

GENERAL TERMS AND CONDITIONS

Version 2.6

Effective from the date: 08.11.2025

1 GENERAL RULES

1.1 Please read these General Terms and Conditions prior to using our website Bluechip (hereinafter referred to as the "Website"). By registration on the Website you agree to be legally bound by all of the following terms (hereinafter collectively referred to as the "Terms"):

- General Terms and Conditions displayed on this page;
- Privacy and Cookies Policy;
- Responsible Gaming Policy;
- Sports Betting Rules;
- Specific terms of advertising campaigns, bonuses, rewards and special promotions offered on our Website;
- Rules of particular games offered on our Website, which may be accessed through such games;
- Other terms and conditions that you may accept in order to use certain sections and services available on our Website.

In case of any discrepancy terms of advertising campaigns, bonuses, rewards and special promotions shall take precedence over the General Terms and Conditions.

If you do not agree to accept and abide by all of the Terms you must not create an account or use any of the services offered through our Website. Further use of the Website will indicate your acceptance of the Terms.

1.2 This Website is licensed by the Curaçao Gaming Control Board to offer games of chance under license number OGL/2024/609/0253 in accordance with the National Ordinance on Offshore Games of Hazard (Landsverordening buitengaatsse hazardspelen, P.B. 1993, no. 63) (NOOGH).

1.3 This Website is operated by the license holder - XZ Solutions B.V., incorporated in Curaçao with registration number 159328 and having its registered address at Dr. M. J. Hugenholtzweg 25, Unit 11, Curaçao (hereinafter referred to as the "Company").

1.4 Unless otherwise defined, all references in the Terms to "we", "us", "our" refer to the Company, while references to "customer", "you", "your" "player" refer to the person using our Website and accepting the Terms.

1.5 XZ Solutions Limited, a company under the laws of Cyprus, bearing company number HE 429164 and having its registered office at John Kennedy, 8, Iris Building, Limassol, Cyprus, provides payment management service to us, in order to enable us to process financial transactions to you. Irrespective of the above, XZ Solutions Limited, is not a party to the legal contract between you and us- you are contracting exclusively with Company for the provision of all services available on the Website.

1.6 The binding version of the Terms is the English version. All translations are provided for your convenience only. In the event of discrepancy between the English version of the Terms and any other language version, the English version shall prevail. By accepting the Terms, you warrant that your knowledge of English language is sufficient to fully understand the Terms.

2. REGULATORY REQUIREMENTS AND LIMITATIONS

2.1 You may use the Website's services only if you have reached the legal age to participate in gaming under the law applicable to you and are at least 18 years of age. By accepting the Terms you warrant that you comply with the above age restrictions, and you must immediately leave the Website if you have not yet reached the age of 18, or if you have not yet reached the legal age to participate in gaming under the law applicable to you.

2.2 The Company does not provide any assurances or warranties with regards to the legality of your use of the Website, particularly in case gambling is prohibited, regulated or unregulated in your jurisdiction. It is solely your responsibility to know and check the laws of your country concerning online gambling and you bear solely responsibility for your decision to use of the Website in view of legislation in your jurisdiction at all times. Before attempting to make use of our Website you must verify whether online gambling is legal in your particular jurisdiction and the legal age to participate in gaming. If at any time online gambling in your jurisdiction becomes illegal or otherwise restricted, you must immediately close your account with the Website and stop using its services.

2.3 Citizens and residents of the following countries (the "Excluded Jurisdictions"): Afghanistan, American Samoa, Aruba, Australia, Belarus, Dutch West Indies and Curaçao, Cyprus, Cuba, Democratic People's Republic of Korea (North Korea), Ethiopia, France (including French Guiana, French Polynesia, French Southern Territories), Iran, Iraq, Ireland, Israel, Lebanon, Libya, Lithuania, Laos, Malta, Moldova, Myanmar-Burma, the Netherlands, Pakistan, Palestine, Poland, Portugal, Russian Federation, Samoa, Saudi Arabia, Spain, Syria, Ukraine (including the territory of Crimea), the United Kingdom, the United States of America, Yemen do not have the right to open accounts with our Website or add monetary funds to their accounts. We reserve the right to change the list of Excluded Jurisdictions at our sole and absolute discretion and without forewarning. All such changes will be published on our Website. You must check the Terms frequently to make sure you are not located in any of the Excluded Jurisdictions as updated from time to time. If you live in, are citizen, or are located in one of these jurisdictions, you agree not to open and/or use your account on the Website and to immediately close your account if you have previously opened it. By using our Website, you warrant that you are not a citizen or resident of such jurisdictions.

