

TERMS AND CONDITIONS

Last updated: 29.09.2026

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 apply to the use of the Website via Internet, mobile or any other platform or delivery medium. These Terms, together with any documents, rules, policies or guidelines expressly referred to herein or made available on the Website, govern the contractual relationship between You and Continent Gaming N.V.

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.

1. General Information

- 1.1. <https://chexx.bet/> is owned and operated by Continent Gaming N.V., a company registered and established under the laws of Curaçao under registration number is 159857 and with registered address at Julianaplein 36, Curaçao. Continent Gaming N.V. is licensed and regulated by the Curaçao Gaming Authority since 01/Aug/2025 to offer games of chance under license number OGL/2024/1332/0669.
- 1.2. 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.
- 1.3. "Bets" or "Betting" refers to any of the betting facilities offered on the Websites <https://chexx.bet/>.
- 1.4. The current version of these Terms shall be made available to You at all times in a clear and readable form across the Website, mobile platforms and any other delivery medium through which We provide Our services. Previous versions of these Terms shall be made available to You upon request by contacting Our customer support.
- 1.5. We may amend these Terms from time to time, including where necessary to comply with applicable laws, regulations, license conditions, regulatory guidance, technical requirements, operational changes, product changes, payment method changes, changes to Our policies, or changes to the services offered on the Website.

We will notify You of any updates or changes to these Terms in a clear and appropriate manner. Where changes are material, such notification will include reference to the relevant

clause numbers where applicable, the effective date of the amended Terms, and a direct link to the updated version of the Terms.

Material changes to these Terms will require Your active re-acceptance before You may continue to use the Website or participate in Betting, unless applicable law, regulatory requirements or technical implementation requirements provide otherwise. Administrative, editorial, technical or other non-material changes may be notified to You without requiring active re-acceptance.

Changes to these Terms will not apply retrospectively, except where the change does not prejudice You or where We are correcting a clear technical, drafting or contractual error.

If You do not agree to the amended Terms, You must stop using the Website and may request closure of Your Account by contacting customer support.

- 1.6. We are not a bank, credit institution, payment institution, electronic money institution, exchange, custodian, trustee, broker, crypto-asset service provider or other financial institution. We do not provide banking, payment, investment, exchange, custody, lending or money transmission, wallet, crypto-asset transfer, staking, advisory or portfolio management services.

Any funds, cryptocurrencies or other virtual assets deposited into or credited to Your Account are made available solely for the purpose of using the services offered on the Website and placing Bets in accordance with these Terms. Your Account is not a bank account, payment account, electronic money account, crypto wallet, custody account, investment account or stored-value facility.

No interest or other return is owed or paid on any funds held or reflected in Your Account. We do not provide exchange services between cryptocurrencies, between fiat currencies, or between cryptocurrencies and fiat currencies.

2. Your warranties

- 2.1. You must be at least eighteen (18) years old and must meet any higher minimum legal age applicable in Your jurisdiction. Underage gambling is strictly prohibited.
- 2.2. You may use the Website and participate in Betting only in Your personal, non-professional capacity, for recreational and entertainment purposes.
- 2.3. You are responsible for ensuring that Your access to and use of the Website is lawful in the jurisdiction where You reside, are located or access the Website from. You must not access or use the Website where online gambling is prohibited or restricted.
- 2.4. You warrant and declare that Your participation in online gambling is lawful in the jurisdiction where You reside or are located and that You are not subject to any geographical restrictions applicable under these Terms.

- 2.5. You are solely responsible for reporting, calculating and paying any taxes, duties or charges applicable to You in connection with Your use of the Website, Betting, winnings, cryptocurrency transactions or other virtual assets.
- 2.6. You acknowledge that cryptocurrency transactions may involve risks, including network delays, blockchain fees, incorrect wallet addresses, unsupported cryptocurrencies, unsupported blockchains, loss of access to wallets, volatility and other risks outside Our reasonable control. You are responsible for ensuring that any cryptocurrency transaction made by You is accurate and compatible with the supported cryptocurrencies, blockchains and wallet requirements stated on the Website and in these Terms.

3. Account

- 3.1. In order to use Our Website and the Betting facilities that We offer, You must register an Account with Us (hereinafter referred to as the "Account").
- 3.2. The Account is registered by submitting an application and providing the personal details requested through Our registration form on the Website.
- 3.3. You must register Your Account, accept these Terms and use Your Account personally. You may only open and use one Account on each of Our Websites. You must not register, accept these Terms or use an Account by or on behalf of another person. You must not sell, transfer, acquire, share or otherwise make Your Account available to any other person, and You must not use an Account registered to another person.
- 3.4. You may only register and participate from jurisdictions where Our services are permitted and not restricted or prohibited under these Terms or applicable laws.
- 3.5. Only one Account for each household, IP address and computer device is allowed, unless We have been informed in advance and have approved the relevant circumstances. If two or more users share the same household, IP address or computer device, the relevant Account holders must inform Us.
- 3.6. You must provide all mandatory information requested in the registration form, and it is Your responsibility to ensure that the information You provide is true, complete, accurate and up to date.
- 3.7. As part of Our registration process, You will be required to choose Your username and password for logging into the Website. You are responsible for keeping Your login details secure and confidential and must not disclose them to any other person. We are not responsible for any loss, abuse or misuse of Your Account arising from unauthorized access where such access results from Your failure to keep Your login details secure, Your disclosure of login details, or Your breach of these Terms. If You know or suspect that Your login details

have been compromised, You must notify Us immediately and take all reasonable steps to secure Your Account.

