

Terms and Conditions

HashSpace N.V. (the "Company") is incorporated under the laws of Curacao with offices at Abraham de Veerstraat 9, Curacao

The Company is licensed and regulated by the Curacao Gaming Authority and operates under License No. 156614 for the purposes of operating and offering Internet casino gambling services.

PLEASE READ THE TERMS AND CONDITIONS SET OUT HEREIN TO THEIR EXTENT BEFORE REGISTERING WITH US AND/OR BEFORE USING ANY OF THE SERVICES PROVIDED BY THE COMPANY.

These Terms and Conditions are in effect from December 1, 2019 and supersede all previous Terms and Conditions.

1. ACCEPTANCE OF TERMS

1.1. By accessing and using our website at: [http:// www.hashspace.one](http://www.hashspace.one) (the “**Website**”) and any of our online services and interactive gaming products, and all related websites used by us from time to time, and by registering with the Company (including opening an Account, as such term is defined below), you acknowledge that you have read these Terms and Conditions (the “**Terms**”) and you agree to be bound by these Terms.

1.2. You also agree to the use of electronic communications in order to enter into agreements, and you waive any rights or requirements under applicable laws or regulations in any applicable jurisdiction which require a signature by hand, to the extent permitted by applicable law.

1.3. If there is any inconsistency between the Terms and any other guidelines, policies or other information, published or presented by the Company, including without limitations, on the Website, and all related websites used by us from time to time, the Terms shall govern.

1.4. We reserve the right to change the Terms at any time. Unless specifically stated otherwise, all changes shall enter into force immediately. We will make reasonable endeavors to guarantee that any critical changes to the Terms will be notified to you by a proper method (such as a notification on the Website or via email), however such

notification or the absence thereof shall not affect the entering into force and the validity of any such changes.

1.5. The latest version of the Terms will be placed at an appropriate place on the Website and will be available through the link. You are encouraged to visit and to check the most updated version of the Terms from time to time.

1.6. If a certain change to the Terms is made and you do not agree with such change, then as a sole remedy, you may immediately stop using our services and the Website and/or close your Account. Your continued access or utilization of any of our services or products will be seen as an acceptance of the Terms and any changes to them as at the time of use or access.

1.7. Our license has the scope and support described in it, and its jurisdiction is clearly defined independently of the legislation that may or may not exist in your territory. Therefore, by interacting with and/or playing on any and all of our sites, you are agreeing to do so under the knowledge of the foregoing, thereby accepting the validity of the license that regulates us.

2. COMPLIANCE WITH LAW

2.1. Using our services under the age of 18 or any other minimum legal age for gambling in your country is completely forbidden, and by using our services or registering to the Website you warrant and represent to us that you are above the age of 18 (or any other applicable minimum legal age required for gambling activity under the law applicable to your country).

2.2. You consent that by registering, betting, wagering or using any of our services, you do not break any local or national law in your country, place of residence, or the place from which your bets or wagers are offered to us, which prohibit gambling, and you undertake and represent that you shall not access any of our services and the Website from within a jurisdiction that outlaws such access or use.

2.3. If you are suspected of breaching any laws or regulations, we maintain the right to suspend you from our services, close your Account, and/or refuse to pay you any winnings. We likewise reserve the right to block our services in whole or to a limited extent in any country or territory, or to reinstate our services, for any reason, without notification.

2.4 You represent and warrant that you are not depositing funds originating from criminal and/or unlawful and/or unauthorized activities, including but not limited to fraud or money laundering, and you are not otherwise conducting criminal and/or

unlawful and/or unauthorized activities and/or intending to use the Account in connection with such activities nor will you allow any other person to use your Account for such activities.

2.5 You understand that we shall be entitled to inform relevant authorities, other online operators, other online service providers and banks, credit card companies, electronic payment providers or other financial institutions of your identity and of any suspected unlawful, fraudulent or improper activity, and you will cooperate fully with us to investigate any such activity.