2.4 Apart from the aforementioned Excluded Jurisdictions, please note that some of the software providers represented at our Website prohibit customers from certain jurisdictions from placing bets or using their respective software.

2.5 The Company retains the right to notify the responsible government bodies as well as other online casino operators, online service providers and banks, payment and credit card

processors, electronic payment providers, as well as financial institutions in case of a suspected fraudulent, illegal or otherwise suspicious activity. For your part, you agree to provide full cooperation to investigations of such activities.

3. PROTECTION AND SAFETY OF INFORMATION. ACCOUNTS.

3.1 The Company offers access to games only through a protected network using technology for encrypting sensitive data.

3.2 You may not use the Website may for commercial purposes or in someone else's name or interest. The Website may only be used for personal use in gaming.

3.3 Your account with the Website must be registered in your own and correct name. Only one account per person, per household / address, per phone number / email, and per IP address is allowed. Any other accounts that are opened on the Website will be considered as "Duplicate Accounts." You must not attempt to open a Duplicate Account, including by providing false or alternative credentials. If you open or attempt to open any number of Duplicate Accounts we reserve the right to close some or all of your accounts without any compensation and apply the following sanctions:

3.3.1 Each action performed using a Duplicate Account is considered void.

3.3.2 Any promotions that the Duplicate Account has participated in will be cancelled.

3.3.3 Any winnings obtained on the Duplicate Account will be void. Any processed withdrawals will be reversed and will be owed back to the Company.

3.3.4 The duplicate account will be closed without an option to reopen it.

3.4 We reserve the right to cancel bets, reject bonuses of any kind, cancel participation in any promotion, as well as permanently ban any customer from the bonus / promotion program of the Website at our sole and absolute discretion in case you opened Duplicate Account. The Company reserves the right to apply some or all above measures or not apply some of measures against Duplicate Accounts in particular cases at its sole and absolute discretion.

3.5 You must keep your login/username and password confidential and not disclose this information to third parties. You are solely responsible for any kind of action and/or transaction that are made using your account. Any party that enters your account using the correct login and password will be considered as you and any transactions will be considered as valid and made by you. We do not assume any responsibility for third parties accessing your account or for any losses connected with the unauthorized use of your account.

3.6 It is forbidden to use the login and password of any other person to access the Website.

3.7 In case the Company suspects that you attempt to break or figure a way around our security system, the Company reserves the right to immediately block your gaming account and suspend your access to the Website's services, as well as inform the government or relevant authorities.

4. YOUR RESPONSIBILITIES

4.1 Your responsibilities include finding out whether Website access, use, deposit placement as well as receiving winnings from online gaming are legal according to the active legislation in your jurisdiction.

4.2 You assume full responsibility for paying all taxes, collections and other expenditures associated with any win from using the Website services according to laws applicable to you. You agree to compensate the Company for all expenses or losses that the Company may incur as a result of any liability or requirement presented to us by a government body due to requirements to withhold or pay taxes or similar requirements in connection to your withdrawal request or income.

4.3 You must immediately let us know of any changes in your registration data.

4.4 You must provide us with all information that we may request in order to manage Your Account, verify your identity or the source of the funds deposited to Your Account. You must provide this information within 30 calendar days after the request is made. We reserve the right to freeze funds on Your Account until you provide the documents and information we requested. In case you fail to provide the information requested for verification of your identity within 30 calendar days after the request is made, we reserve the right to restrict your ability to make transactions with Your Account and participate in games on the Website until you provide the documents and information we requested.

4.5 You understand and agree that bonuses and promotions have their own terms and conditions. These are listed in the relevant sections of the Website. In case issues arise about the conditions of these promotions, bonuses and special offers, the terms and conditions of the promotions, bonuses and special offers will prevail of these General Terms and Conditions.

4.6 You shall use the payment system services available on the Website in accordance with the rules of use imposed by the respective providers of such services.

4.7 You accept and agree that the result of the games on the Website is defined by a Random Number Generator and you accept the results of all such games. You agree that in the event of a discrepancy between the result of a game that appears on your screen and the game server utilized by the Website, the result on the game server shall prevail. You agree that our records will be the sole and sufficient evidence in determining the terms and circumstances of your participation in the relevant online gambling activity and the results of such participation.