- 3.8. We may request KYC (“Know Your Customer”) documents or information to verify Your identity, age, location, eligibility and any other facts or information You provide to Us where required or reasonably necessary for compliance, security, fraud prevention or responsible gambling purposes.
- 3.9. You understand and accept that We strictly prohibit player collusion and the use or attempted use of robotic, automated, mechanical, electronic or other devices, tools or systems to make automated decisions or otherwise gain an unfair advantage in respect of any Bets.
- 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, third-party software applications, databases, websites, web-based databases, subscription services or assistance from any other person, regardless of whether that person is also an Account holder.
- 3.11. We may monitor, log and review Account activity, betting patterns, transactions, device data, IP addresses, technical data and, where available, chat, forum or messaging activity to detect and prevent collusion, fraud, abuse, unfair play, use of prohibited tools, money laundering or other prohibited conduct. Where chat, forum or messaging functions are available, You must not use them for collusion, abuse, harassment, threats, hate speech, spam, or any unlawful or inappropriate conduct.
- 3.12. No separate Code of Ethics applies to player conduct unless expressly made available on the Website; Player conduct is governed by these Terms and any rules or policies referred to herein.
- 3.13. 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, or publishing of the games.
- 3.14. You must not use the games, the Website or Our services in any unlawful, unauthorised, misleading, abusive or harmful manner, including in any way that could damage Our reputation, brand, systems, providers or other players.
- 3.15. Account records and communications between the Account holder and Us are kept on record for compliance, accounting, legal and regulatory purposes. If Your Account is closed, information related to the Account will be retained for five (5) years from the date of closure, unless a longer retention period is required or permitted by applicable laws or regulatory requirements. Such information may include personal details of the Account holder, Account records, communications and transaction details. Upon expiry of the applicable retention period, the information will be deleted, anonymised or archived in accordance with applicable laws.

4. Deposits

- 4.1. When You open the Account with Us, You may be required to make a minimum deposit before You can place Bets. You may use Our services only if there are sufficient virtual funds in Your Account. For the purposes of these Terms, “virtual funds” means supported cryptocurrencies credited to Your Account for the purpose of using Our services and placing Bets.

The supported blockchains and cryptocurrencies are listed in the table below.

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

- 4.2. When You make a deposit, You must ensure that it is made using one of the supported cryptocurrencies and blockchains listed on the Website. Deposits made using unsupported cryptocurrencies, unsupported blockchains, incorrect networks, incorrect wallet addresses or other incompatible methods may not be credited to Your Account and may be returned only where technically and legally possible.
- 4.3. We do not provide any loans, credit, overdraft, advance or other financing for the purpose of using Our services or placing Bets.

- 4.4. You warrant that any funds, cryptocurrencies or other virtual assets deposited into Your Account are owned or lawfully controlled by You, do not originate from illegal, fraudulent, prohibited or criminal sources, and are deposited from wallets or payment methods that belong to You or are under Your lawful control.
- 4.5. Transferring virtual funds from Your Account to other players, or receiving virtual funds from other players through the Website, is prohibited.
- 4.6. You may make a deposit online using Your personal cryptocurrency wallet. The maximum deposit amount, where applicable, will be displayed when You select the relevant supported cryptocurrency and blockchain.
- 4.7. We may set minimum and maximum deposit amounts. Such limits will be displayed on the Website and may be updated from time to time.
- 4.8. A deposit below the minimum limit for the selected cryptocurrency or blockchain may not be credited to Your Account. Where available, You may make an additional deposit to reach the applicable minimum limit so that the funds can be credited to Your Account.

Please find the table below to check minimum deposit limits for supported blockchains and cryptocurrencies:

Blockchain	BTC	ETH	USDT	USDC	LTC	BNB	TRX	GRAM	POL	SOL
Bitcoin	0.00008									
ERC20 (Ethereum)		0.003	5	5						
BEP20			5	5		0.009				
Litecoin					0.12					
TRC20 (Tron)			5				15			
TON			5					3.8		
Polygon (POL)			5	5					66	
Solana (SOL)			5	5						0.07

- 4.9. We do not charge fees for making deposits. However, You are responsible for any blockchain, network, miner, validator, gas or other third-party fees that may apply to deposits.
- 4.10. Your Account balance will be reflected on the dashboard of Your Account. Where the same token is supported on more than one blockchain, We may display the total amount of that token regardless of the blockchain on which it was deposited. We may also display an indicative fiat equivalent of Your total cryptocurrency balance for information purposes only. Such fiat equivalent does not represent a fiat balance, exchange rate guarantee, exchange service, offer to exchange, payment service or withdrawal entitlement in fiat currency.
- 4.11. We may take additional time, up to ninety (90) days, to verify the deposit where required for legal, regulatory, compliance or security reasons. If the deposit cannot be accepted, it will not be credited to Your Account and may be returned to You in accordance with these Terms, where legally and technically possible.
- 4.12. Deposited funds are normally made available in Your Account within a reasonable time after the relevant blockchain confirmation, unless additional verification or review is required. We may carry out verification checks before or after crediting a deposit to Your Account.
- 4.13. The expected or average processing times for deposits, including details applicable to each supported cryptocurrency and blockchain, are displayed in the relevant Deposit section of the Website. Such processing times may vary depending on blockchain network conditions, transaction confirmation requirements, technical factors and any additional verification or compliance checks that may be required.
- 4.14. Funds deposited into Your Account may only be used for the services offered through Our Websites.
- 4.15. We maintain arrangements designed to keep player balances separate from Our own operational funds, in accordance with applicable license conditions and Our internal controls. Any virtual funds credited to Your Account are made available solely for the purpose of placing Bets and settling transactions related to Your use of Our services.
- 4.16. We may offset any positive balance on Your Account against any amounts owed by You to Us under these Terms.
- 4.17. Where We have reasonable grounds to suspect that a deposit is connected with coin mixing, tumbling, obfuscation, suspicious wallet activity, prohibited source of funds or any other activity intended to conceal the origin, ownership or control of funds, We may delay crediting the deposit, hold or delay withdrawals, request additional information or documents, return the deposit where permitted, or take any other action required or permitted under these Terms, applicable laws, AML/CFT obligations, sanctions obligations or regulatory requirements.

