

TERMS AND CONDITIONS

Last updated: 02.06.2025

1. Your warranties

- 1.1. You declare that You are over 18 years of age or comply with a higher minimum legal age as stipulated in the jurisdiction of Your residence under the laws applicable to You. It is Your sole responsibility to know whether online gambling is legal in Your country of residence. It is a criminal offence to gamble whilst being under age.
- 1.2. You may participate in the Betting strictly in Your personal non-professional capacity for recreational and entertainment reasons only.
- 1.3. You are aware that the right to access and use the Website may be considered illegal in certain countries. We are not able to verify the legality of Our services in each and every jurisdiction, consequently, You shall be responsible in determining whether Your accessing and using of Our Website is compliant with applicable laws in Your country.
- 1.4. Important notice

These Terms and Conditions (hereinafter referred to as "Terms") are meant to regulate the betting provided through <https://chexx.bet/>, as well as other URLs licensed or owned by Continent Gaming N.V. (hereinafter referred to as "Website" or "Websites"). These Terms and Conditions and any document expressly mentioned therein, as well as any guidelines or rules or policies posted on the Website, constitute an agreement and understanding between the Parties and govern the contractual relationship between Continent Gaming N.V. and the Account Holder. Please read these Terms carefully and make sure You understand them. If You do not agree with any of the provisions, please refrain from further using Our Website. By registering on the Website, You enter into agreement with Continent Gaming N.V. and accept these Terms and Conditions as well as any other documents posted on the Website

2. General Information

- 2.1. <https://chexx.bet/> is owned and operated by Continent Gaming N.V. that is licensed and regulated by the Curaçao Gaming Authority to offer games of chance under license number OGL/2024/1332/0669.
- 2.2. Continent Gaming N.V. hereinafter referred to as "Company", "We", "Us", "Our" or "CHEXX" and the Player and the registered Account Holder shall be referred to as "You", "Yours", "User", "Player" or "Account Holder", as and where appropriate.
- 2.3. "Bets" or "Betting" refers to any of the betting facilities offered on the Websites <https://chexx.bet/>.

- 2.4. We reserve the right to modify these Terms from time to time for a number of reasons, including, but not limited to, in compliance with applicable laws and regulations as well as other legal requirements, therefore, We may amend this agreement at any time at Our own discretion. However, whenever significant amendments are made, We will notify You before they enter into force. Please remember that in case You disagree with any provisions of new Terms, You should stop using the Website.
- 2.5. The full text of Our Terms is available on the relevant home page of the Website at any time. Any aforementioned amendments will become effective immediately upon being posted on the Website. It is Your sole responsibility to review this Agreement as well as other documents posted on the Website in order to remain updated with all amendments and modifications.
- 2.6. You acknowledge that by registering and using this Website or any other Website that We own You are bound by these Terms as well as other documents posted on the Website, and it is deemed that You have read, understood and accepted all rules and terms.
- 2.7. These Terms apply to the use of the Website via Internet, mobile or any other platform.
- 2.8. of Our services in each and every jurisdiction, consequently, You shall be responsible in determining whether Your accessing and using of Our Website is compliant with applicable laws in Your country.
- 2.9. You warrant to Us that gambling is not illegal in the territory where You reside. Moreover, You declare that You are not a resident of or located (including temporary location) in the prohibited countries and territories listed in Section 7 (KYC Policy) of these Terms.
- 2.10. You warrant to Us that it is Your sole responsibility to report and calculate any taxes applicable in Your country, including those imposed on cryptocurrency and associated with Your use of Our services and Websites.
- 2.11. You warrant to Us that You bear the risk of loss of cryptocurrency when using Our services and Websites.
- 2.12. You warrant to Us that the funds that You deposit into Your Account:
- do not originate from any illegal, fraudulent or criminal activities or sources;
 - are deposited by payment methods that belong to You personally rather than to any other third persons.
- We reserve the right, at Our sole discretion, to cancel or adjust any transactions and to confiscate funds deposited and/or winnings generated from the deposited funds if We detect any suspicious activity related to Your Use of Our services and Websites. We also reserve the right to refuse any deposits at Our own discretion.
- 2.13. You warrant Us that you would avoid transferring virtual funds from Your Account to other Players as well as receiving funds from other Players and transferring, selling or acquiring accounts from other Players.