4.8 You agree not to bring harm to the Website or its reputation.

5. YOUR WARRANTIES

5.1 By opening an account on our Website and by using our Website you warrant that:

5.1.1 You are acting on your own behalf.

5.1.2 You have reached the legal age to participate in gaming under the laws applicable to you and are at least 18 years of age.

5.1.3 You do not have a gambling addiction, you don't use the Website under the influence of alcohol, drugs or other substances.

5.1.4 All data and information that you have provided when registering at our Website is true and real and you will continue updating this information in case of any changes.

5.1.5 You fully understand and accept the fact that there is a possibility of monetary loss while using our services.

5.1.6 You are not using monetary funds that you have received in an illegal way or from illegal sources.

5.1.7 You have not entered into collusion and will not make an attempt to collude directly or indirectly with another customer of the Website.

5.1.8 The credit/debit card or any other payment method that you use to top up your account balance belongs to you, is not stolen, and has not been lost by another person. Company reserves the right to close your account and void any winnings in case of a reasonable suspicion that you have violated this warranty.

5.2 By registering an account on this Website you warrant that you have never previously registered another account or received any money through an account belonging to any other person.

5.3 By registering an account on this Website you warrant that you have provided us with true and complete information as requested in the registration form and/or personal info page.

5.4 3 By registering an account on this Website you warrant that you are legally allowed to gamble online under the law applicable to you.

6. AVAILABLE CURRENCIES.

6.1 We accept payments made in INR, USD, EUR, BTC, ETH, TRX and other currencies available on the page Payment Methods.

6.2 The Player is aware of possible changing of the exchange rate for cryptocurrencies depending on the market value. It is not allowed to exchange cryptocurrencies to FIAT currency (USD or EUR) on the Website.

6.3 The Player will receive any bonus, rewards, or any other promotions in currency, which was selected by the Player upon registration at the Website.

7. DEPOSITS

7.1. In order to be able to use the services on the Website and participate in the games, you must deposit funds into your Account. The Company reserves the right to undertake relevant checks in connection with any deposits effected. It is not possible to obtain credit to use the services on the Website.

7.2. Deposits to your Account can be made using the deposit methods provided on the Website. The Company reserves the right to implement, at any time, changes in accepted deposit methods. Similarly, in special circumstances and if further conditions are satisfied, the Company reserves the right to only accept deposits made using specified deposit methods.

7.3. Different payment methods may impose different transaction limits. The Company reserves the right to setup maximum and minimum amount for single deposit per transaction, maximum daily, weekly and monthly limits for deposits.

7.4. When making any deposit to your Account, you simultaneously agree not to initiate chargebacks and request refunds; or, in any other way, annul your deposit to the account. A breach of this provision shall constitute a material breach of the Conditions and shall entitle the Company to seek compensation, for instance by forfeiting any winnings held in your Account.

7.6. From time to time, the Company may offer you a bonus in the form of so-called “bonus money”. The Conditions for receiving a bonus depend on the bonus in question and can be found on the Website or directly with the bonus offer itself.

7.7. Bonus money is shown separately in your Account and can only be withdrawn when all requirements attached to it have been fulfilled. If an account holds both money you have deposited and bonus money, the bonus money may only be used to place bets once the money you have deposited has been used up. If you ask to withdraw money (said money qualifying for the award of a bonus), you waive all bonus money and any sums you may have won therewith.

7.8. The account balance is not a bank balance and therefore cannot be subject to insurance, asset-backing or guarantees of any other kind. A deposit or an active balance does not earn any interest.

7.9. You should only deposit money in your account for the purposes of using such money to place bets/wagers on the Website. We shall be entitled to suspend or close your account, if we

reasonably consider or have reason to believe that you are depositing money without any intention to place bets/wagers. First deposit can be withdrawn only after it was used for placing bets/wagers on the Website.

7.10. You acknowledge and agree that the Company generally offers no refunds of the funds deposited to your account. However, we may consider a refund in case technical problems have prevented you from using our Website and in other exceptional circumstances. If you wish to request a refund in case of technical problems with our Website, you need to do so within the first 48 hours of the transaction in question for it to be considered. Prior to any amounts being processed for refund, all bonuses and winnings in your balance will be removed prior to calculation of the refund amount. We will inform you of the outcome of your refund request within 5 days of receiving thereof. If the refund request is unusually complex and provided that where the additional investigation is required to complete it, such period may be extended further. For the avoidance of doubt, all refunds are always at our sole and absolute discretion.

7.11. If you have any problems with depositing funds into your Account, or any questions related to deposits, you must contact customer support on support@bluechip.io or payments@bluechip.io.

