressive Jackpot Game at their discretion and at any time.

6. Epic Jackpot

- 6.1. The Company may offer on the Website a branded jackpot features known as the "Epic Jackpot", managed by the Company. The Company may make the Epic Jackpot available through one or more of the following participation methods, in which opted-in Account Holders may take part: (i) placing a Jackpot Bet alongside a bet on a designated Casino Game or Sportsbook event, (ii) placing a Jackpot Bet independently as a standalone feature, or (iii) participating in a promotional campaign organised by the Company, under which Account Holders may be awarded Jackpot spins or Jackpot credits redeemable for participation in the Epic Jackpot.
- 6.2. The applicable Epic Jackpot Rules regulating the Epic Jackpot are an integral part of these Terms and Conditions and can be found here. By opting in for the Epic Jackpot, the Account Holder acknowledges, confirms and agrees to be bound by the applicable Epic Jackpot Rules.
- 6.3. In the event of any conflict or inconsistency between these Terms and Conditions and the Epic Jackpot Rules, the Epic Jackpot Rules shall prevail regarding all matters pertaining to Epic Jackpot.
- 6.4. By participating in the Epic Jackpot, the Account Holder acknowledges and consents that the Company holds the right to modify the Epic Jackpot Rules or terminate Epic Jackpot at its discretion and at any time.

7. Casino Rules

- 7.1. Through the Company's Website, an Account Holder will have access to a multitude of Games. The Website is managed and operated by the Company, but the actual Games software is sourced from multiple Casino Game Providers. The Company is authorised to promote and market the Games provided by the respective Casino Game Providers, granting access to these Games and facilitating fund transfers between your Registered Account and the Games. It is important to note that the fairness of the Games and services offered by the Games is the responsibility of the Casino Game Providers towards the Company.
- 7.2. The Company is authorised to host, promote and market the Casino Game Providers' Games accessible through the Company's Website.
- 7.3. The Company shall not be an involved party to any dispute regarding the intellectual property rights of Games which are sourced through Casino Game Providers.
- 7.4. An Account Holder or a Player shall find the respective rules, descriptions, and the probabilities of winning inside the respective Game. By playing, an Account Holder or a

Player confirms that they know and understand the rules of the Game they are playing and these Terms and Conditions.

8. Rules applicable to Games

- 8.1. The applicable rules regulating any particular Game are an integral part of these Terms and Conditions. By playing a Game, the Account Holder or Player, accept these Terms and Conditions and all applicable rules regulating a particular Game which are incorporated herein by reference.
- 8.2. Games can be played for free or for money. A free-to-play player is a “Player”. Only Account Holders can play for money.
- 8.3. By accessing, or in any way interacting with, the Game, the Account Holder confirms that he is a resident of a jurisdiction where such activity is legal.
- 8.4. Participation in the Games and their activities and accompanying agreements are void if prohibited by Applicable Law.
- 8.5. The Player understands that the Games are for entertainment purposes only. The Player understands and acknowledges that any purchase is not necessary or mandatory to play the Games. If the Player wants to play for money, he must become the owner of a Registered Account by creating one in his own name.
- 8.6. The Company reserves the right to restrict, cancel, or decline wagers that it deems excessively large or beyond its risk tolerance, or if it suspects any potential or ongoing suspicious wagering activity, and or collusion between two or more Account Holders and/or Players.
- 8.7. The Company’s, Group’s, and Casino Game Provider’s (where applicable and with respect to relevant Games to which they are associated), employees, board members, licensees, independent contractors, or their family members residing in the same household may not participate with real money wagers in any Games except for testing purposes in line with the Company’s policy.
- 8.8. Upon launch, re-launch or use of the Website and playing (whether initially or repeatedly) any Game, the Account Holder or Player declares, confirms and acknowledges that no Software or Website can be completely free of errors or gaps. If the Account Holder or the Player finds that the Software, Website or a Game contains such errors or gaps, he undertakes to:
 - 8.8.1. not exploit them in any way;
 - 8.8.2. keep knowledge of such errors or omissions confidential and under no circumstances inform third parties thereof;
 - 8.8.3. immediately notify the Company in writing after noticing such errors or omissions.
- 8.9. In addition to any other legal remedies, the Company reserves the right, without notice, in the event that the Account Holder has failed to comply with the foregoing requirements, to block the Account Holder’s Registered Account and/or deduct sums of money from the

balance of such Registered Account to partially or fully compensate the Company for any losses or damages that may occur to the Company.