5. Wagering Requirement for Deposits

- 5.1. All deposits made by You are subject to a mandatory minimum wagering requirement before withdrawal. This Section applies to deposit wagering requirements and is separate from any wagering requirements that may apply to bonuses or promotions.
- 5.2. You must wager an amount equal to at least one (1) time, meaning 100%, of each individual deposit before a withdrawal request relating to that deposit can be processed.
- 5.3. This wagering requirement applies to each deposit separately and must be completed in full before You may withdraw the relevant deposited funds or any winnings derived from them.
- 5.4. If You submit a withdrawal request before the applicable wagering requirement has been fulfilled, We may decline the withdrawal request and return the relevant funds to Your Account balance for further wagering.

6. Withdrawals

- 6.1. A withdrawal may be processed only where:
 - 6.1.1. Your identity and eligibility have been verified to Our reasonable satisfaction;
 - 6.1.2. You are the lawful holder of the Account;
 - 6.1.3. You have provided all information and documents reasonably requested by Us;
 - 6.1.4. You have met the applicable minimum wagering requirement for the relevant deposit;
 - 6.1.5. there are sufficient withdrawable funds in Your Account.
- 6.2. We aim to process withdrawal requests as soon as reasonably possible and, where no additional checks are required, normally within three (3) days. Processing may take longer where additional verification or compliance checks are required.
- 6.3. The expected or average processing times for withdrawals, including details applicable to each supported cryptocurrency and blockchain, are displayed in the relevant Withdrawal section of the Website. Such processing times may vary depending on blockchain network conditions, technical factors and any additional verification, security or compliance checks that may be required.
- 6.4. Withdrawals are made to a cryptocurrency wallet address provided by You. You must ensure that the wallet address, cryptocurrency and blockchain selected for withdrawal are correct, compatible and under Your control. We are not responsible for losses caused by incorrect wallet addresses, unsupported cryptocurrencies, unsupported blockchains, incompatible networks, loss of access to wallets or other errors caused by information provided by You. For Your security and to meet Our compliance obligations, We may ask You to confirm that the wallet address belongs to You or is under Your control before processing the withdrawal.

- 6.5. Withdrawal fees, if any, and minimum and maximum withdrawal limits will be displayed on the Website or during the withdrawal process before You submit the withdrawal request. You are also responsible for any blockchain, network, miner, validator, gas or other third-party fees that may apply.
- 6.6. A withdrawal below the minimum limit for the selected cryptocurrency or blockchain cannot be processed. Please find the table below to check the minimum withdrawal limits and fees for supported blockchains and cryptocurrencies:

Blockchain	BTC	ETH	USDT	USDC	LTC	BNB	TRX	GRAM	POL	SOL	TRUMP
Bitcoin	0.00008 (fee 0)										
ERC20 (Ethereum)		0.003 (fee 0)	5 (fee 0)	5 (fee 0)							
BEP20			5 (fee 0)	5 (fee 0)		0.009 (fee 0)					
Litecoin					0.12 (fee 0)						
TRC20 (Tron)			5 (fee 0)				15 (fee 0)				
TON			5 (fee 0)					3.8 (fee 0)			
Polygon (POL)			5 (fee 0)	5 (fee 0)					66 (fee 0)		
Solana (SOL)			5 (fee 0)	5 (fee 0)						0.07 (fee 0)	0.34 (fee 0)

- 6.7. We may take additional time, up to 90 days, to review the relevant wallet address where required for legal, regulatory, compliance or security reasons and, where necessary, request information or documents confirming that the wallet address belongs to You or is under Your control. If the wallet address cannot be accepted, the withdrawal will not be processed to that address, and We may ask You to provide another eligible wallet address.
- 6.8. We may carry out enhanced due diligence at the withdrawal stage where required or reasonably necessary, including where deposited funds have not been used for placing Bets on Our Websites or where required for legal, regulatory, compliance or security reasons.
- 6.9. In case of any duplicate payment error, including where a withdrawal request is processed more than once, You must return or reimburse any amount paid or credited to You in error.
- 6.10. As a general rule, withdrawals and returns of funds will be made only to the same cryptocurrency, blockchain and wallet address from which the relevant funds originated, where technically and legally possible. Withdrawals are subject to the supported cryptocurrencies, blockchains, wallet requirements and limits displayed on the Website.
- 6.11. We may require additional verification before approving any withdrawal or return of funds.
- 6.12. If a return to the originating wallet is not possible, including where the wallet is lost, unavailable, deactivated, non-compliant, blocked or sanctioned, We may request additional information and documents to verify Your identity, ownership or control of the alternative wallet, and the legitimacy of the funds before approving any alternative withdrawal or return method.
- 6.13. Where We have reasonable grounds to suspect that a withdrawal, wallet address or transaction is connected with coin mixing, tumbling, obfuscation, suspicious wallet activity, prohibited source of funds or any other activity intended to conceal the origin, ownership or control of funds, We may delay or refuse the withdrawal, request additional information or documents, return funds where permitted, or take any other action required or permitted under these Terms, applicable laws, AML/CFT obligations, sanctions obligations or regulatory requirements.
- 6.14. Where We terminate support for a cryptocurrency, token or blockchain, or where a cryptocurrency, token or blockchain is delisted, suspended, subject to a chain fork, technically unsupported, blocked, restricted or affected by sanctions or legal restrictions, We will determine the available withdrawal or return options in accordance with applicable laws, regulatory requirements, technical feasibility, AML/CFT and sanctions requirements, and any notice published on the Website.