3. OPENING AN ACCOUNT

3.1. Opening an account with us ("**Account**") is a prior condition before using any of our services or products.

3.2. You must open your own Account and are limited to one Account only. In any case of Account duplication, we reserve the right to close both of them or combine them to one Account, to reject or negate any bets or wagers placed through duplicate Accounts and/or to deactivate and/or revoke any bonuses. We may also set off amounts owned to you against bonuses and other amounts actually withdrawn by you in breach of these Terms. You may request a new Account by contacting us at our contact page. When doing so, please specify the reason for the request, including the background and the reason for suspension or cancellation of any previous Accounts.

3.3. You must not let anyone else (including, without limitation, any person under the legal age for gambling) use your Account, accept any prize, or participate in any activities on the Website under any circumstances. You shall be solely responsible to any unauthorized use of the Website through your Account using your name and password.

3.4. You confirm that any payment method that you use while using our services, whether it is a credit/charge card or another method, is yours and carries your name. You shall maintain your username, password and any other identification or contact details in strict confidence and shall be solely liable to any misuse of the above. We shall not have any liability to any unauthorized use of your Account or any payment methods, and shall not be required to compensate you for any damage, cost or expenses incurred as a result of the same.

3.5. Any funds, deposits, winnings or balances held in your Account are not subject to any form of interest payment, including in the event of delays of payments for any reason whatsoever.

3.6. If you are accidentally or illegally (including following or in connection with a breach of these Terms) credited with any funds to your Account, we shall be licensed to make appropriate adjustments. We may also offset amounts credited to you as set forth above against other amounts (including without limitations any bonuses) owed to you from time to time. If you use these funds to place bets or wagers, we reserve the right to void all such bets/wagers and reverse any winnings at our discretion.

3.7. We will be happy to assist you with any problems that may occur while opening an Account. If you need help, please contact our Customer Support team.

4. CUSTOMER INFORMATION

4.1. All information provided by you including transactional information entered by you must be correct, accurate, relate to you personally, and reflect your purposes alone.

4.2 You undertake to update us immediately of any change in the information provided to us. Failure to do so shall release us from any liability we have (if any) to update you or inform you of any events or issues, and/or from any other damages or expenses you may incur as a result of not informing us of the above.

4.3 Our privacy policy sets forth the ways we collect, use or share your information. By accepting the Terms you are also accepting the terms and conditions of our privacy policy, and agree to bind by its provisions as they may be from time to time.

5. AGE AND IDENTITY VERIFICATION

5.1. We reserve the right to process, utilize or record any private information you have given us before and after accepting your Account application, and to supply it to authorized third parties, in order to verify your identity and payment methods. These third parties will confirm any details we provide them, against any databases (open or private), to which they have access and might keep a record of that check.

5.2. We may act to confirm any data you have given us while applying or trying to make a withdrawal, in order to guarantee you are 18 or over or otherwise meet the legal requirement for gambling in your country. This may or may not apply where we identify the use of a payment method which may be accessible to individuals under the legal age of gambling. Deposits or withdrawals may be blocked until we have finished the verification process.

5.3. We may initially try verification of your information electronically. However, in the event that we do not or cannot do so, we may request that you supply us with more

documentary proof within 72 hours of our request. This may include a request for things such as a color copy of your passport photo, driving license, other government approved photographic ID, and a duplicate of a recent utility bill, bank or credit card statement, a partially-covered copy of the card used for payment or any other documents we may require for the purpose of identification and validation.

5.4. Until we complete the identity, card details and age verification process, you will not be able to open or use your Account, or withdraw any winnings. Alternatively, we may suspend your Account, and forbid you from gambling or withdrawing winnings until all required validation has been completed satisfactorily.

5.5. If an age verification check indicates you are underage, we will negate and/or retract all winnings and bonuses. We reserve the right to perform random security checks at any time, and to demand additional documentation in order to validate you in this context.

5.6. For security purposes as well as your safety, we may record and monitor any telephone calls, emails and live chats through which you communicate with any of our Customer Support teams.

6. ANTI-MONEY LAUNDERING AND OTHER SECURITY CHECKS

6.1. Company is determined to be completely on guard in preventing cases of money laundering and financing of terrorism, and will make all endeavors, in accordance with applicable law, in order to protect itself from these kinds of activities.