- 8.10. Neither the Account Holder nor the Player is obligated to participate in the Games, and such participation, if the Account Holder or Player chooses to do so, is entirely at their own option, discretion and risk.
- 8.11. Game materials (whether obtained electronically or otherwise) are automatically void if they have been forged, distorted, imitated, altered or otherwise manipulated. Game Materials are also void if they are illegible, if they have been mechanically or electronically reproduced, if they have been obtained illegally or if they contain printing, production, typographical, mechanical, electronic or other errors. Ownership of all Game Materials submitted for a prize shall pass to the Company, shall not require the Company to provide compensation therefor, and are non-refundable.
- 8.12. The Company is not responsible for any loss, delay, illegibility, incompleteness, damage, mutilation, misdelivery, or postage of any Game Materials which occurs due to issues in connection with mail, inquiries, prize claims, or participation. Liability for Game Materials containing errors is limited to the right of replacement.
- 8.13. Games on the Website are played using amounts denominated in fiat currency. When placing a wager using crypto-assets, the Company shall calculate the fiat equivalent of the amount wagered at the time the Account Holder places the wager, using third-party crypto-to-fiat exchange rate providers. In case of any Winnings resulting from such wager, the Company shall calculate the equivalent amount of Winnings in the same crypto-asset used to place the wager using the same exchange rate; provided that the Company reserves the right to utilise a different exchange rate in the event that the lapse of time between the two calculations is longer than 60 minutes, or in any event where adverse market conditions linked to the particular crypto-asset have taken place. Given the volatility and abrupt fluctuations of crypto-asset exchange rates, the Company furthermore reserves the right to correct any amounts that may have been erroneously displayed due to incorrect exchange rates. This Section shall not apply to Progressive Jackpots, which shall be regulated by Section 6.
- 8.14. The Account Holder is solely responsible for paying any taxes, if applicable, associated with any Winnings or Prizes.
- 8.15. The Account Holder agrees to the Company using his name in advertisements and promotions without the right to additional compensation, except where prohibited by law, provided that any use of Personal Data shall only be made in accordance with the Company's Privacy Policy and Privacy Notice.
- 8.16. When accepting the Prize, the Account Holder confirms that he has followed all the Terms and Conditions, including any specific rules referenced therein. Neither the Company, nor any of the Affiliate and Connected Persons, represent or warrant, directly or indirectly, that the Account Holder or the Player has the legal right to participate in the Games; it is the Account Holder's or Player's responsibility to make such a determination.

- 8.17. The Account Holder or the Player shall refrain from bringing claims against the Company, any Group Company and/or any Affiliate and Connected Persons, shall hold them harmless, and fully releases them from liability, in relation to any costs, expenses, liabilities and damages that may arise if the Account Holder or Player:
- 8.17.1. enters or uses (whether initially, occasionally or repeatedly) the Website;
 - 8.17.2. uses any materials from the Website;
 - 8.17.3. enters a Game or repeatedly uses it (whether initially, occasionally or repeatedly);
 - 8.17.4. uses any Game features;
 - 8.17.5. accepts any Prize.
- 8.18. In no event, including but not limited to negligence, shall the Company, its Software and Casino Game Providers, Group Companies or Affiliate and Connected Persons be liable for any direct, indirect, consequential, special or ancillary damages caused by the use of the Games, Website, Software and /or the use of Game Materials or the impossibility of using them. The Player or Account Holder acknowledges and agrees that the Company is not responsible for any defamatory, offensive or illegal conduct of other Players or Account Holders. If the Player or Account Holder is dissatisfied with any services related to the Games or any applicable Terms and Conditions, the Player's or Account Holder's sole and exclusive remedy is to stop using the Games.
- 8.19. The Account Holder waives the right to make claims against the Company, Group Companies or Affiliate and Connected Persons and fully releases them from liability for any costs, expenses, liabilities and damages that may arise if the Player:
- 8.19.1. accesses or uses (whether initially or repeatedly) Games or the Website;
 - 8.19.2. uses any Game Materials or materials retrievable from the Website;
 - 8.19.3. participates in Games;
 - 8.19.4. accepts any Winnings or Prizes.
- 8.20. The Player's or Account Holder's participation in the Games and the Website is personal, not professional. The Player or Account Holder is only allowed to wager for their personal entertainment. Entering, accessing or use (whether initially or repeatedly) of the Games or the Website for any other purpose by the Player or Account Holder is strictly prohibited.
- 8.21. The Player or Account Holder shall review the Terms and Conditions regularly, at least once a month.
- 8.22. The Website is wholly owned, operated and managed by the Company or an entity related thereto.
- 8.23. The Player or Account Holder agrees and acknowledges that the Games are virtual and are hosted in line with the Company's technical arrangements, possibly through third parties. Any resemblance to reality of any names, situations or conditions used, depicted, described or suggested in the Games is coincidental and unintentional.