7.12 Special provisions regarding AstroPay payment method. Neither AstroPay, nor any of its affiliates nor any of its brands, have made or will make any warranty nor representation as to the goods and/or services provided by us and that AstroPay and its affiliates shall not be liable whether in contract, tort (including negligence), for breach of statutory duty, or otherwise for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising out of, or in connection with the products and/or services Merchant provides. Moreover, regarding our business relation with Astropay, we hereby declare their activities are exclusively those related to payment processing.

8. WITHDRAWALS

8.1. Provided that the following conditions are satisfied, you can ask to withdraw money from your Account at any time provided that:

8.1.1. all deposits have been completed, approved and not made the object of annulment or chargebacks or been recalled in any other way.

8.1.2. all security and verification checks detailed in the Conditions have been successfully completed where applicable.

8.2. Different payment methods may impose different transaction limits. The Company reserves the right to setup maximum and minimum amount for single withdrawal per transaction, maximum daily, weekly and monthly limits for withdrawals.

8.3. You can withdraw any winnings from your account by submitting withdrawal request. When the Company has approved a withdrawal, you must supply enough information for us to be able to implement the withdrawal.

8.4. Funds that are subject to restrictions (e.g., bonus money) are not withdrawable and they are shown in a separate balance on the main page of your player profile. Bonus money may be forfeited upon processing of withdrawal if specific requirements are not met.

8.5. If Your Account is closed or blocked, or your access to the Website's services is suspend, or if access is denied for any other reason, you can contact customer support on support@bluechip.io or payments@bluechip.io to request withdrawal of any balance in the Account. Customer support will immediately examine the withdrawal request and inform you directly once a decision has been made. If there are factual circumstances preventing withdrawal, the money will be withheld until these circumstances have been resolved.

8.6. You agree that the Company reserves the right to cancel any withdrawal in the event of you being suspected of fraud, collusion, illegal activity or breach of these Terms. The Company may delay processing of your withdrawal request to perform checks of your identity, account balance, source of funds and your compliance with the Terms. In such cases, the Company may start and/or take part in and/or help in the investigation of the circumstances and you agree to provide support and assistance in any such investigation.

9. RIGHTS OF THE COMPANY

9.1 The Company retains the right, on its sole discretion:

9.1.1 To deny registration to any customer who has submitted a registration request at the Website for any reason and without the need to give explanation.

9.1.2 To deny accepting a bet at the Website.

9.1.3 To deny a bonus to any customer without the need to give explanation, as well as to forbid the participation of a single customer or a group of customers in any or all promotions.

9.1.4 To use additional procedures and means to verify your identity (KYC), both before and after effecting deposits into your account and / or making a withdrawal.

9.1.5 To perform any checks of a customer's background with credit and financial institutions for verification of the information that has been provided.

9.1.6 The Company reserves the right to postpone performing any payments or providing the sum of the winnings until the identity of the person has been verified to ensure that the payment will be made to the real holder of the account. To do this, the Company reserves the right to request documents that confirm identity and location.

9.2 In case of disagreement regarding a bet or winnings, the decision of the Company is final and not negotiable.

9.3 The Company reserves the right to disclose personal information to law enforcement authorities and/or third parties in accordance with our Privacy and Cookies Policy and other sections of these Terms.

9.4 If suspicions of fraud on your part arise while you are using the services or in case funds are recalled/disputed, the Company reserves the right to withhold any sum on your balance that exceeds the initial balance and, if necessary to contact the relevant authorities to collect any payments that you owe to the Company.

9.5 We reserve the right from time to time to conduct a game play review/review the customer's gaming activity. If upon such a review it appears that the customer violates the Company's Anti-Fraud Policy (paragraph 10 of the present Terms&Conditions), we reserve the right to revoke the entitlement of such customer to any promotions awarded, to void any winnings obtained from the promotion, to prevent entitlement to other promotions or to suspend the account.

9.6 The Company reserves the right to suspend your access to the Website's services or block your account without prior notice in the event that you are suspected of participating in a fraudulent, illegal, or improper activity. In that case, the Company does not have any responsibility for returning or compensating the funds that remain in your account balance.

9.7. In case the Company considers a customer as a high-risk customer due to the results of checks and verifications performed by the Company according to anti-money laundering requirements and regulations, the Company reserves the right, in its sole discretion, to block account or freeze the funds on the account.