6.2. Therefore, we shall use any means available to us to fulfil any requirements for the prevention of money laundering and financing of terrorism, including without limitations, the following:

- Ask all players to fill their identification details when opening an Account and to supply us with all information needed in order to comply with applicable Anti-Money Laundering related regulation;
- Keep in possession a secure list of all registered players and their identification and transactional documentation.
- Prevent underage (in accordance with the applicable law in the relevant territory) players from using our services.
- Limit deposits to a specific amount as shall be decided from time to time.

- Not accept anonymous Accounts or Accounts in fictitious names such that the true beneficial owner is not known.
- Not accept cash from players. Funds may be received from players only by credit/debit cards and/or by any other payment solution provider(s) integrated into the platform.
- Winnings will not be distributed before a strict check for compatibility between the name of the Account and the credit card holder's name, or any other means of identification that we may implement at our sole discretion.
- Funds transfer between Accounts is completely forbidden.
- Check the background and other characteristics of any complex or large transactions and any transactions which are particularly likely to be related to money laundering or the funding of terrorism.
- Cooperate with all relevant administrative, enforcement and judicial authorities in their endeavors to prevent and detect any criminal activity.
- If a player is caught providing false information, Company and OptimalPlay Processing Limited have the right to (and may) immediately cancel that person's registration as a player with the company.

7. WITHDRAWALS, DEPOSITS AND REFUNDS

7.1. Any mention of payments to or withdrawals from an Account refers to any payment to us, and/or payment made by us, through our (or our licensors') payments systems and processes.

7.2. Any real money deposit is subject to wagering before it can be withdrawn. This is a security regulation that aims to prevent international money laundering. Therefore, in the case of withdrawal requests pertaining to funds not used for wagering, we will refuse the withdrawal.

7.3. You may be able to choose between several payments methods under your Account, in order to deposit money, but you are allowed to withdraw money only by wire transfer. We may add or remove payment methods from time to time at our discretion.

7.4. Except in circumstances where restrictions on withdrawal are applied (e.g. in relation to funds connected to bonus schemes), you may withdraw funds from your

Account once all payments have been approved and you have fulfilled our verification process. In this case (where payments are approved and all documents have been sent to us) we will process the request within one business day. Verification documents may include:

Photographic ID. This will be a copy of a current ID, showing your name, photograph and signature. Options for such IDs are: Passport/driving license/National ID card.

Credit/Debit Card: A copy of the front and the back of the card used to fund your account. For security purposes please block the middle 8 digits, and the 3 security digits on the back.

Proof of address: A recent utility bill or a credit card statement showing the same address with which you have registered your account.

We may add or change the above verification documents and/or information from time to time. This includes asking that you provide us with additional documents and/or information, including without limitation, information in connection with regulatory or other legal requirements such as AML and KYC regulations.

7.5 Withdrawals of winnings and bonuses from pre-deposit free bonus money may be limited to specific countries. Please make sure you have carefully read all applicable terms and conditions linked to any bonus scheme we may offer from time to time.

7.6. We reserve the right to charge a reasonable commission based on currency exchange rates if we have reason to believe, a customer is not maintaining an appropriate level of play and is taking advantage of exchange rate fluctuations.

7.7. Withdrawal requests may be subject to audit before processing, and we reserve the right to reclaim bonuses or any winnings if a request fails an audit.

7.8. HashSpace N.V. and any of our online services and interactive gaming products, has a strict refund policy. Our refund policy is as follows:

- Should a player register for any of our online services and deposit money, which they then utilize to play and/or interact with any of our online services, they will not be entitled to any refund.

8. SUSPENDING AND CLOSING AN ACCOUNT

8.1. We reserve the right to suspend or terminate your Account or access to the funds it holds, in case of suspicion of misuse of our Website, breach of these Terms, illegal activity, fraud, money laundering, breach of security, charge backs, cheating, using our services in a jurisdiction that finds it illegal or if you are under the minimum legal age for gambling under applicable law.

8.2. Withdrawal of funds might be temporarily withheld, until we complete our investigation in the context of any legal or regulatory obligations that we may have. Furthermore, we reserve the right to suspend or close any Account, based on our judgment.

8.3. In the case of suspension of your Account, you may provide us with evidence addressing our suspicions within three (3) months following the suspension. This policy is detailed further in the section "Complaints and Disputes".