3. Account

- 3.1. In order to use Our Website and Betting facilities that We offer You should register an Account with Us (hereinafter referred to as "Account").
- 3.2. The Account is registered by submitting an application and providing some of Your personal details through Our registration form on the main page on the Website.
- 3.3. You may only open one Account on each of Our Websites. We retain the right to terminate any duplicate Account. If You open or attempt to open more than one Account, for whatever reason, We may block or close any or all of Your Accounts at Our own discretion. We may also at Our own discretion void any or all the Bets that have been placed in the duplicate Accounts. If We decide to leave one of Your Accounts opened, it will be the first Account that You opened with Us to which Your remaining deposits, if any, will be transferred.
- 3.4. Only one Account for each household, IP address and computer device is allowed. If two or more users share the same household, IP address or computer device, We shall be informed by the respective Accounts' holders. If You notice that You have more than one registered Account You should notify Us immediately. Failure to do so may lead to Your Account being blocked.
- 3.5. You should enter all mandatory information requested in the registration form and it is Your sole responsibility to ensure that the information You provide is true, complete and correct. You are hereby notified that We carry out verification procedures and that Your Account may be blocked for access or closed if We suspect that You have supplied Us with false or misleading information.
- 3.6. As a part of Our registration process, You will have to choose Your username and password for Your login into the Website. It is Your sole and exclusive responsibility to ensure that Your login details are kept securely, You should not disclose them to anyone. We are not responsible for any abuse or misuse of Your Account by any third parties.
- 3.7. We reserve the right, at Our own discretion and at all times, to request KYC documents to verify Your identity, location and any facts and information You provide Us with. Any such requests may be made whenever We deem necessary and We reserve the right to suspend Your Account pending any investigations and verifications.
- 3.8. We reserve the right to refuse or close the Account at Our own discretion and without any explanation whatsoever, however, any contractual obligations already made by Us shall, without prejudice to any rights available at law, be honoured accordingly.
- 3.9. You understand and accept that We strictly prohibit player collusion and We do not allow the use of robotic, automated, mechanical, electronic or other devices to make automated decisions in respect of any Bets, whether such use is attempted or affected by You or by any third parties. Should We have reasonable suspicion that any such device is being used on Our Websites, We reserve the right to void any Bet that We suspect has been made using

such a device and exclude any customer from any promotion or competition in which We suspect that such a device has been used.

- 3.10. You are also prohibited from using external resources designed to provide a player with an unfair advantage over other players, including, but not limited to, any third-party software applications and databases as well as websites, web-based databases, subscription services and assistance of any other person regardless of whether or not that person is also the holder of the Account. As a consequence, we may suspend the Account pending investigation and terminate the Account at Our sole discretion. We equate the use of the aforementioned devices to fraudulent behaviour and reserve the right not to refund any balance on the Account and to cancel any pending Bets.
- 3.11. The games on Our website are for Your personal use. It is strictly prohibited to use the games for commercial purposes, including but not limited to deriving income from the unauthorized streaming, broadcasting, transmission, and/or publishing of the games.
- 3.12. Using the games on the Website in any way that could damage Our reputation or brand is strictly prohibited.
- 3.13. We will deem Your Account to be inactive if it has not been accessed for forty-five (45) consecutive days and it has a positive balance on it. Please note that upon expiration of this term We might close Your Account with the refund of Your deposit left on the Account. We shall take all reasonable steps to try to notify You about the Account closure and refund option via e-mail or phone, however, if You fail to respond to Our notification Your virtual funds will be requested by Us as an administrative fee.
- 3.14. You may close Your Account at any time by contacting customer support by e-mail. Any funds remaining on Your Account will be remitted to You. The effective closure of the Account will correspond to the termination of these Terms, however any obligations already entered into shall be honoured.
- 3.15. All communication between the Account holder and Us is kept on record for compliance as well as accounting and financial regulations' purposes. In case Your Account is closed, the respective information related to it is saved for five (5) years from the time of such closure. Related information includes personal details of the Account Holder and transactional details. Upon the expiry of this period all the information will be archived.