7. Betting

- 7.1. You may place Bets only through Your registered Account and only on games, events, markets or other betting options offered on Our Websites. We are not obliged to accept any Bet from You. A Bet will be deemed valid and accepted only once You receive confirmation from Us. We only accept Bets placed online through Our Websites.
- 7.2. Unless expressly stated otherwise, Bets may only be placed using the cryptocurrency available in Your Account balance, and any winnings or prize money will be credited to Your Account in the same cryptocurrency in which the relevant Bet was placed.
- 7.3. Once a Bet has been accepted by Us or a game has been started, the relevant transaction cannot be amended, cancelled or refunded by You simply because You change Your mind. Any refund, cancellation, voiding or correction will be made only where expressly provided for under these Terms, the applicable game rules, betting rules or promotion terms. It is Your responsibility to make sure that all Bet details are correct before placing the Bet.
- 7.4. Information about available Bets, games, events, markets, odds, rules and other relevant betting information will be made available on the Website, within the relevant game, market or promotion, where applicable.
- 7.5. Winnings will be credited to Your Account after the relevant result has been confirmed in accordance with the applicable game rules, betting rules, official results, system records and these Terms.
- 7.6. You accept that We are not responsible for compensating You for losses resulting from validly placed and settled Bets.
- 7.7. By placing a Bet, You acknowledge and confirm that You have read, understood and agreed to these Terms and the applicable game rules, betting rules, provider rules or promotion terms.
- 7.8. If You notice any prohibited game or game type, defective game, technical error, software bug, incorrect odds, incorrect pay table, payment vulnerability, sports line vulnerability, bonus or wagering vulnerability, or any other error affecting the Website, games, Bets, payments or promotions, please contact customer support immediately and do not use, exploit, conceal or attempt to benefit from it.
- 7.9. We are committed to offering games and Betting in a fair, transparent and secure manner. Game rules, betting rules, pay tables, odds, winning combinations, settlement rules, return-to-player information, contribution rates and other material rules will be made available on the Website or within the relevant game, market or promotion, where applicable, before You participate.

- 7.10. Where applicable, games, gaming software and random number generators are tested, certified or approved by independent testing laboratories, game providers or other competent third parties in accordance with applicable regulatory requirements.
- 7.11. The outcome of RNG-based games is determined by the relevant certified random number generator and applicable game rules. The outcome of live dealer games, non-RNG games, fixed odds betting, sports events and other markets will be determined in accordance with the applicable game rules, betting rules, provider rules, official results, system records and these Terms.
- 7.12. In the event of any discrepancy between information displayed on Your device and Our records, provider records, server logs, game history, transaction records or official results, the latter records will be used to determine the outcome, subject to Our investigation, any applicable correction procedure, these Terms and Your right to submit a complaint.
- 7.13. If You believe that a game result, Bet settlement, payout, game rule, RNG outcome, live dealer result, non-RNG game outcome or any other game-related matter is incorrect or unfair, You may contact customer support or submit a complaint in accordance with Our Complaints Policy.

8. Account Suspension and Closure

- 8.1. We may suspend or close Your Account only in accordance with these Terms, applicable laws, regulatory requirements, AML/CFT obligations, sanctions obligations, fraud prevention requirements, responsible gaming requirements, or where We have reasonable grounds to believe that Your Account has been used in breach of these Terms.
- 8.2. Suspension is a temporary measure that may include temporary limitations on access to Your Account or Account functionality while We review or investigate the relevant matter. Closure or termination is a final measure that may be applied where We reasonably determine, after review, that closure or termination is required.
- 8.3. During suspension, we may also request additional information or documents from You where necessary to complete Our review.
- 8.4. We may suspend Your Account where We have reasonable grounds to review or investigate any of the following:
 - 8.4.1. suspected breach of these Terms or any policy, rule or guideline referred to in these Terms;
 - 8.4.2. suspected fraud, collusion, cheating, unfair play, prohibited syndicate betting, manipulation or misuse of the Website;
 - 8.4.3. use or suspected use of bots, scripts, automated tools, external resources, third-party software, databases or any other tools or assistance giving or intended to give an unfair advantage;

- 8.4.4. duplicate, multiple, shared, transferred, sold, acquired or third-party Accounts;
- 8.4.5. false, incomplete, inaccurate or misleading registration, KYC, AML/CFT, source of funds, source of wealth, wallet ownership, location or eligibility information;
- 8.4.6. failure to provide information or documents requested by Us for legal, regulatory, compliance or security reasons.;
- 8.4.7. inability to complete required KYC, AML/CFT, wallet ownership or source of funds checks;
- 8.4.8. suspicious, unusual, prohibited or potentially unlawful deposits, withdrawals, wallet addresses, transactions or Account activity;
- 8.4.9. use of VPN, proxy or any other method to conceal Your identity, location or access from a prohibited or restricted jurisdiction;
- 8.4.10. access or attempted access from a prohibited or restricted jurisdiction;
- 8.4.11. deposits made without a genuine intention to place Bets or use the services offered on the Website;
- 8.4.12. suspected money laundering, terrorist financing, sanctions breach, prohibited source of funds or other unlawful activity;
- 8.4.13. suspected breach, abuse or circumvention of wagering requirements, bonus terms, promotion terms or withdrawal conditions;
- 8.4.14. suspected exploitation of any technical error, software bug, defective game, incorrect odds, incorrect pay table, payment vulnerability or other vulnerability;
- 8.4.15. responsible gaming concerns, self-exclusion, cooling-off or other player protection requirements;
- 8.4.16. duplicate payments, payment errors, overpayments or disputed transactions, where applicable;
- 8.4.17. any instruction or requirement from a competent authority or other relevant third party acting within its authority; or
- 8.4.18. any other matter where suspension is required or permitted under applicable laws, regulatory requirements, license conditions or these Terms.

8.5. We may close or terminate Your Account where, after review, We reasonably determine that:

- 8.5.1. any matter listed in **Section 8.4** has been confirmed or cannot be reasonably resolved;
- 8.5.2. You do not meet, or no longer meet, the eligibility requirements to use the Website;
- 8.5.3. the Account is dormant in accordance with **Section 15**;
- 8.5.4. closure is required by applicable laws, regulatory requirements or instructions from competent authorities; or