9. Rules applicable to sports and other Bets

- 9.1. In addition to its operation in relation to Games, the Company offers sportsbetting activities which shall be regulated by these Terms and Conditions in conjunction with any and all

[sportbook rules] issued by the Company from time to time. Any specific rules governing or applicable to any Bet are an integral part of these Terms and Conditions. By placing a Bet, the Account Holder accepts these Terms and Conditions and all rules applicable to the particular Bet, which are incorporated herein by reference.

9.2. General provisions

9.2.1. Persons under 18 years of age shall not place Bets.

9.2.2. Making a Bet is prohibited for a person who influences or may influence the occurrence or non-occurrence, manner or outcome, of the event that is Bet on.

9.2.3. The provided dates and times of events are presented for informational purposes only, and the Company cannot ensure their precision.

9.2.4. Bets cannot be cancelled by the Account Holder, and the Account Holder should not assume that any Bets are cancelled, due to inaccurately displayed dates and/or times of events, unless specific circumstances outlined in the Bet Cancellation section are met.

9.2.5. The Account Holder is always responsible for staying informed about the circumstances surrounding an event that is linked to a Bet or a potential Bet.

9.2.6. The Company may offer the possibility of making the Bet Link available to be shared on third-party platforms. In such cases, the User shall be solely responsible for the distribution of such Bet Links, and the Company bears no liability for any consequences arising from their distribution.

9.3. Placing Bets

9.3.1. Bets may be placed as singles or multiples.

9.3.2. A single Bet is placed on one selection only.

9.3.3. A multiple Bet is created by combining more than one selection into a single Bet.

9.3.4. Various terms may be used interchangeably, such as 'combos', 'accumulators' and 'parlays', all collectively referred to as 'multiples'.

9.3.5. In addition to singles and multiples, Bets can also be placed as 'system' or 'permutation' Bets.

9.3.6. System or permutation Bets can be viewed as an upgraded version of multiple bets. With a single Bet placement, the Account Holder is essentially betting on several multiple Bets.

9.3.7. It is the sole responsibility of the Account Holder to understand the nature of the Bet being placed. Account Holders must review the Bet slip before confirming the Bet.

9.3.8. Once a Bet has been accepted (excluding acceptance due to an error), it remains valid from the time it is recorded in the Account Holder's Bet history. Once accepted, a Bet cannot be changed or withdrawn.

9.3.9. In cases of uncertainty regarding the validity of a Bet, Account Holders are encouraged to verify Bet acceptance by checking pending Bets under the Bet history of their Registered Account.

9.3.10. The Company does not process requests to cancel any Bets made by mistake.

9.3.11. In the event of a dispute about Bet acceptance, the transaction log database will be considered decisive.

9.3.12. In the event that an occurrence is unclear or not addressed by these Terms and Conditions, the Company retains the right to determine the outcome of each such event on a case-by-case basis.

9.4. Cancellation of Bets

9.4.1. A Bet can be declared void by the Company, under the circumstances described herein or as further described elsewhere in these Terms and Conditions, including all rules and terms included in the Terms and Conditions by reference.

9.4.2. A Bet made as a cumulative Bet shall remain valid, notwithstanding a match or an event which is part of the cumulative Bet being void.

9.4.3. The Company reserves the right, to declare a Bet void, totally or partially, if any of the following, or similar, circumstances have occurred, or where the Company has reasonable suspicion of such occurrence:

9.4.3.1. Bets have been offered, placed and/or accepted due to an error and/or at odds which significantly differ from those currently present elsewhere in the betting industry market;

9.4.3.2. Bets placed while the Website was encountering technical problems, that would otherwise not have been accepted.

9.4.3.3. Influence Betting, that is, where an Account Holder undertakes Bets linked to an event, competition or other occurrence where the said Account Holder or a person acting in association with such Account Holder can directly or indirectly influence the outcome of the said event, competition or other occurrence;