8.4. You have the right to close your account by making a request to our Customer Service Team.

8.5. We reserve the right to suspend or close your account in any case of charging back your deposits, which is considered a violation of these Terms. In a case such as this, we will be entitled to confiscate any balance of funds in your Account, including deposits and winnings. This will be considered an offset for the charge back.

8.6. If inappropriate behavior by you or misuse of your Account has led us to withhold your funds, we will proceed according to the appropriate laws and regulations.

9. RESPONSIBLE GAMBLING

9.1. We urge you to act with responsibility in setting limits for gambling on our website. Our Customer Support team will gladly advise you and set your deposit limits for you. We do not take responsibility if you try to by-pass these limits in any legal or illegal way.

9.2. We respect and encourage self-control and self-imposed avoidance of gambling. To this end we give you the option of taking a break from gambling on the Website for your chosen time frame of day/week/month, per your request. During this period, you will not be able to access games or deposit/bet/wager in any way.

9.3. You can choose to close your Account for an indefinite period of time, in which case we will remove you from our mailing lists. Once closed, you may contact us and request to re-open your Account in the future. We may treat any such request as a request to open a new Account, and we may request that you once again provide any information you have already provided to us.

9.4. We will encourage you and assist you in your efforts of self-exclusion or imposing of limits and stop sending you marketing materials. However, we cannot prevent gambling/receiving marketing material being delivered to you from other parties, casinos or websites, therefore extending your self-exclusion/limitation action to all other gambling services is solely your responsibility.

9.5 You are not classified as a compulsive gambler and have not previously self-excluded from this Website and/or any other gambling website.

10. BETS OR WAGERS

10.1. It is your responsibility to read, check and understand any wager or betting instructions before placing your bet or wager. It is your obligation to make sure that any bet or wager chosen by you reflects your intentions. We do not take responsibility for any mistakes or misunderstanding on your part. When a wager is placed by you on the Website, the same amount is charged against your Account.

10.2. In all cases, where there is any disagreement or question as to the details of any wager or bet gambled on the Website or to the outcome of any bet or wager, our electronic records (which are part of our regulated and audited technical facilities) will be the sole and final determining factor. You consent that our records shall be the final authority in deciding the validity and terms of any bets or wagers you place and the circumstances in which they were done.

10.3. Using or exploiting any bugs, errors, vulnerabilities, glitches or design flaws in the Website to gain an unfair advantage or any personal gain is forbidden. Recognized or suspected bugs should be reported as quickly as possible to the Customer Support team. Customers who recognize or suspect a bug in the website that results in non-standard winnings should cease play immediately and report it.

10.4. If we have reason to suspect fraud, bug exploitation, underage gambling, any illegal or illegitimate activity, or non-compliance of the policy laid down in these Terms, we reserve the right to decline any and all part of a bet or wager made, negate any bet or wager that has been made, block withdrawals, retain any deposits made and withhold payment of any deposits, winnings or bonuses.

10.5. We will only pay out winnings that have been fairly won in accordance with these Terms.

10.6. In the case of any game operations failure, such as server crash, software failure, communications failure, loss of power, natural disaster and the like, reasonable precautions will be taken to prevent information loss, and reasonable efforts will be made to recover information. However, in a case where information is lost, and cannot be recovered, any claims of bets made that cannot be confirmed by the information in our systems, cannot and will not be accepted.

11. FAIR GAMBLING

11.1. We will make every effort to deal fairly with customers and correct any failure or flaw in our systems.

11.2. You consent and agree that our random number generator software will determine the outcome of wagers or bets on the Website and that its calculations will be final and prevail in all aspects.

12. SECURITY, DATA PROTECTION AND PRIVACY

12.1. You agree that security is important to all parties. We will make every effort to secure and protect customer and gaming information, our operations and communications between us, including security checks and the use of secure technology.

12.2. We will make every effort and employ technological means to safeguard our systems and the information in it against malevolent attack including, denial-of-service (DOS), distributed-denial-of-service (DDOS), viruses and other malicious activity.

12.3. Regarding protection of information and operations, we will act in compliance with relevant data protection laws and regulations appropriate to our operations.