9.8. In case we, in our sole discretion, believe that a customer is involved in any fraudulent activities, we reserve the right to close the customer's account at the Website and all other partner websites on our platform. Furthermore, we reserve the right to void any winnings obtained, cancel any pending withdrawals and refund the last deposit made into the account.

10. ANTI-FRAUD POLICY

10.1 The Company has a strict anti-fraud policy and utilizes various anti-fraud tools and techniques. The Company considers the following actions as fraudulent including, but not limited to:

- participating in any type of collusion with other players;
- development and use of strategies aimed at unfaithful bonus abuse;
- fraudulent actions against other online casinos or payment providers;
- provision of counterfeit documents;
- use of stolen cards;

- creating more than one account in order to get advantage from the Company's promotions;
- provision of incorrect registration data;
- provision of counterfeit documents.

10.2 Other types of cheating and bonus abuse. While playing with an active bonus, it is forbidden to engage in activities that give the player a clearly unfair advantage. Such activities include, but are not limited to, these:

- Delaying game rounds in any game, including free spins and bonus features, to a later time when you have no wagering requirements.
- While wagering deposit in [Instant Games](#), the customer should cash out (whether manually or using the Auto-Cashout feature) at multiplier x1.5 or higher. Otherwise, it shall be considered fraudulent behavior. In such a case, The Company reserves the right to void (confiscate) any or all the player's amounts.
- Leaving large bets on the table, for example in blackjack, and returning to the game after bonus wagering has been completed.
- Playing games with bonus money to build up in-game value, lose the bonus funds, and then cash out on the built-up value during real-money play,
- Using strategies that take advantage of any software bug or failure.

The Company reserves the right to void bonuses and any winnings from such bonuses in case of bonus abuse.

10.3 Should you become aware of possible errors or incompleteness in the software, you agree to refrain from taking advantage of them. Moreover, the you agree to report any error or incompleteness immediately to the Company. Should you fail to fulfil the obligations stated in this clause, the Company has a right to full compensation for all costs related to the error or incompleteness, including any costs incurred in association with the respective error/incompleteness and the failed notification by the user.

11. LIMITATIONS OF LIABILITY

11.1 You accept and agree that the Company does not hold any responsibility or control over how you use the software. You agree that using the Company's services is exclusively your decision and you agree that you are aware of and accept all possible risks.

11.2 The Company does not accept liability for any agreements, illegal actions, negligence, harm or loss of any size, including, but not limited to the loss of data, income, reputation, as well as for any losses that are not foreseen by the Company at this moment.

11.3 Neither the Company, nor the software provider, nor any of our affiliates or connected parties will take any liability for any losses, expenses or harm that are supposed or are actual consequences of:

11.3.1 any error that you made by entering the wrong information.

11.3.2 any kind of fraud, false or misleading activity.

11.3.3 the Company's decision not to accept your deposit, refuse to open your account or decision to suspend or close your account.

11.3.4 any delay in receiving or accepting a deposit or holding your withdrawal to complete the identity and other checking procedures.

11.3.5 using your account for purposes that may be considered illegal according to the applicable legislation.

11.3.6 any operations and transactions that are conducted after correct input of your username and password.

11.3.7 any unsanctioned use of data connected to you or your account.

11.3.8 inability to use the Website or absence of access to it for any reason.

11.3.9 any action or transaction that is performed by a third party using your username and password.

11.3.10 low quality of access (or lack of access) to the Website or the software used therein, bugs and errors due to unforeseen technical reasons.

11.3.11 any circumstance out of the Company's direct control, including problems connected to the equipment and software (including computer viruses and software), data transferring systems, telephone or other communication methods, or by your internet service provider.

11.3.12 loss of any transactions that arises from incorrect functioning of connection used by you or any other organization that transfers data between you, the Company or any other company that is regulating payments.

11.3.13 any electronic communication that was not received.

12.3.14 the result of any action on behalf of the government or force majeure circumstances.

11.3.15 participating in gaming/betting if such participation is illegal according to the applicable legislation of the country the customer resides in.

11.3.16 any errors, omissions, typos, bugs on the Website or the software used therein.

12. DORMANT ACCOUNTS

12.1. If You do not use Your Account for betting or gaming, making a deposit, withdrawal or transfer, or if it is otherwise inactive, for a period of at least 6 consecutive calendar months

then it will be a “Dormant Account”. If your Account is deemed to be dormant, the Company reserves the right to charge an administrative fee to such Dormant Account of 5 USD per month (Dormant Account Fee) as long as the balance of Your Account remains positive. We will notify You when Your Account becomes a Dormant Account, and at least 14 days before any Dormant Account Fee is deducted from it.