9.4.3.4. Syndicate Betting is an act, prohibited by the Company, where Account Holders act together to place a series of Bets on the same event/match, competition, sport or other occurrence in relation to which the Bet(s) are undertaken. Placing identical Bets from more than one account using the same cookies, same devices and/or accounts found to have a demonstrable financial connection to one another and/or using the same payment method, or similar circumstances, might be considered as Syndicate Betting, whether personal betting limits have been reached or otherwise. Furthermore, placing Bets on the same match/event, competition, or sport from more than one account and/or from the same IP address to get better betting limits and/or livebet grace time, might also be considered Syndicate Betting. Syndicate Betting constitutes fraud. If the Company detects or has a reasonable suspicion of Syndicate Betting, the Company reserves the right to close the relevant Registered Accounts, reduce betting limits, confiscate Winnings, cancel placed Bets (even if decided), withhold payment of Winnings, pending the outcome of subsequent investigations;

- 9.4.3.5. A result has been affected by criminal actions - directly or indirectly;
- 9.4.3.6. A public announcement has occurred in relation to the Bet which significantly alters the odds;
- 9.4.3.7. A Bet has been offered on the relevant market in breach of the gambling regulation in the specific jurisdiction.
- 9.4.4. If any circumstances outlined in Clause 9.4.3 above occur or, the Company has reasonable suspicion that they might occur, the Company reserves the right, among other rights arising from applicable law and/or these Terms and Conditions, to close the relevant Registered Accounts, reduce betting limits, confiscate Winnings, cancel placed Bets (even if decided), and/or withhold payment of Winnings.
- 9.4.5. The Company reserves the right, in its absolute discretion, to correct any manifest or palpable errors and to take the necessary steps to provide a fair service to an Account Holder. A manifest or palpable error could be any incorrect information published with regards to an event, including but not limited to, incorrectly (reversed) setup handicap, wrong team(s), incorrect participants, incorrect deadlines, technical errors, and/or similar erroneous circumstances.
- 9.4.6. Bets can be declared void regardless of whether the event has been settled or not.
- 9.5. When an Account Holder places a Bet using crypto-assets, the Company reserves the right, in exceptional circumstances which are out of its control, to pay out Winnings in another denomination at the exchange rate of when the Bet was placed.
- 9.6. An Account Holder shall find the respective rules, descriptions, and the probabilities of winning in areas of the Website dedicated to the relevant sports betting activity and/or event linked to a specific Bet. By betting, an Account Holder confirms that they know and understand the rules applicable to the Bets they decide to place and these Terms and Conditions.

10. Online chat rules

- 10.1. Certain Games are offered to the Account Holder with a free online chat feature so that they can communicate with the dealer or other players at the table during the Game. The following rules shall be implemented and upheld to ensure a pleasant atmosphere on the network, prevent cheating and give Account Holders a sense of community. The Account Holder shall not use the online chat feature for any purpose other than for matters relating to the relevant Game. Private chat between players is prohibited.
- 10.2. In any event, the Company shall not be liable to any Account Holder who has used the online chat function, in relation to any damages resulting from the actions of another Account Holder.
- 10.3. The Account Holder shall indemnify the Company, and hold the Company harmless, against any liability for any damages resulting from the unlawful, illegal or improper conduct of the respective Account Holder or from the Account Holder's violation of the rules of the online chat.

- 10.4. The online chat function is moderated and/or monitored by the Casino Game Provider automatically or manually. All conversations are recorded and retained for a reasonable period of time. In case the rules of the online chat have been violated, the moderator will warn the Account Holder. If the Account Holder does not change their behaviour, they may be removed from the chat room.
- 10.5. The Account Holder can also be removed immediately without prior warning. In the event that the Account Holder has been removed from the chat room multiple times, the Casino Game Provider may, at its discretion, block the Account Holder's access to the chat room permanently. Any suspicious conversations will be reported to the appropriate authorities.
- 10.6. The Account Holder shall respect the following rules of conduct:
- 10.6.1. use the online chat feature in good faith;
 - 10.6.2. not to violate or attempt to violate the privacy or rights of other Account Holders;
 - 10.6.3. not to harass or cause suffering or inconvenience to other Account Holders;
 - 10.6.4. not to transmit content that goes beyond the bounds of good taste or is offensive;
 - 10.6.5. not to disturb the normal course of the conversation;
 - 10.6.6. not to use profanity, obscene or foul language, or threats;
 - 10.6.7. use a tasteful nickname (the Company and/or the Casino Game Provider reserve the right to change an Account Holder's nickname if the rules are not followed);
 - 10.6.8. not to argue or quarrel with other Account Holders;
 - 10.6.9. the conversation with other Account Holders shall not contain any prohibited content, including:
 - 10.6.9.1. pornography or sexual content;
 - 10.6.9.2. any incitement of hatred (especially based on race, nationality, gender, religion or sexual orientation);
 - 10.6.9.3. derogatory words related to diseases and disabilities;
 - 10.6.9.4. promoting, encouraging or facilitating anti-social behaviour;
 - 10.6.9.5. discrimination of any social group or incitement to discrimination, or exploitation of vulnerable groups in society;
 - 10.6.9.6. promoting or inciting violence, terrorism or other activities that threaten national security;
 - 10.6.9.7. promoting, encouraging or facilitating illegal activities;
 - 10.6.9.8. misleading information, defamation;
 - 10.6.9.9. promotion of tobacco, alcohol or drugs;
 - 10.6.9.10. promotion of firearms;
 - 10.6.9.11. any content that may be harmful to the Company or any of its Affiliate and Connected Persons.
 - 10.6.10. not advertise or promote third party websites or activities (including forums);
 - 10.6.11. not use a false identity;
 - 10.6.12. not provide or request personal information;
 - 10.6.13. be respectful, polite and friendly to all other Account Holders and chat room moderators;
 - 10.6.14. not to spam the chat room;