12.4. You agree that we may share your private information with regulators, authorities and other legal bodies as required by regulations affecting our operations, as well as with law enforcement authorities for the purpose of investigating fraud or money laundering, or any other illegal activity.

12.5. To ensure that your credit, debit or charge card is not being utilized without your consent, we will verify name, address and other personal information provided by you during the registration process against appropriate third party databases. By

consenting to these Terms, you agree to such checks being made. In executing these verifications, personal information provided by you may be exposed to a registered Credit Reference Agency which may keep a record of that information. You can be assured that this is done only to verify your identity, and that your credit rating will be unaffected. All data provided by you will be dealt with securely and responsibly, in accordance with applicable law.

12.6. Our policy is not to sell or provide customer data to third parties for commercial purposes. Our privacy policy set forth the ways in which we collect, use or share any information you provide us with.

13. CODE OF CONDUCT

13.1. In some services or products on the Website you may have the opportunity to interact with other customers in virtual chat. The intention of such chat is to contribute to customers' entertainment and communication. We reserve the right to block access to such chats for any customer, at any point.

13.2. While participating in chat with other customers or with a member of the Customer Support Team, you accept that any unpleasant, offensive or inappropriate language will not be tolerated and that you will not bother, threaten, embarrass or shame other customers or Customer Support Team members.

13.3. You agree that you will not post or send to anyone through any chat, e-mail or message through the Website or otherwise through our services, any insulting, threatening, obscene, harmful or pornographic material, or material which would violate or infringe in any manner upon the rights of others or cause an insult, distress or discomfort, or which are unlawful.

13.4. You consent that you will not promote any betting, gaming or any other products in chat or anywhere else on the Website.

13.5. You agree that we and only we have the right to use, copy, modify, adapt, distribute, show, reproduce and transmit any information that you write in any chat including allowing other users of any of our services or products to see and copy such information. In any event, you consent that you are not eligible to use anything you have written in chat in any way without our approval and that we are not obligated to supply it.

13.6. The Company reserves the right to deny service to a customer who has caused offence or otherwise breached these Terms or any other guidelines or policies we may

post from time to time, either by stopping communication with him or blocking the offender's account for an indefinite amount of time.

14. BONUSES AND PROMOTIONAL OFFERS

14.1. You consent that when you register for an Account, you are requested to indicate on the registration form whether you agree to receive marketing materials or information from us, our partners or selected third parties.

14.2 The Company may in some cases offer or award you complimentary or bonus amounts to be credited to your customer account. Some bonuses may only be utilized in conjunction with the Games Products indicated when the bonus is offered or granted. All bonuses are bound by the Terms and Conditions of the relevant bonus offering or applicable promotional terms and bonus release restrictions contained in the applicable offer or award.

14.3. Bonus offers and promotional offers (unless mentioned to be generally available) are personal and are designated for the addressed recipient or group of persons only and cannot be transferred. If you are not the intended recipient or you are not part of the intended group, then the bonus or promotional offer cannot be received by you.

14.4. You accept that it is your responsibility to make sure that any bonus offer or promotion you are interested in is still available, that you are eligible for it, and that you acknowledge any terms that apply to it.

14.5. We reserve the right to restrict the number of times that you may use a bonus or promotional offer. In addition to the conditions expressly declared in the offer itself, bonuses and promotional offers are limited to one account per person, family, household address, email address, credit card number and other common environments which share the same IP address (offices, hotels, coffee places, etc.). At any time where multiple participation is allowed, we reserve the right to restrict the number of participants, at our sole discretion.

14.6. The inclusion of participants in any bonus or promotional offer will be a result of criteria we select at our discretion, such as any combination of the following: Age, Country of residence, IP Address and other forms of segmentation.

14.7. Some types of bonus you get are marked for you to claim, rather than be automatically credited to your account. In such cases it is your responsibility to claim them before their validity date expires.

14.8. Withdrawal restrictions apply to wagers made with bonus funds only (Bonus Money balance), not with real money (Cash Money balance). Any winnings from real money bets are instantly available for withdrawal.

14.9. You can withdraw bonus money received and any winnings gained from wagering that bonus money, subject to terms and conditions of each promotion.