- 8.5.5. We otherwise cease to provide services to You in accordance with these Terms, provided that any existing contractual obligations will be handled in accordance with applicable laws and these Terms.
- 8.6. You may close Your Account at any time by contacting customer support by e-mail or through the account closure tools available on the Website. We will confirm receipt of Your request and process the closure within a reasonable period, subject to completion of any pending checks. Closure of Your Account does not affect any rights or obligations that arose before closure.
- We will aim to process an Account closure request within seven (7) calendar days after receiving all information reasonably required from You. Closure may take longer where there are pending Bets, unsettled game rounds, unresolved transactions, unresolved complaints, incomplete verification checks, technical issues, or where We are required to keep the Account open, suspended or under review under applicable laws or regulatory requirements.
- 8.7. Where We request updated or refreshed KYC information in connection with Account closure, We will not require any other additional information than that which was requested during the period when the account was opened to prevent friction abuse or delays in legitimate withdrawals, except where such information is strictly necessary to comply with applicable AML/CFT obligations.
- 8.8. If You fail to provide requested information or documents, provide false, incomplete or misleading information, or if We are unable to complete the required checks, We may continue the Account suspension, delay or refuse deposits or withdrawals, close the Account, void affected Bets, withhold or forfeit affected winnings, return eligible funds where permitted, or take any other action required or permitted under these Terms and applicable laws.
- 8.9. Where We suspend, close or terminate Your Account, We will take reasonable steps to inform You of the action taken and, where appropriate, the general reason for such action. However, We may be unable to provide detailed reasons where disclosure is prohibited or restricted by applicable laws or regulatory requirements.
- 8.10. If You disagree with the suspension, closure or termination of Your Account, or with any decision affecting Your funds, winnings, Bets or transactions, You may contact customer support or submit a complaint in accordance with Our Complaints Policy.

9. Funds and Pending Items on Account Suspension or Closure

- 9.1. Where Your Account is suspended, closed or terminated, We will review the Account balance, pending Bets, unsettled game rounds, bonus funds, free bets, non-cashable funds, deposits, withdrawals and unresolved transactions. Any remaining eligible balance will be returned to You in accordance with these Terms, subject to:

- 9.1.1. completion of required KYC, AML/CFT, sanctions, fraud prevention, wallet ownership and source of funds checks;
 - 9.1.2. any applicable wagering requirements;
 - 9.1.3. any applicable bonus or promotion terms;
 - 9.1.4. settlement, voiding or correction of pending Bets and unsettled game rounds in accordance with **Section 10**;
 - 9.1.5. withdrawal limits, fees, minimum withdrawal amounts and processing times;
 - 9.1.6. crypto remittance rules, including return to the originating cryptocurrency, blockchain and wallet address where technically and legally possible;
 - 9.1.7. any legal, regulatory, AML/CFT or competent authority restrictions; and
 - 9.1.8. any amounts owed by You to Us under these Terms.
- 9.2. Suspension or closure of Your Account does not by itself automatically cancel valid pending Bets or unsettled game rounds. Where applicable, such Bets or game rounds will be settled, voided or corrected in accordance with **Section 10**, applicable game rules, betting rules or official results.

10. Cancellation, Voiding and Correction of Bets, Games and Events

- 10.1. Once a Bet has been accepted by Us, it cannot be changed or cancelled by You, unless expressly permitted by these Terms, the applicable game rules, betting rules or promotion terms.
- 10.2. We may temporarily delay settlement of any Bet, game round, event, market or transaction where We need to review whether it has been affected by an error, breach of these Terms, prohibited conduct, suspicious activity or regulatory concern.
- 10.3. After review, We may void or correct the affected Bet, game round, event, market or transaction where We have reasonable grounds to believe that it has been affected by:
 - 10.3.1. an obvious error, manifest error or human error;
 - 10.3.2. an error in published odds, spreads, handicaps, totals, limits, pay tables, payouts, return-to-player information, winning combinations or other game or betting information;
 - 10.3.3. incorrect, delayed or incomplete information displayed on the Website, within a game, market, event or promotion, or on Your device;
 - 10.3.4. a software error, technical failure, system malfunction, communication failure, display error, provider error, data feed error or settlement error;
 - 10.3.5. an error, malfunction or incorrect procedure in a live dealer game;
 - 10.3.6. an error affecting RNG, game software, game logic, game history, server records, transaction records or Account balance;
 - 10.3.7. an aborted, interrupted, defective, unavailable or incorrectly completed game round;

- 10.3.8. a payment error, duplicate transaction, overpayment or incorrect crediting of funds or winnings;
 - 10.3.9. an event, competition or market that is cancelled, postponed, abandoned, interrupted, suspended, not completed, materially changed or incorrectly offered;
 - 10.3.10. a Bet placed after the start of the event, after the relevant outcome was known, or in circumstances where the Bet should not have been accepted;
 - 10.3.11. an event result that is not officially confirmed, or is later corrected, amended, withdrawn or invalidated by the relevant official authority, sports body, event organiser, game provider or data provider;
 - 10.3.12. fraud, collusion, cheating, manipulation, unfair play or prohibited syndicate betting;
 - 10.3.13. use or attempted use of bots, scripts, automated tools, prohibited software, external resources or any other prohibited assistance;
 - 10.3.14. exploitation or attempted exploitation of any technical error, software bug, defective game, incorrect odds, incorrect pay table, payment vulnerability, system vulnerability or other malfunction;
 - 10.3.15. duplicate, multiple, shared, transferred, sold, acquired or third-party Accounts, where this affects the relevant Bet, game round, event, market or transaction;
 - 10.3.16. access from a prohibited or restricted jurisdiction, or use of VPN, proxy or any other method to conceal location or eligibility, where this affects the relevant Bet, game round, event, market or transaction;
 - 10.3.17. false, incomplete, inaccurate or misleading registration, identity, age, location, eligibility or Account information, where this affects whether the relevant Bet, game round, event, market or transaction should have been accepted;
 - 10.3.18. breach, abuse or circumvention of wagering requirements, bonus terms, promotion terms, game rules, betting rules, provider rules or these Terms, where such breach directly affects the relevant Bet, game round, event, market or transaction; or
 - 10.3.19. any other material or comparable matter directly affecting the validity or settlement of the relevant Bet, game round, event, market or transaction.
- 10.4. Where a Bet, game round, event or market is voided for reasons not caused by Your breach of these Terms, We will normally return the relevant stake to Your Account, unless the applicable game rules, betting rules, official results or regulatory requirements provide for another fair settlement method.
- 10.5. Where a Bet, game round, event, market, transaction or Account balance is corrected, We may adjust Your Account balance to reflect the correct result. This may include reversing incorrectly credited winnings, crediting underpaid winnings, refunding the relevant stake, correcting a transaction or taking another fair corrective action.