10.6.15. not to try to influence the actions of other Account Holders and thus the results of the Game, including but not limited to, by intimidating, insulting or showing the strength of their hand during the Game.

10.7. The online chat rules included herein shall apply in the chat rooms of all Games offered to the Company's Account Holders and they are to be construed as supplemented by the rules of a specific Game. All mentioned rules may be subject to change from time to time.

11. Customer Support Rules

11.1. The Company may opt to make available to the Account Holder and/or Player an AI chatbot operated by a third-party provider to assist the Account Holder and/or Player with information. When using such AI chatbot, while every effort is made to ensure the accuracy and reliability of the responses provided by the AI chatbot, the Account Holder and/or Player acknowledge that the use of AI chatbots is not infallible or flawless. The Company disclaims any responsibility for errors, inaccuracies, or omissions in the responses generated by the AI chatbot. The Account Holder and/or Players are encouraged to independently verify the information provided. The Company shall not be held liable for any damages arising from the use of the AI chatbot. In the event of any discrepancies between the AI chatbot's responses and the Company's Terms and Conditions (including any other terms included therein by reference), the latter shall prevail.

11.2. By reaching out to the Company's customer support, an Account Holder agrees to abide by the following rules:

11.2.1. Account Holders shall communicate with support agents in a respectful and courteous manner;

11.2.2. To help The Company resolve inquiries efficiently, Account Holders must provide accurate and complete information related to their issue or request. Misleading or false information may lead to delays in resolving the query; in no circumstance will the Company be held responsible for any such delays;

11.2.3. Account Holders shall not make use of offensive, abusive, or inappropriate language in their communication with the support team;

11.2.4. Account Holders shall not share credit card details or passwords, secret keys, secret words, private keys or similar confidential information through the support channels;

11.2.5. If Account Holders have suggestions or comments regarding the support service, they are encouraged to share them constructively;

11.2.6. The Company does not tolerate any abuse or misuse of its support channels, including spamming, trolling, or harassment of support agents.

Behaviour which goes contrary to any of the above may result in the termination of support services and/or the closure of the respective Registered Account.

12. Sustainable Gaming

- 12.1. An Account Holder, Player, or other user of the Website may understand how the Company promotes safer gambling practices and supports responsible play by reading the Sustainable Gaming page.
- 12.2. An Account Holder may, at their discretion choose to self-exclude themselves from playing any Games and placing any Bets on the Website. In order to self-exclude oneself, an Account Holder must login to the Website and go to the sustainable gaming settings.
- 12.3. In case an Account Holder opts for self-exclusion in the manners contemplated above, then an Account Holder shall not be able to play for real money or bet during the exclusion period. The exclusion periods can be found in the sustainable gaming settings accessible following a successful login by an Account Holder. Self-exclusion applies to both Games and Bets. Without prejudice to Clause 12.5., any self-exclusion request would be valid for the Website only and does not include other sites operated by the Company or other third party operators.
- 12.4. When setting up a Registered Account or any time after registration, an Account Holder may also choose to impose different limits on their Registered Account. Any information relating thereto shall be made available to the Account Holder on the relevant part of the Website, contents of which shall form part of these Terms and Conditions as the context requires. For any limit that applies across all brands operated by the Company, the Account Holder should be aware that there may be technical delays in implementing the limit across different sites; The Company accepts no responsibility for losses occurring during such time. When using crypto-assets, the Account Holder will be able to set limits in the fiat currency shown on the relevant part of the Website to set limits. All limits apply only for the Website and do not extend to any other site and/or brand whether operated by the Company or otherwise.
 - 12.4.1.
- 12.5. The Company reserves the right to impose any player protection measure, including but not limited to limit(s), exclusion, closure etc, to an Account Holder for player protection purposes.
- 12.6. Any notice from an Account Holder regarding the application of self-exclusion with the Company or introducing a betting limit on the Account Holder or rendering the same more stringent shall be enforced immediately by the Company. Any notice from an Account Holder increasing or revoking a betting limit shall have effect only after 24 hours from when the Company receives the above mentioned notice.