4. Deposits

- 4.1. When You open the Account with Us, We require You to make a minimum deposit before You can place any Bets. You may use Our services only in case there are enough virtual funds on Your Account. Virtual funds shall mean cryptocurrencies available for replenishment of the Account. Please find the table below to check available blockchains and cryptocurrencies for replenishment:

Blockchain	BTC	ETH	USDT	USDC	LTC	BNB	TRX	TON	POL
Bitcoin	✓								
ERC20 (Ethereum)		✓	✓	✓					
BEP20			✓	✓		✓			
Litecoin					✓				
TRC20 (Tron)			✓				✓		
TON			✓					✓	
Polygon (POL)			✓						✓

- 4.2. When You make a deposit, make sure that it is in one of the supported blockchains and cryptocurrencies, otherwise the funds will not be credited to the Account. The deposit may be returned to You or may be non-refundable according to the Terms.
- 4.3. Please note that We do not provide any kind of virtual loan for games.
- 4.4. You can make a deposit at any time online by using Your personal cryptocurrency wallet. The maximum deposit amount will be displayed at the stage of selection of available cryptocurrencies for replenishment.
- 4.5. We reserve the right to define minimum and maximum deposit amounts provided that they shall be indicated on Our Websites. We also retain the right to change them at any time that We deem appropriate.
- 4.6. Please note that the deposit, which is less than the set minimum limit for the selected blockchains and cryptocurrencies, will not be credited to the Account. You retain the right to make an additional deposit to replenish the balance to the minimum limit so that the funds are credited to the Account. Please find the table below to check minimum limits for the replenishment for supported blockchains and cryptocurrencies:

Blockchain	BTC	ETH	USDT	USDC	LTC	BNB	TRX	TON	POL
Bitcoin	0.0000 6								
ERC20 (Ethereum)		0.000 24	2.4	2.4					
BEP20			0.4	0.4		0.000 55			
Litecoin					0.001 2				
TRC20 (Tron)			2.4				1.2		
TON			0.4					0.024	
Polygon (POL)			0.2						0.12

- 4.7. Please acknowledge that We do not charge any fees as You place the deposit and We do not bear responsibility for any fees that may be imposed by blockchains when replenishing the Account.
- 4.8. Your balance will be reflected on the dashboard of your Account. We will reflect the total amount of each token regardless of the blockchain it belongs to. We will also show You Your total balance for all cryptocurrencies You have expressed in fiat (You will be able to choose fiat currency in advance) for informational and indicative purposes only. You should not consider it as a real fiat balance, exchange option or offer to exchange or as any meaningful display in the view of Our services.
- 4.9. Please note that due to the internal rules and policies, some payments might be recognized as suspicious. In this case, We shall take additional time up to 90 days to verify the deposit. However, if the deposit is recognized as unacceptable, it will not be credited to the Account and returned to you in accordance with the Terms.
- 4.10. Deposited funds are available on the Account within a reasonable amount of time following the confirmation of the deposit made unless extra verification procedures are required. We reserve the right to use additional procedures and means to verify Your identity both before and after effecting deposits into Your Account.

- 4.11. We do not provide exchange services, including between crypto currencies against fiat currencies and vice versa. Neither shall We be considered a Financial Institution.
- 4.12. You agree that the funds deposited in Your Account should only be used for services that We offer through Our Websites. We shall be entitled to suspend or close Your Account if We have reasonable grounds to believe that You are depositing funds without any intention to place Bets.
- 4.13. We reassure you that Your virtual funds are held separately on the separate crypto wallet, so that it could only be used with a view of you making Bets and in order to settle any fees or charges related to Our services. Therefore, Your funds are protected from being used for any other purposes.
- 4.14. We reserve the right, at any time, to offset any positive balance on Your Account against any amounts owed by You to Us.
- 4.15. If deposits are suspected of being attempts to mix coins We reserve the right to hold withdrawals until completion of internal procedures.