- 10.6. Where funds, winnings, game rounds or Account balances result from a malfunction, error, vulnerability or prohibited conduct, they will be considered void to the extent affected.

11. Withholding or Refusal of Winnings

- 11.1. Where a Bet, game round, event, market or transaction is voided or corrected under **Section 10**, We may withhold or refuse to pay winnings derived from it. Where such winnings have already been credited, We may void or reverse them.
- 11.2. We may temporarily withhold or delay payment of winnings where this is necessary to complete KYC, AML/CFT, sanctions, fraud prevention, wallet ownership, source of funds, source of wealth, responsible gaming or regulatory compliance checks.
- 11.3. After review, We may withhold, void, reverse, limit or refuse to pay winnings where required or permitted under these Terms, applicable game rules, betting rules, provider rules, bonus-specific terms, AML/CFT obligations, sanctions obligations, fraud prevention requirements, applicable laws or regulatory requirements, including where the winnings or related Account activity are connected with suspicious, unlawful, prohibited or non-compliant activity, false or misleading information, failure or inability to complete required checks, or any other material breach of these Terms.
- 11.4. We may be unable to provide detailed reasons or supporting information where disclosure is prohibited or restricted by applicable laws, regulatory requirements or an ongoing investigation.
- 11.5. If You disagree with Our decision to withhold, void, forfeit, limit or refuse winnings, You may contact customer support or submit a complaint in accordance with Our Complaints Policy.

12. AML&KYC

- 12.1. We implement anti-money laundering, counter-terrorist financing, sanctions, fraud prevention and KYC procedures in accordance with applicable laws, regulatory requirements, license conditions and Our AML Policy. Our AML Policy forms part of these Terms and is available on the Website.
- 12.2. We may require You to complete identification, verification, due diligence and other KYC checks in accordance with these Terms, Our AML Policy, applicable laws, regulatory requirements and license conditions.
- 12.3. Anonymous Accounts are strictly prohibited.
- 12.4. We may request information and documents from You, including but not limited to proof of identity, proof of age, proof of address, proof of ownership or control of a payment method or crypto wallet, source of funds, source of wealth, and any other information reasonably required for legal, regulatory, compliance or security reasons.

- 12.5. We may carry out KYC and compliance checks during registration, before processing deposits or withdrawals, when applicable transaction thresholds are reached, where We identify unusual, suspicious or higher-risk activity, where Your Account details change, before Account closure where necessary, or at any other time where required for compliance purposes. Where enhanced due diligence is required, We may request additional information and documents.
- 12.6. You must ensure that all personal data, Account information, documents and other information provided to Us are true, accurate, complete and up to date.
- 12.7. Our services are not available to persons residing in or accessing the Website from jurisdictions where online gambling is prohibited or restricted under applicable laws, or where access is restricted due to licensing requirements, applicable international sanctions, FATF recommendations, or Our internal AML/CFT and risk management policies. You are responsible for ensuring that Your participation is lawful in Your jurisdiction. We reserve the right to refuse registration, restrict access, or suspend or close Accounts in accordance with applicable geographical restrictions and these Terms.
- 12.8. We monitor Account activity and all transactions for AML/CFT, sanctions, fraud prevention and regulatory compliance purposes. This may include reviewing deposits, withdrawals, wallet addresses, transaction history, betting activity, account information, device and technical data, and supporting documents.
- 12.9. Where required or permitted by applicable laws or regulatory requirements, We may freeze funds, delay or refuse transactions, return funds where permitted, close the Account and/or report the matter to competent authorities, including the FIU where applicable.
- 12.10. Your personal data, Account data, transaction data and wallet information may be screened against sanctions lists, PEP lists and other compliance databases.

13. Data Protection

- 13.1. We process Your personal data in accordance with Our Privacy Policy, which forms part of these Terms and is available on the Website - <https://stcfiles.com/prod-public/st/prod/privacyPolicy-445.pdf>
- 13.2. We collect and process personal data only to the extent necessary for the operation of the Website, provision of Our services, Account management, customer support, compliance, responsible gaming, legal and regulatory compliance, and other purposes described in Our Privacy Policy.
- 13.3. We take appropriate technical and organisational measures designed to protect Your personal data against unauthorised access, loss, misuse, alteration or disclosure, in accordance with applicable laws and Our Privacy Policy.

- 13.4. We use cookies and similar technologies to improve Our services and make the Website more comfortable and user-friendly. You may disable cookies at any time by changing Your browser settings, but this may limit Your ability to use the Website or some of its functions.
- 13.5. We may share Your personal data with Our authorised service providers or competent authorities where necessary for the purposes described in these Terms, Our Privacy Policy, applicable laws or regulatory requirements.
- 13.6. You must keep Your personal data and Account information accurate and up to date. You must notify Us promptly of any changes to Your personal data. If You believe that any personal data held by Us is incorrect or incomplete, You should contact Us so that We can review and, where appropriate, update it.

14. Limitation of liability

- 14.1. You acknowledge that Your use of the Website and participation in Betting are voluntary and at Your own risk. You are responsible for Your own decisions to place Bets and for the amounts You choose to stake. We are not responsible for losses resulting from validly placed and settled Bets, except where expressly provided otherwise in these Terms or required by applicable law.
- 14.2. To the maximum extent permitted by applicable law, the Website, Betting, software and Our services are provided without any warranty, whether express or implied. We do not warrant that the Website, Betting, software or Our services will be uninterrupted, error-free, secure, or always fit for their intended purpose.
- 14.3. We are not responsible for any failure, delay, interruption or performance issue caused by Your device, software, internet connection, network, browser, mobile operator or other third-party service provider. We may suspend, restrict, modify, remove or discontinue any game, feature, content, product or service where required for technical, operational, security, legal, regulatory or provider-related reasons.
- 14.4. To the maximum extent permitted by applicable law, We, Our shareholders, directors, employees, agents, partners and service providers shall not be liable for any direct, indirect, special, consequential, incidental or other loss, costs, expenses or damages arising out of or in connection with Your use of the Website, Your participation in Betting, technical failures, interruptions, communication failures, loss or corruption of data, errors or omissions in content, or any misuse of the Website or Your Account.
- 14.5. We are not liable for any loss arising from Your attempt to use, exploit, conceal or benefit from any error, malfunction, vulnerability or other fault affecting the Website, Betting, software, games, payments, promotions or settlement process.