13. Privacy and data protection

- 13.1. An Account Holder, Player or other user of the Website, may understand how the Company collects, processes and stores their personal data by reading the Privacy Notice.

- 13.2. The Company shall respond to all complaints regarding privacy and personal data within 30 days from receiving them. The Company may extend the time for a full response by another 60 days if more investigation is needed. If the time is so extended, the Company shall send an email to the person, informing about the extra time needed. The email will be sent within the first 30 days from receiving the complaint.

14. Disclaimer

- 14.1. Account Holders are advised to comply with the laws of the jurisdiction in which they live and/or are residents.
- 14.2. The Company does not offer advisory services to Account Holders in any matter, including but not limited to, tax or legal matters. Account Holders seeking advice on tax and legal matters should contact the appropriate advisors and/or authorities in the jurisdiction where they reside and/or are resident.
- 14.3. The Company is not a financial institution nor a crypto-asset or virtual asset service provider and should not be regarded as such. Therefore, Account Holder's accounts will not accrue any interest, and no conversion or exchange services, including fiat-crypto exchange, will be provided by the Company at any point. Furthermore, the Company does not control any DLT Networks.
- 14.4. The Company does not recognise or accept any claims related to any damages to the Account Holder and/or Player and/or third party caused directly and/or indirectly by any:
- 14.4.1. error, typographical error, misinterpretation, misheard information, misunderstood information, translation error, typographical error, reading error, transaction error, technical hazard, registration error, error of judgement, force majeure and/or other similar event;
 - 14.4.2. violation of the Terms and Conditions, and/or the Agreement;
 - 14.4.3. criminal activity, including but not limited to, hacking incidents;
 - 14.4.4. financial risk and loss, including but not limited to, currency exchange rate fluctuations; and/or
 - 14.4.5. legal action and/or other remedies.
- 14.5. If a Game is disrupted due to a telecommunication system failure, an issue with the Player's or Account Holder's computer system, or any error or malfunction after placing a wager, the Company shall make every reasonable effort to ensure that the Company's computer system allows the Player or Account Holder to resume their participation in the Game once the system is restored, restoring the Player's or Account Holder's status to that of the moment just before the interruption occurred. In case the Company's system cannot facilitate this resumption, the Company shall take the following actions: (i) terminate the Game, and (ii) refund the amount of the wager back to the Account Holder's Registered Account.
- 14.6. If a Game becomes "stuck" in a state where it is unable to complete, the Company reserves the right to regularly address such situations and refund the wager to the Account Holder's Registered Account.

- 14.7. By playing and/or betting on or through the Website and/or any Games, or by placing any Bets, an Account Holder or Player accepts and acknowledges that restrictions arise relating to the use of the Internet, in particular:
- 14.7.1. one acknowledges that there may be technical issues, slow response times, issues with information transmission, interruption failures and, in general, all kinds of connection and transmission failures;
 - 14.7.2. restrictions resulting from the protection of data;
 - 14.7.3. threats of being infected with viruses that are potentially spread on the Internet.
- 14.8. Therefore, the Company is not responsible for the following non-exhaustive list of activities and circumstances:
- 14.8.1. transmitting and/or receiving any data and/or information;
 - 14.8.2. any network failure that prevents the successful progress of any Game and/or Bet;
 - 14.8.3. material failure of any receiving or communication chip;
 - 14.8.4. loss of any data;
 - 14.8.5. damage caused by any virus, program error, technical failure;
 - 14.8.6. any damage caused to Account Holder's materials;
 - 14.8.7. any failure that precludes or limits the ability to participate in the Game and/or Bet or failure that damaged the Player's or Account Holder's computer system.
- 14.9. In the event of unforeseen technical issues or circumstances beyond the Company's control, such as problems arising from third-party providers, the Company may be required to void wagers and/or Bets and provide refunds to Account Holders. It is essential to acknowledge that the performance and operation of the Website can be impacted by the state of the Account Holder's or Player's computer equipment, mobile device, and Internet connection. Consequently, the Company cannot guarantee uninterrupted, faultless, or error-free operation of the Website. The Company shall not be liable for failures or issues that may arise due to third-party providers of software or services, or any hardware, software, or connection used by the Account Holder or Player.
- 14.10. The Player or Account Holder shall take all appropriate measures to protect the data and/or software stored on their computer against any attacks.
- 14.11. Connecting to the Website and participating in any Game and/or Bet is at the Player's or Account Holder's own risk.
- 14.12. The Company shall not acknowledge or accept any claims for damages and/or losses incurred by the Account Holder and/or third parties, which are directly and/or indirectly caused by the Account Holder who:
- 14.12.1. has used a third party's payment instrument or account to make deposits to a Registered Account in his own name;
 - 14.12.2. has requested withdrawals from a Registered Account in his name to a third party account;
 - 14.12.3. has submitted incorrect information about the Bank Account belonging to him from the Registered Account in his name for making withdrawals;
 - 14.12.4. has allowed third parties to use the Registered Account in his name to make deposits or withdrawals.