5. Withdrawals

- 5.1. Any withdrawal is only possible when:
 - Your identity has been fully verified;
 - You are a legal holder of the Account with Us;
 - You have provided Us with all the necessary information;
 - You meet the minimum Betting requirements for each deposit.
- 5.2. We will try to do Our best to process Your withdrawal request instantly or at least for 3 days, but note that sometimes it may take longer.
- 5.3. All withdrawals are made to cryptocurrency wallet address indicated by You.
- 5.4. All withdrawals are made to Your wallet in the same cryptocurrency that was deposited into Your Account and used for placing Bets on Our Websites. You may find a table of supported cryptocurrencies in clause 5.1. Please note that Your Account is assigned to You solely for the proper use of supported cryptocurrencies as designated on the Website. You shall not use Your Account to store, send, request or receive any cryptocurrencies other than supported ones. Thus, You acknowledge and agree that We are not liable for any unsupported cryptocurrency that may be deposited into Your Account. We also reserve the right to terminate support for any particular cryptocurrency or blockchain at Our own discretion. If You have any questions about Our current list of supported cryptocurrencies, please contact Our customer support.
- 5.5. Please acknowledge that We shall always reserve the right to apply a fee to withdrawals.
- 5.6. Please note that the withdrawal, which is less than the set minimum limit for the selected blockchains and cryptocurrencies, cannot be made. Please find the table below to check minimum limits and fees for withdrawals for supported blockchains and cryptocurrencies:

Blockchain	BTC	ETH	USDT	USDC	LTC	BNB	TRX	TON	POL
Bitcoin	0.00006 (fee 0.00005, free from 0.0015)								
ERC20 (Ethereum)		0.00024 (fee 0.0002, free from 0.03)	2.4 (fee 2, free from 100)	2.4 (fee 2, free from 100)					
BEP20			0.4 (fee 0.3, free from 100)	0.4 (fee 0.3, free from 100)		0.00055 (fee 0.0005, free from 0.17)			
Litecoin					0.0012 (fee 0.001, free from 1.2)				
TRC20 (Tron)			2.4 (fee 2, free from 100)				1.2 fee 1, free from 1000)		
TON			0.4 (fee 0.3, free from 100)					0.024 (fee 0.02, free from 20)	
Polygon (POL)			0.4 (fee 0.3, free from 100)						0.5 (fee 0.1, free from 25)

- 5.7. Please note that due to the internal rules and policies, some recipient's wallets might be recognized as suspicious. In this case, We shall take additional time up to 90 days to verify the wallet of the recipient. However, if the wallet of the recipient is recognized as unacceptable, the withdrawal cannot be made, and it is recommended to choose different recipient's wallet.
- 5.8. All withdrawals shall be subject to transaction limits that We shall communicate to You prior to withdrawal. We retain the right to carry out enhanced due diligence at withdrawal stage should We deem this to be necessary and especially in cases where deposited funds have not been used for placing Bets on Our Websites.
- 5.9. Please be advised that Our products are consumed instantly during gameplay. Thus, We cannot provide refunds, returns of funds, or cancellation of the requested service when playing. If You play a game with real funds, they will be drawn from Your Account instantly.
- 5.10. In case of any duplicate payment errors such as, for example, a withdrawal request being processed twice for whatever reason, You agree to fully reimburse Us for any such overdrawn amounts.
- 5.11. Please note that it will not be possible to withdraw funds marked as "Free bet" as well as funds stuck in an aborted game.
- 5.12. We reserve the right to verify Your identity before withdrawal processing and suspend it for the time necessary to perform the appropriate verification. We also reserve the right to refuse to process Your withdrawal and close Your Account with Us in case You provide Us with false or incomplete personal data. In addition, We reserve the right to send information about Your illegal actions to the appropriate supervisory authorities.
- 5.13. If withdrawals are suspected of being attempts to mix coins We reserve the right to hold withdrawals until completion of internal procedures.

6. Betting

- 6.1. You may place Bets only through the registered Account on any options/items/events that We offer on Our Websites. Please note that We are not obliged to accept any Bets from You and they will only be deemed as valid and accepted once You receive the confirmation from Us. Please note that We only accept Bets made online through one of Our Websites.
- 6.2. No Bet, once concluded and accepted by Us, can be amended or called off. It is Your sole responsibility to make sure that all the details of the Bet are correct.
- 6.3. All the information about Bets should be available on Our Website.
- 6.4. Winnings shall be transferred to Your Account after the formal confirmation of the event results by the official authorities.