14.10 The Company reserves the right to change the structure of the bonus program at any time.

14.11. The Company reserves the right to amend, cancel, reclaim or refuse any promotion or offer to any customer, in particular, to players who, in its judgment, are suspected of misusing our website.

14.12. We reserve the right to demand of any Customer, at our discretion, to supply satisfactory evidence as to his identity, prior to us crediting any bonus, free bet or offer to their account.

14.13. A minimum deposit is required in order to receive a deposit bonus.

15. PERSONAL USE AND INTELLECTUAL PROPERTY

15.1. “**Company IPR**” shall mean all of the services and products on the Website and the Website itself, including without limitations any games, which may be provided by us to you or downloaded from sources made accessible by us for use with any part of our services or products, including without limitations, all software, inventions, know how, trademarks, trade names, domain names, pictures, graphics, logos, design, animations, photographs, videos, audio, music, text and other content and any associated intellectual property rights, whether registered or not, worldwide, including without limitations, any improvements, changes, enhancements and modifications to the above.

15.2. You consent that all copyright and all ownership rights and other intellectual property rights in Company IPR are owned by us or our licensors and that you have completely no right or other interest in any such Company IPR except as specifically mentioned in these Terms.

15.3. You are given a personal, non-assignable and non-transferable license to use the Company IPR solely for the aim of entertainment and using any of our services and

products and for no other purpose whatsoever, and especially, not for purposes of auditing, reviewing or any commercial or organized use.

15.4. You may not sublicense, assign or transfer the license given to you, or rent or lease or part with the whole or any part of such license or of the Company IPR embodied in such license.

15.5. You may not copy, transfer, reproduce, distribute, exploit or make any other use of data on the Website in any aspect other than for the intention of displaying it on your computer screen.

15.6. You may not link the Website to any other website without our written permission.

16. LIABILITY

16.1. You consent that we do not endorse, nor are we responsible for the content or information in any third-party advertising, links, marketing or other presence on the Website. In addition, we are not responsible and shall have no liability to any third party websites as well as any content on such websites, to which any of the links on the Website lead and you are clicking any links at your sole responsibility.

16.2. You consent to indemnify us, our affiliates and our respective shareholders, employees, officers and other representatives, and hold us free from any demand, claim, damage, cost or expenses, including without limitations any legal fees, made or incurred as a result of or in connection with (i) your use of the Website including you breaching these Terms, any applicable laws and regulations or the rights of another person or entity; (ii) your negligent acts, omissions, or willful misconduct.

16.3. You accept, agree and acknowledge that we are not liable to you for any loss whatsoever following from the use, abuse or misuse of your Account, or any of our products and services and any corresponding websites and/or any technical problems, system breakdowns, delays, imperfections, interruptions, manipulated or improper data transmission, loss or corruption of data or communications lines failure (as well as any failures that affect the ability for interactive television return-path capabilities), distributed denial of service attacks, viruses or any other adverse technological occurrences arising in connection with your access to or use of the Website or our products and services;

16.4. You consent that we do not take responsibility for compliance with the fact that you may be bound by law to account and make payments to tax authorities regarding of your use of or access to any of our services or products including your winnings and that remains your responsibility alone. The Company will not reveal details of your winnings unless required by law. If you are located in a jurisdiction where your winnings are taxable, you must, at your own responsibility, keep track of those winnings and report them to the right authorities.

16.5. You consent that you will have no cause of action or other rights or claims against the owners and the software developer(s) of the Website or any services or products accessible through the Website for any subject, cause or thing related to your participation in our services or products.

16.6 You acknowledge and agree that your Account is not a bank account and is therefore not insured, guaranteed, sponsored or otherwise protected by any deposit or banking insurance system or by any other similar insurance system of any other jurisdiction, including but not limited to your local jurisdiction. Furthermore, the Account does not bear any interest on any of the funds held in it.

16.7 The Website and all services, products and software in it (the “**Software**”), are provided "as is" without any promises, warranties, conditions, undertakings or representations, express or implied, statutory or otherwise. We and our software provider(s), and all of our and its affiliates and related parties, hereby exclude all implied terms, conditions and warranties (including any warranty of merchantability, satisfactory quality and fitness for any particular purpose) and do not warrant that the Software will meet your requirements, that the software will not infringe any third party's intellectual property rights, that the operation of the software will be error free or uninterrupted, that any defects in the software will be corrected, or that the software is virus-free and/or free from any other malware.