- 14.13. Where these Terms and Conditions are published in a number of languages for information purposes and ease of access, it is only the English version that constitutes a legal relationship between the Company and an Account Holder, Player or other user of the Website, as may be applicable. In case of any discrepancy between the English and the non-English version of these Terms and Conditions, the English version shall always prevail.

15. Limitation of liability

- 15.1. An Account Holder, a Player or anyone else interacting with the Website, does so at one's own risk. The Website, Bets and the Games are provided without any warranty whatsoever, whether express or implied.
- 15.2. Without prejudice to the generality of the preceding Clause, the Company and its Affiliate and Connected Persons:
- 15.2.1. do not warrant that the Software or the Website is/are fit for their purpose;
 - 15.2.2. do not warrant that the Software and Website are free from errors;
 - 15.2.3. do not warrant that the Website, Bets and/or Games will be accessible without interruptions;
 - 15.2.4. shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to the use of the Website or a person's participation in the Games and/or Bets.
- 15.3. In no event shall the liability of the Company, and that of its Affiliate and Connected Persons, exceed, in the aggregate for all claims, the amount of €1,000.
- 15.4. The Account Holder and/or the Player hereby agrees to fully indemnify and hold harmless the Company and its Affiliate and Connected Persons for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to their use of the Website or participation in the Games and/or Bets.

16. Third Party Content

- 16.1. The Website and/or the Games include third party content. In this respect, the Account Holder and/or the Player acknowledge and agree as follows:
- 16.1.1. the sole recourse of the Account Holder or Player with respect to a complaint linked to the playing of Games on the Website is through the means included in these Terms and Conditions; no recourse shall lie against any third party, including any Casino Game Provider, or any intermediary facilitating the provision of Bets and/or Games on the Website;
 - 16.1.2. it is forbidden to use any of the Streams, feeds or data for any purpose other than to make use of the Website and interact with the Company's Services and it is forbidden for any person to scrape or otherwise to seek to obtain or re-utilise or exploit the Streams data or feeds without authorisation;

16.1.3. there shall be no reverse engineering or decompiling of any of the software or back-office tools underlying the Streams, Bets and/or Games, modification, removal or obscuring of any proprietary notices placed on the Website, copy, reproduction or distribution of any parts of the Website, Streams, Games or any other layer of code or software that is in any way linked thereto by any means for any purpose whatsoever, attempting to derive source code or other Confidential Information from the Website or linked websites or use the Website or linked websites for any purpose other than playing the Games, placing Bets, accessing Streams for Account Holder's own personal use, or in any way that could adversely affect Casino Game Providers', Stream Providers', and/or any other third party's, names, images or reputation.

16.1.4. In the case of infringement of Clause 16.1.3. above, Casino Game Providers shall have a right of direct action, to enforce for their own and their group's benefit or the benefit of the Company, these Terms and Conditions for the purpose of enforcing directly against a breaching Account Holder, Player or other person interacting with the Website the restrictions set out above in relation to their Games.

17. Intellectual Property

17.1. The Company and its direct or indirect licensors (including Casino Game Providers and Stream Providers) are the sole holders of all rights in and to the Website, Games, Streams, media player where applicable, and code, structure and organisation, including copyright, trade secrets, intellectual property and other rights. An Account Holder, Player, or other person interacting with the Website, may not, within the limits prescribed by applicable laws: (a) copy, distribute, publish, reverse engineer, decompile, decode, disassemble, modify, convert, create derivative works or translate the Website or Streams or its software or documents; or (b) use the Website or access Streams in a manner prohibited by applicable laws or regulations. The Company reserves any and all rights implied or otherwise, which are not expressly granted to the Account Holder or Player hereunder and retain all rights, title and interest in and to the Website.