- 6.5. Please note that all Bets shall be deemed voidable at Our sole discretion in case We become aware that such Bets were made by You from different Accounts or in cooperation with other players following the same combinations.
- 6.6. We reserve the right to claim any Bet void at Our sole discretion if:
- such Bet has been made or accepted by error;
 - such Bet has been placed after the beginning of the event;
 - such Bet has been placed as a result of prohibited syndicate betting;
 - You have somehow influenced the outcome of the event by means of fraudulent activity;
 - such Bet has been placed from the prohibited jurisdiction.
- 6.7. You accept that any funds lost under any Bet are not subject to compensation from Us.
- 6.8. By placing a Bet You acknowledge and confirm that You have read and agree in full with these Terms.
- 6.9. If You have found a game that is on the list of prohibited games (or their type) for wagering, You are obliged to notify Us about this bug. In case of an attempt to hide it, Your Account may be blocked, funds frozen, and a fine may be applied to You.
- 6.10. If You have found a defective game and have not informed Us about it, and the vulnerability was used for Your personal gain, then Your Account may be blocked, funds frozen, and a fine may be applied to You.
- 6.11. If You have found a vulnerability in the line (sports events) that allowed You to wager the bonus/deposit wager without risk or a wager lower than that specified in the description of the bonus or free bet, or you have found a vulnerability in payment solutions, then Your Account may be blocked, funds frozen, and a fine may be applied to You.

7. KYC Policy

- 7.1. Due to constantly developing regulations on the prevention of criminal activities and money laundering and terrorism financing We strictly implement anti-money laundering (AML) guidelines and procedures.
- 7.2. Our customers should be subject to Due Diligence (DD) process and record keeping.
- 7.3. Anonymous Accounts as well as duplicate/multiple ones are strictly prohibited.
- 7.4. We are required to make provision, on a risk sensitive basis, to respond to any attempt to gamble by any qualifying Politically Exposed Persons, i.e. any person holding significant public office (or who has held it at any time in the preceding year), having access to public funds or in a position of influence. PEPs include the readily identifiable family and associates of such persons.
- 7.5. In case of the enhanced DD You may be invited to provide any extraordinary documents to comply with Our KYC policy. At the same time, We reserve the right to unilaterally decline any

clients' applications and/or terminate further provision of Our services without any statements or explanations to the client in case of breach of KYC rules.

- 7.6. We prohibit the use of Our services by persons from the following jurisdictions and territories: United States of America and its territories, France and its territories, Netherlands and its territories and countries that form the Kingdom of Netherlands, including Bonaire, Sint Eustatius, Saba, Aruba, Curaçao and Sint Maarten; Australia and its territories, Democratic People's Republic of Korea (DPRK), Iran, Myanmar, Russian Federation, Belarus.
- 7.7. Please make sure that the personal data which is provided to Us is correct. Any attempts to mislead Us on matters relating to Your location by means of applying VPN, proxy or any other methods that allow You to conceal Your whereabouts in prohibited jurisdiction shall be considered a breach of these Terms. In case of violation of Terms of Use We reserve the right to terminate any relationships with You and impose the fine in the amount of 1000 USD.

8. Personal Data Protection

- 8.1. You confirm that We request Your personal data only to the extent necessary for You to access Our Website and to ensure Your safe and comfortable use of Our services.
- 8.2. Please be sure that We are subject to all legal measures of personal data protection when collecting Your personal data. We warrant You that We keep Your personal information safe and with respect to Your privacy in accordance with best practices and applicable laws.
- 8.3. We will not share Your personal details with any third parties unless it is necessary to process Your requests related to the use of Our services. You express Your consent to exchange Your personal information with Our authorized providers in such cases.
- 8.4. In order to keep Your personal details up to date, We ask You to immediately report Us about any changes to Your personal details stored with Us. In the event that You find that Your personal information is incorrect or incomplete, You shall contact Us so We could make respective changes.
- 8.5. We use cookies to improve Our services and make the use of Our Website more comfortable and user-friendly. You may disable cookies at any time by changing Your browser settings, but note that this may limit Your ability to use the Website to the full extent.