17. COMPLAINTS AND DISPUTES

17.1. This Terms and all and any agreements and conditions related thereto shall be governed by Curacao law. The competent state court in Curacao will have exclusive jurisdiction in any matter arising from or related to this Agreement. However, this shall not prevent us from bringing any action in the court of any other jurisdiction for injunctive or similar relief. The English language version of this Agreement will prevail over any other language version issued by us.

17.2. By "complaint" we allude to a complaint you hold about any form of our conduct in relation to your dealings with us and by "dispute" we refer to either a complaint which is not resolved or a disagreement which is connected to the outcome

of a gambling transaction on the Website or any services or products accessible through the Website.

17.3. If you have a complaint, you are requested to contact the Customer Support team immediately. Complaints must be sent as soon as circumstances arise.

17.4. We will attempt to resolve all complaints as quickly as possible. If for any reason you are unsatisfied with our handling of your complaint, you may ask the Customer Support Team to escalate the matter to a manager.

17.5. We reserve the right to save all communications with you and any other person connected to your complaints or disputes. If there is a dispute as to the contents of any such communication, reference will be made to such records and to our transaction database which, in the absence of any adverse evidence, shall be decisive.

17.6. You consent that any complaints or disputes are confidential whilst a decision is being sought and thereafter. You agree not to reveal the existence, nature or any part of any complaints or disputes to any third party. Any failure to abide by this secrecy obligation is considered to be a breach of the Terms and in such a case, we reserve the right to discontinue looking for a resolution to your complaint or dispute.

18. INACTIVE ACCOUNTS

18.1. If you have not placed any transactions using your Account for a continuous period of 180 days, your Account will be deemed inactive and will be closed. Once the account has been closed the account balance will be forfeited.

18.2. If you wish to reopen your account after it was closed, you will need to contact us in order to reopen the account.

19. LIMITATION OF LIABILITY

19.1 IN NO EVENT SHALL WE OR OUR SOFTWARE PROVIDER, OR ANY OF OUR OR THEIR AFFILIATES AND RELATED PARTIES, BE LIABLE TO YOU FOR ANY DIRECT, CONSEQUENTIAL, INDIRECT, INCIDENTAL OR SPECIAL DAMAGE OR LOSS OF ANY KIND, INCLUDING WITHOUT LIMITATION LOSS OF BUSINESS, PROFITS, REVENUE, CONTRACTS OR ANTICIPATED SAVINGS, OR LOSS OR DAMAGE ARISING FROM LOSS, DAMAGE OR CORRUPTION OF ANY DATA, WHETHER OR NOT WE HAVE BEEN NOTIFIED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE AHEAD OF TIME.

20. MISCELLANEOUS

20.1. In any case that you do not understand a part of the Terms please contact our Customer Support Team.

20.2. These Terms constitute the full agreement between you and us and no other terms apply. These Terms govern, supersede and replace any other agreement, promise or representation made to you, whether in writing or not, which to the extent not in compliance with these Terms, shall not have any force whatsoever.

20.3. We will not be responsible for any breach of this agreement by us in so far as it is caused directly or indirectly by circumstances beyond our fair control, and which prevents us from fulfilling our obligations to you.

20.4. These Terms are formulated in the English language. If at any time they are presented to customers in another language and there is a conflict or inconsistency between the English language text and any text in another language, the English language text shall prevail.

20.5. Nothing written or said by any employee, agent or other representative of Company shall constitute an alternative of the Terms or a legitimate representation of the nature or quality of any facet of the products or services that we offer.

20.6. Employees of Company, its licensees, distributors, wholesalers, affiliates, and subsidiaries are not entitled to participate in any of our services or products other than for the purposes of testing, verification, etc.

20.7. You consent that your involvement in any of our services or products is personal and not professional, and that you participate for your own entertainment only.

20.8. You are aware of the possibility of losing money by using any of our services or products and take complete responsibility for any losses.