

DISPUTE RESOLUTION POLICY

This policy outlines the procedure for resolving any disputes between the player and the Casino. All disputes arising from the use of our services will be resolved in accordance with Curacao procedure rules and are subject to the following provisions.

1. Scope of the Policy

This policy covers all disputes related to:

- Game outcomes
- Account balances and transactions
- Bonuses, promotions, or loyalty rewards
- Technical issues affecting gameplay or access
- General terms and conditions of service

2. Submitting a Complaint

If a customer wishes to raise a dispute, they must follow these steps:

- **Contact Customer Support:** The customer should contact our customer service team via the designated communication channels (email, live chat, or phone).

The complaint should include: Customer's account details; A clear description of the dispute; Any relevant evidence or documentation (e.g., screenshots, transaction IDs)

- **Initial Response:** Our customer support team will acknowledge receipt of the complaint within 24 hours and aim to provide an initial response as soon as possible. During this time, we may request additional information or clarification from the customer.

3. Internal Investigation and Resolution

Investigation:

Once the complaint is received, it will be reviewed by our customer support team and, if necessary, escalated to our compliance or technical teams for further investigation. This process includes reviewing game logs, transaction histories, and relevant systems to assess the validity of the complaint.

Resolution:

We aim to resolve disputes within 10 business days. If additional time is required, we will notify the customer and provide an updated timeline. Once a decision has been reached, we will inform the customer of the outcome and any corrective actions, if applicable.

4. Escalation to Independent Arbitration

If the customer is not satisfied with the outcome of the internal resolution process, they may escalate the dispute to an independent third-party arbitration body.

5. General Principles

Confidentiality: All disputes will be handled confidentially, and customer privacy will be respected throughout the process.

Fairness: We are committed to treating all disputes with impartiality and fairness.

6. Terms of Use Agreement

By using our services, customers agree to this Dispute Resolution Policy and accept the terms set forth here. This policy complements our General Terms and Conditions and other relevant gaming regulations. If you have any questions or need further assistance, please contact our customer support team at _____.