9. Limitation of liability

- 9.1. You acknowledge that You are not required to use Our Services and Your participation is at Your sole choice and discretion. You consequently enter the Website and participate in any Bets at Your own risk. The Websites and the Bets are provided without any warranty whatsoever whether this is express or implied. You claim that Your interest in Our services and Our Website is personal, not professional, and that You have registered an Account with

Us only for personal entertainment. Any other use of services We provide and any other use of Our Website is strictly prohibited.

- 9.2. You agree to fully indemnify, defend and hold harmless Us and Our shareholders, directors, agents and employees from and against all claims, demands, liabilities, damages, losses, costs and expenses, including legal fees and any other charges that may occur in connection with the use of Our services, any breach of these Terms or any other illegal actions made by You.
- 9.3. Without prejudice to the generality of the preceding provision, We, Our directors, employees, partners and service providers:
- do not warrant that Our software, Betting and the Websites are always fit for their purpose;
 - do not warrant that Our software, Betting and the Websites are free from errors;
 - do not warrant that Our software, Betting and the Websites will be accessible without interruptions;
 - shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to Your use of the Websites or Your participation in Betting;
- 9.4. You understand and acknowledge that, if there is a malfunction in Betting or its interoperability, any Bets made during such malfunctioning shall be void. Funds obtained from a malfunctioning Betting shall be considered void, as well as any subsequent game rounds with said funds, regardless of what games are played using such funds.
- 9.5. We will not be liable if You attempt to take advantage of any errors in relation to bets or wagers on the Website, if You have acted in a deliberately dishonest manner, including where:
- there is an obvious error in the relevant odds, spreads, handicaps, totals, payouts
 - We calculate or pay out the settlement amount incorrectly
 - there is any error in the random number generator or pay tables included, incorporated or used in any game or product.
- 9.6. We shall accept no liability for any damages or losses which are deemed or alleged to have arisen out of or in connection with the Website or its content; including without limitation, delays or interruptions in operation or transmission, loss or corruption of data, communication or lines failure, any person's misuse of the site or its content or any errors or omissions in content.
- 9.7. Please make sure that you are aware of volatility risks. Operations with cryptocurrencies are associated with certain levels of risk associated with their value. The price of virtual currencies, cryptographic tokens and/or other digital assets can fluctuate significantly and may depend on economic, political, technological, socio-psychological and other factors. There will always be a risk of incurring losses due to transactions made with virtual gross negligence and/or willful misuse of currency, cryptographic tokens and/or other digital assets.

- 9.8. Please make sure that you are aware of blockchain network risks. Transactions related to virtual currencies, cryptographic tokens, and/or other digital assets cannot be voluntarily cancelled; financial losses caused by errors, accidental transactions, or fraudulent actions connected with Blockchain network cannot be refunded. You should note that any transaction performed may remain unconfirmed by blockchain participants or cancelled. We cannot influence blockchain networks in any manner and shall not be liable for the operation of any blockchain network, for its vulnerability or unforeseen modifications, for possible attacks on protocols.
- 9.9. Please make sure that you are aware of risk of losing money. Use of our Website does not guarantee or promise you any bonuses or earnings. You may only use our Website if you have sufficient cryptocurrencies to participate. We will not give you any so-called participation credit. Our Website is created solely for entertainment purposes in your spare time.
- 9.10. Please note that the risks described herein are not exhaustive. All information displayed on Our Website is provided for information purposes only, and not intended to constitute professional advice of any kind.