- 14.6. You agree to indemnify and hold Us, Our shareholders, directors, employees, agents and service providers harmless from and against any claims, liabilities, damages, losses, costs and expenses, including reasonable legal fees, arising from Your breach of these Terms, Your unlawful conduct, Your misuse of the Website or Our services, or Your infringement of any third-party rights.
- 14.7. You acknowledge that cryptocurrencies, virtual currencies, cryptographic tokens and other digital assets may be highly volatile. Their value may change significantly and may be affected by economic, political, technological, market, regulatory, network-related and other factors outside Our control. You are solely responsible for understanding these risks before using cryptocurrencies or other virtual assets on the Website.
- 14.8. You acknowledge that blockchain transactions may be irreversible and may be affected by network delays, fees, congestion, failed or unconfirmed transactions, incorrect wallet addresses, incompatible networks, unsupported assets, protocol changes, network vulnerabilities, cyberattacks or other technical issues outside Our control. We do not control any blockchain network and are not responsible for losses arising from the operation, failure, delay, vulnerability, modification or attack of any blockchain, protocol, wallet, network or third-party service.
- 14.9. You acknowledge that participation in Betting involves the risk of losing money. Use of the Website does not guarantee any winnings, earnings, bonuses, rewards or returns. You may use the Website only where You have sufficient supported cryptocurrencies in Your Account, and We do not provide credit, loans, advances or any other financing for participation in Betting.
- 14.10. 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.
- 14.11. Nothing in these Terms shall exclude or limit Our liability where such liability cannot be excluded or limited under applicable law.

15. Dormant accounts

- 15.1. Your Account may be considered inactive if You have not logged into Your Account or otherwise used the Website for a continuous period of twelve (12) months. If an inactive Account has a positive balance, We will make reasonable attempts to contact You using the contact details registered on Your Account, including by email or any other communication method available to Us.
- 15.2. Your Account may be considered dormant if it remains inactive for a further period of six (6) months after We have made reasonable attempts to contact You. Before closing a dormant

Account with a positive balance, We will make reasonable attempts to notify You of the proposed closure and explain how You may reactivate Your Account, request closure of Your Account or withdraw any remaining eligible balance.

- 15.3. Any remaining eligible balance on a dormant Account will be returned to You in accordance with these Terms. Closure of a dormant Account does not affect any rights or obligations that arose before closure.
- 15.4. We do not charge dormant account fees.

16. Responsible Gambling

- 16.1. We are committed to providing a safe and responsible gambling environment. Our Responsible Gambling Policy forms part of these Terms and is available on the Website in the Responsible Gambling section: <https://chexx.bet/responsible-gambling>
- 16.2. The Responsible Gambling section explains the tools available to help You monitor and manage Your gambling activity. You may use the available responsible gambling tools through Your Account settings or by contacting customer support.
- 16.3. You are encouraged to use responsible gambling tools before gambling becomes a problem. If You believe that You may have difficulties controlling Your gambling activity, You should stop using the Website and seek support from appropriate professional or support organizations listed in Our Responsible Gambling Policy.

17. Third Party Website

- 17.1. The Website may contain links to third-party websites or resources. Such links are provided for informational purposes only and do not constitute an offer, recommendation, endorsement or invitation to purchase or use any third-party products or services.
- 17.2. You understand and acknowledge that We do not control and are not responsible for any third-party websites or resources, including their content, availability, accuracy, security, privacy practices, policies, terms or services.
- 17.3. If You access any third-party website or resource through a link on the Website, You do so at Your own risk.
- 17.4. To the maximum extent permitted by applicable law, We make no warranties, representations or undertakings in relation to any third-party website or resource, and We disclaim any liability for any loss, damage, cost, claim or other consequence arising directly or indirectly from Your access to or use of any third-party website or resource, any information You provide to it, any transaction You conduct through it, any error, omission, unavailability, failure, malware, virus, system failure or security issue connected with it.

18. Bonuses and promotions

- 18.1. We may from time to time offer bonuses, promotions, free bets, rewards or special offers to eligible registered Users. You must explicitly accept the applicable bonus-specific terms before participating in a bonus or promotion.
- 18.2. The terms applicable to each bonus or promotion will be clearly and prominently disclosed on the Website, in Your Account and/or in separate bonus-specific terms before You participate in that bonus or promotion. Bonus-specific terms form part of these Terms.
- 18.3. Bonus-specific terms will include, where applicable, the eligibility criteria, bonus amount, wagering requirements and how they are calculated, game contribution rates, minimum and maximum bet limits, excluded games or bet types, expiry period, withdrawal restrictions, conditions for confiscation or forfeiture of bonus funds or winnings, whether bonus funds are cashable or withdrawable, and any other material conditions applicable to the bonus or promotion.
- 18.4. Bonus funds, free bets, promotional funds and any other funds marked as non-cashable are not withdrawable unless the applicable bonus-specific terms expressly state otherwise. Such funds, and any winnings derived from them, may be subject to wagering requirements, expiry periods, withdrawal restrictions and other conditions set out in the applicable bonus-specific terms.
- 18.5. No bonus, promotion or special offer will be available after its expiry date, unless We expressly decide otherwise.
- 18.6. If We reasonably believe that You have abused or attempted to abuse a bonus or promotion, breached the applicable bonus-specific terms, used multiple or duplicate Accounts, acted fraudulently or dishonestly, or otherwise gained an unfair advantage, We may refuse, suspend, revoke or cancel the relevant bonus, promotion, free bet, reward or special offer, and may withhold, void or reverse any bonus funds, promotional benefits or winnings derived from such breach. Any affected Bets, game rounds, Account restrictions, Account suspension or Account closure will be handled in accordance with **Sections 8, 10 and 11** of these Terms.
- 18.7. We may amend, withdraw, suspend or cancel any bonus, promotion, free bet, reward or special offer where reasonably necessary for legal, regulatory, technical, operational, fraud prevention, abuse prevention, security or provider-related reasons, or where required to correct an obvious error or technical error. Any such change will not apply retrospectively where this would unfairly prejudice Users who have already accepted and complied with the applicable bonus-specific terms, unless the change is required by applicable law, regulatory requirements, provider requirements or to correct an obvious error or technical error.