You authorize the Company to debit Dormant Account Fee from Your Account at the beginning of the month following the day on which your account is deemed to be Dormant.

13. CHANGES ON THE WEBSITE

13.1 The Company retains the right to make any changes to the Terms at its discretion, at any time.

13.2 Any changes become effective from the date indicated in the Terms and accepted by the Customer. Company reserves the right to make changes to these Terms with prior notice of Customers. We will ensure that the Customer is informed about such changes. These Terms and Conditions shall be made readily available and accessible to Customers at all times. If you disagree with any of the changes, you must cease further use of the Website and close your account.

13.3 To avoid disputes, you agree that you are in fact using the Website when placing a deposit through your account, or presenting us with details of your deposit, placing a bet on your account.

14. NOTICES

14.1 You agree to contact us electronically. From time to time, we will place electronic messages on the Website, and/or contact you via email. You must provide us with correct contact information, otherwise the Company cannot be held responsible for you not receiving information on time. All correspondence, including electronic communication, is considered as “written” and to have been received no more than 5 business days after it has been sent. If you have any questions regarding your use of the Website or the Terms, please contact us at: support@bluechip.io.

14.2 You also, by accepting these Terms, give us your permission to use your personal data to inform you about our products or services or about promotional activities which we believe may be of interest or of benefit to you. We may do this via email, SMS, telephone or mail. If you no longer wish to receive marketing or promotional material from us at all or in any particular form, you may contact us and unsubscribe from promotional materials.

15.COMPLAINTS

15.1. In order to present a complaint, you are requested to submit a written complaint to complains@bluechipcasino.io or support@bluechip.io. Players may submit a complaint within

six (6) months from the date of the incident or the settlement or withdrawal related to the disputed bet or transaction.

15.2. In order for us to attend to your complaint in the most expedited way possible, we kindly ask that you include the following information in your communication to us:

- indication in the subject: 'Complaint';
- clear information about yourself as the account owner, including your name, surname and phone number, place of residence;
- a detailed account of the issue that has arisen and all the relevant information about the escalated complaint;
- specific dates and times associated with the complaint.

15.3. Our Customer Service department processes complaint within 1 week from the day of the receipt of complaint. We will inform you of the outcome of your complaint within 10 days of receiving the complaint. If the complaint is unusually complex and provided that where the nature of the investigation is such that more time is necessary to complete it, such period may be extended further.

15.4. Once a decision on your case has been made, you will be contacted and updated with the outcome accordingly.

15.5. To further enhance player trust and ensure accessibility, the Company maintains active cooperation with the following independent complaint mediation platforms:

- AskGamblers Complaint Service: <https://www.askgamblers.com/casino-complaints>
- Casino Guru Resolution Center: <https://casino.guru/complaints>

Players may submit complaints through these platforms at no cost. While the decisions of these entities are non-binding, the Company is committed to reviewing and responding to all such complaints professionally and in good faith.

15.6. Responsible Gaming complaints (e.g. self-exclusion) are acknowledged within 2 business days and resolved within 5 business days (extendable up to 2 weeks). Other complaints are acknowledged within 7 calendar days and resolved within 4 weeks (extendable up to 8 weeks in exceptional cases).

15.7. If a complaint cannot be resolved internally, players are entitled to escalate the matter to an independent ADR provider, free of charge. For avoidance of doubt, the company will bear all costs of the ADR process.

15.8. The Company will store all complaint records for a minimum of five (5) years and report complaint statistics biannually to the Curaçao Gaming Authority (CGA).

16. PROBLEM GAMBLING

16.1. The Company is committed to endorsing responsible wagering among its customers as well as promoting the awareness of problem gambling and improving prevention, intervention and treatment.

16.2. The Company's Responsible Gaming Policy sets out its commitment to minimizing the negative effects of problem gambling and to promoting responsible gambling practices.

17. APPLICABLE LAW AND JURISDICTION

17.1 Any legal claim or dispute arising under or in connection with the Terms or your use of the Website shall be settled in accordance with the Laws of Curacao.

17.2 The parties agree that any dispute, controversy or claim arising out of or in connection with the Terms, or the breach, termination or invalidity thereof, shall be submitted to the exclusive jurisdiction of the courts of Curacao. We cannot accept responsibility under the laws of any other jurisdiction. You explicitly agree to the exclusive jurisdiction of the courts of Curacao as set out in this section.