10. Exceptional Circumstances & Aborted Games

- 10.1. Unexpected technical problems or circumstances outside Our control allow us to cancel any Bets and give refunds to players. In the case that a game is “stuck” in a state where it is not being finished We will also “clean up” such Bets at a regular basis and refund them to Your Account. Refunds may be given solely at the discretion of Our management.
- 10.2. You acknowledge that Your computer equipment or mobile device and Internet connection may affect the performance and operation of the Website, We do not accept any liability for any failures or issues that arise due to Your equipment, Internet connection or third party provider.
- 10.3. We reserve the right to limit, cancel and refuse Bets in the case they are considered to be too large or if We are of the opinion that the betting pattern of the player takes place in a way harmful for the system.
- 10.4. We shall make Our Website available twenty-four hours a day, however, We shall not be held liable if for any reason it is unavailable at any time or for any period. We may remove any game from the Website at any time We see fit and reserve the right to make changes or amendments, to alter, suspend or discontinue any of the content, products or services, including Your access to the Website.
- 10.5. You are not allowed to abuse of any error or instance of incompleteness on the Website, in the client application, in any of the software or in any of the services provided by Us. Should You become aware of such an error or incompleteness, You shall refrain from taking any advantage thereof and notify Us immediately. If You do not comply with this clause and take

advantage of or divulge any information about an error or incompleteness, We shall be entitled to any remedies available at law and this shall include compensation for any costs it may have incurred in association with any losses, which would have resulted from Your breach of this clause.

11. Responsible Gambling

- 11.1. All gambling operators are required to comply with regulatory requirements designed to prevent and reduce potential harms associated with gambling. Problem gambling is a disorder characterized by preoccupation with wagering, chasing losses and losing control over the amount of time and money spent gambling.
- 11.2. We adhere to the strictest rules and principles regarding responsible gambling. Given the importance of taking a holistic approach to solving the problem of gambling addiction, We consider responsible gaming standards to be of the utmost importance.
- 11.3. We encourage You to read the Responsible Gambling Policy and to visit the Responsible Gambling Section on the website, where you can learn more about responsible gambling principles, the tools available to You to monitor and limit Your gambling activity, as well as to assess Your gambling behavior. Please do so without delay, without waiting for negative consequences to occur.

12. Third Party Website

- 12.1. If the Website contains links to third party websites or resources (Third-Party Website), they are intended for informational purposes only and do not constitute an offer or call for any kind of action (for example, purchasing any services).
- 12.2. You understand and acknowledge that We are not responsible for the content of Third-Party Website or resources and they are governed by their own policies and terms.
- 12.3. You assume all risks and full responsibility for possible consequences in case of switching to Third-Party Website.
- 12.4. We do not make any warranties, representations or undertakings relating to the content of the Third-Party Website and disclaims liability for any loss, damage or any other consequences whatsoever arising directly or indirectly from or relating to your use of a Third-Party Website or any information you may provide or any transaction conducted on or through a Third-Party Website or the failure of any information or services contained or offered on a Third-Party Website or any error or omission of information on the Third-Party Website or any computer virus arising out of or in connection with a system failure associated with a Third-Party Website.

13. Bonuses and promotions

- 13.1. We may, at our discretion, from time to time offer our registered Users the opportunity to participate in promotions and/or receive bonuses.
- 13.2. The terms of each such promotion or bonus will be listed on the Website and/or in your Account separately, however all provisions of these Terms fully apply to all promotions and bonuses.
- 13.3. By participating in the promotions and bonuses, You confirm that You have read, agree and accept the Terms in full as well as specific conditions of the particular promotion or bonus.
- 13.4. No promotion, bonus or special offer will be accepted or honored by Us after its expiration date unless We, in our sole discretion, elects to do so for any particular User, promotion, bonus or special offer.
- 13.5. Where We believe or suspect that You are abusing or attempting to abuse a bonus or other promotion or is likely to benefit through abuse or dishonesty or You were noticed in fraudulent activities or there are any other indicators of violation of the conditions, then We may, in our sole discretion, refuse, suspend or revoke any bonus from You or promotion, or terminate Your access to the services/Website, and/or block Your account temporarily or permanently
- 13.6. We further reserve the right:
 - to cancel any bonus at Our sole discretion;
 - to remove bonuses from all inactive accounts or accounts that are identified as abusing bonuses;
 - to change any term regarding the receipt or expiration of bonuses;
 - to withdraw any promotion, bonus, or special offer at any time;
 - to apply any additional checks of the User before receiving the prize.