- 18.8. We may apply additional checks before granting, crediting or paying out any bonus, prize, promotional benefit or winnings derived from a bonus, where required or reasonably necessary for compliance purposes.

19. Intellectual Property

- 19.1. All software, technology, systems, source code, object code, databases, website design, graphics, text, documents, information, content, trademarks, service marks, logos, trade names and other materials made available on or through the Website are owned by Us, Our licensors or Our service providers and are protected by copyright, trademark and other intellectual property laws.
- 19.2. You are granted only a limited, non-exclusive, non-transferable, revocable right to access and use the Website and Our services for Your personal use in accordance with these Terms. No intellectual property rights are transferred or assigned to You.
- 19.3. You must not copy, reproduce, distribute, publish, modify, adapt, translate, reverse engineer, decompile, disassemble, lease, sell, transfer, sublicense, create derivative works from, remove proprietary notices from, or otherwise use any part of the Website, software, content, trademarks, logos or materials except as expressly permitted by these Terms.

20. Complaints

- 20.1. We maintain a fair, transparent and efficient complaints handling process. Our Complaints Policy forms part of these Terms and is available on the Website as a standalone document: <https://stcfiles.com/prod-public/st/prod/complaintsPolicy-443.pdf>
- 20.2. Complaints may be submitted only by the registered Player. You may submit a complaint free of charge through the Complaint Submission Form available in Our Complaints Policy and on the Website, or by contacting customer support at support@chexx.bet. You may contact Us for assistance before submitting a formal complaint, and We will try to find a suitable solution where possible.
- 20.3. We may request supporting information or documentation reasonably required to assess the complaint, including account details, transaction details, bet or game references, screenshots, correspondence, or any other relevant evidence. If You fail to provide the requested information within a reasonable period, We may be unable to complete the review and may close the complaint.
- 20.4. You may submit a complaint within six (6) months from the settlement of the relevant Bet, transaction or incident giving rise to the complaint. In the case of peer-to-peer games, such as poker, or ante-post fixed odds betting, the six-month period starts from the settlement of the Bet or conclusion of the relevant event, rather than from the placement of the wager. For

in-running bets or data-sensitive cases, earlier submission is recommended due to potential data loss.

- 20.5. Complaints related to responsible gambling, including self-exclusion, player protection or other responsible gambling concerns, will be treated with priority. We will confirm receipt of such complaint in writing within two (2) days and will use reasonable efforts to resolve it within five (5) business days. If more time is required, We will inform You, and the extended period will not exceed fourteen (14) days unless the delay is caused by missing information or lack of cooperation from You.
- 20.6. For all other complaints, We will acknowledge receipt within seven (7) calendar days of submission. We will assess the complaint and aim to provide a final resolution within four (4) weeks. If additional time is needed due to complexity or missing information, We may extend the resolution period once, for up to four (4) additional weeks, provided that You are notified in writing.
- 20.7. You will receive a final determination of Your complaint in writing.
- 20.8. If You are not satisfied with Our final determination, or if Your complaint has not been resolved within the applicable timeframe, You may escalate the dispute to Our appointed independent Alternative Dispute Resolution provider, ABC-ADR Limited. ABC-ADR Limited is listed by the Curaçao Gaming Authority as a certificate holder for Alternative Dispute Resolution under certificate number CGA/ADR/2025/02.
- 20.9. ADR services will be made available free of charge to Players, subject to the ADR provider's applicable rules and procedures. Unless otherwise provided by applicable law or the ADR provider's rules, participation in ADR does not limit Your right to seek further legal or judicial recourse.
- 20.10. The Curaçao Gaming Authority does not mediate or decide individual player disputes relating to gambling transactions. However, if You believe that We have breached applicable gaming laws, regulations or license requirements, You may contact the Curaçao Gaming Authority. Relevant information and links are provided in Our Complaints Policy and on the Website.
- 20.11. We encourage You to read the Complaints Policy, where You can find further details about the complaint process.

21. Miscellaneous

21.1. Severability

If any provision of these Terms is held to be unlawful, invalid or unenforceable, that provision shall be severed from these Terms to the extent necessary, and the remaining provisions shall remain valid and enforceable.

21.2. Assignment

We may assign or transfer Our rights and obligations under these Terms in connection with a lawful merger, restructuring, sale or transfer of Our business, provided that this is done in

accordance with applicable laws and regulatory requirements. You may not assign or transfer Your rights or obligations under these Terms or transfer Your Account to any other person without Our prior written consent.

21.3. Entire Agreement

These Terms, together with any documents, policies, rules or guidelines expressly referred to in them or made available on the Website, constitute the entire agreement between You and Us in relation to Your use of the Website and supersede any previous communications, proposals or agreements relating to the same subject matter.

21.4. Applicable law

These Terms and the contractual relationship between You and Us shall be governed by the laws of Curaçao. Any dispute, controversy or claim arising out of or in connection with these Terms or the contractual relationship between You and Continent Gaming N.V., including any question regarding their existence, validity, breach, termination or invalidity, shall be submitted to the competent courts of Curaçao.

21.5. Periodic Review

We review these Terms periodically and may update them from time to time to reflect changes in applicable laws, regulations, license conditions, regulatory guidance, Our services, policies, payment methods, products or operational practices.

21.6. Questions

Should You have any questions or queries, You may contact Our customer support at: support@chexx.bet or through the support channels made available on the Website.