17.2. The term "Epicbet", its domain names and any other trademarks, or service marks used by the Company as part of the offering of the Games and/or operation of the Website, are solely owned by the Company or used by the Company under license agreements. In addition, all content on the Website, including, but not limited to, the images, pictures, graphics, photographs, animations, videos, music, audio and text belongs to the Company or its direct or indirect licensors and is protected by copyright and/or other intellectual property or other rights. An Account Holder, Player, or other person interacting with the Website, hereby acknowledges that by using the Website, they obtain no rights in any content, trademarks, other materials contained in, or accessible through, the Website, or any part thereof. Under no circumstances may a person use the said content, trademarks, other materials contained in, or accessible through, the Website without the Company's prior written consent. Additionally, an Account Holder, Player, or other person interacting with the Website, agrees not to do anything that will harm or potentially harm the rights, including the intellectual property rights of the Company.

18. Anti-Money Laundering

- 18.1. The Company complies with applicable rules addressing the prevention of money laundering and financing of terrorism. Any suspicious transactions shall be reported in line with applicable law.
- 18.2. If an Account Holder or Player becomes aware of any suspicious activity relating to any of the Games and/or Bets on the Website, they shall report this to the Company immediately.
- 18.3. Account Holders are prohibited from using the website for any illegal activities, including money laundering. Account Holders are also prohibited from transacting on the Website using crypto-assets that have been subject to coinmixing, tumbling, or any other act that tempers with the legitimacy of the origin of the crypto-assets. The Company shall monitor transactions and account activity for compliance with anti-money laundering laws and regulations. The Company reserves the right to carry out further investigation in case of suspicious transactions and the Account Holder might be unable to play until the investigation is completed. Furthermore, the Company reserves the right to integrate and/or use third party tools in order to undertake transaction monitoring.
- 18.4. The Company may suspend, block or close an Account Holder's Registered Account and withhold funds if requested to do so in accordance with applicable rules.

19. Breach

- 19.1. Without prejudice to any other rights, if an Account Holder, Player or other person interacting with the Website breaches in whole or in part any provision contained herein, the Company reserves the right to take such action as it sees fit, including terminating this Agreement or any other agreement in place with the said person and/or taking legal action against such person.
- 19.2. An Account Holder, Player or other person interacting with the Website agree to fully indemnify, defend and hold harmless the Company and its Affiliate and Connected Persons from and against all claims, demands, liabilities, damages, losses, costs and expenses, including legal fees and any other charges whatsoever, howsoever caused, that may arise as a result of:
 - 19.2.1. the said person's breach of this Agreement, in whole or in part;
 - 19.2.2. a violation by them of any law or any third party rights; and
 - 19.2.3. use by them of the Website.

20. Assignment

- 20.1. An Account Holder and/or Player shall not assign, sub-license or otherwise transfer, any of their rights or obligations under these Terms and Conditions to any person and nor shall they encumber such rights in any way.

21. Severability

- 21.1. If a provision of this Agreement is or becomes illegal, invalid or unenforceable in any jurisdiction, that shall not affect the validity or enforceability in that jurisdiction of any other provision hereof or the validity or enforceability in other jurisdictions of that or any other provision hereof.

22. Waiver

- 22.1. No waiver by the Company of any breach of any provision of this Agreement (including the failure of the Company to require strict and literal performance of or compliance with any provision of this Agreement) shall in any way be construed as a waiver of any subsequent breach of such provision or of any breach of any other provision of this Agreement.

23. Governing law and jurisdiction

- 23.1. The Agreement and any matters relating hereto shall be governed by, and construed in accordance with, the Applicable Law (as the term is defined above). An Account Holder, Player, or other user of the Website, irrevocably agrees that, subject as provided below, the courts of Curaçao shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning the Agreement and any matter arising therefrom and irrevocably waive any right that it may have to object to an action being brought in those courts, or to claim that the action has been brought in an inconvenient forum, or that those courts do not have jurisdiction. Nothing in this Clause shall limit the right of the Company to take proceedings against you in any other court of competent jurisdiction, nor shall the taking of proceedings in any one or more jurisdictions preclude the taking of proceedings in any other jurisdictions, whether concurrently or not, to the extent permitted by the law of such other jurisdiction.

24. Changes

- 24.1. The Company shall notify the Account Holder of any significant changes to the Company's Terms and Conditions.