14. Intellectual Property

- 14.1. You acknowledge and agree that the software that You operate by using Our Websites shall be considered Our exclusive property and You shall under no circumstances try to or assign it, lease, transfer or copy it. Neither shall You try to or copy any documents or information published or provided by Us on Our Websites.
- 14.2. You acknowledge and confirm that You are prohibited from copying, distributing, modifying, redesigning and performing any other unauthorized use in respect to Our services and Websites. All Our trade and service marks as well as Our Websites' content materials are protected by copyright and other intellectual property rights. You agree that You will refrain from any actions that may violate Our rights, including intellectual property rights.

15. Complaints

- 15.1. We adhere to a fair, transparent, and efficient process of handling the Players complaints.
- 15.2. Complaints can only be made by the registered Player. Please note that an official Complaint Submission Form is available to You on our website.
- 15.3. We always offer You support via email, please do not hesitate to write us and we will try to do our best to find the suitable solution.
- 15.4. You may lodge a complaint free of charge at any time up to six months of the settlement of the bet or the incident about which they are making a complaint.
In the case of P2P (such as poker) or ante post fixed odds betting the six-month clock begins after the bet settlement or conclusion of a specific event rather than the placement of the wager.
- 15.5. We may request supporting documentation the Player requires to include as part of the complaint.
- 15.6. We will use best in efforts to resolve cases related to responsible gaming within five business days.
We will assess and respond to all other complaints within four weeks. If necessary, due to complexity or lack of information, this period may be extended once by an additional four weeks.
- 15.7. A Player will always receive a final determination of their complaint in writing.
- 15.8. We encourage You to read the Complaints Policy on the website, where you can learn more in details about complaint process. We draw Your attention that the Curaçao Gaming Authority does not mediate in individual disputes and will not resolve or make decisions on any Player complaints regarding gambling related transactions, however if the Player feels the Company is in breach of regulations that the Player may contact the CGA.

16. Termination

- 16.1. If You breach any provision of these Terms or should We have a reasonable ground to suspect that You have breached them, We reserve the right to not open, to suspend, or to close Your Account, or withhold the payment of Your winnings and apply such funds on Account for any damages due by You.
- 16.2. If We suspect that You are engaged in illegal and/or fraudulent activities when using any of the Websites; or that You are in breach of this Agreement; or that You are having problems with creditors or that You are otherwise engaged in actions which may be detrimental to Our business, We retain the right to freeze or terminate Your Account or cancel any Bets at Our absolute discretion.
- 16.3. You acknowledge that We shall be the final decision-maker of whether You have violated Our rules, policies and/or terms or conditions, in a manner that results in the suspension or permanent barring from participation in Our Websites.
- 16.4. Should we delay or fail to enforce our rights under these Terms and Conditions, this does not mean that we are losing or waiving the rights afforded by them where set timelines have not been set out. The same shall also apply to you.

- 16.5. We will not be liable to You for any breach of these Terms and Conditions which arises because of any circumstances that We cannot reasonably expected to control.

17. Miscellaneous

17.1. Severability

If any provision of these Terms is held to be illegal or unenforceable, such provision shall be severed from these Terms and all other provisions shall remain in force and unaffected by any such severance.

17.2. Assignment

We reserve the right to assign or otherwise lawfully transfer this Agreement. You however, shall not assign or otherwise transfer this Agreement.

17.3. Entire Agreement

These Terms constitute the entire understanding between You and Us with respect to the use of Our Websites and, save in the case of fraud, they shall supersede all prior or contemporaneous communications, proposals and agreements, whether electronic, oral or written, between You and Us with respect to the Websites.

17.4. Applicable law

Any legal claim or dispute arising under or in connection with these Terms shall be settled in accordance with the governing law of the place of the contract. The place of contract of this Agreement is Curaçao and these Terms are governed by the Laws of Curaçao. The Parties agree that any dispute, controversy or claim arising out of or in connection with these Terms, or the breach, termination or invalidity thereof, shall be submitted to the exclusive jurisdiction of the Curaçao courts. We cannot accept responsibility under the laws of any other jurisdiction.

17.5. Questions

Should You have any questions or queries You may refer them to Us by contacting Our customer support.