

Definitions

- *Bitcasino.io* – is referred to as 'we' or 'us' or 'Company'.
- *Player* – is referred to as 'you' or 'Player' or 'Member' or 'Customer(s)' or 'Account Holder'.
- *Game(s)* – means Casino and other RNG (Random Number Generator) games, which may become available from time to time on the website.
- *Website* – means Bitcasino.io through desktop, mobile or other platforms utilised by the Player.
- *Member Account* - User account required to access and use the Website.
- *Customer Support* - Assistance and support services provided by the Company to its Customers.
- *Event(s)* - Refers to a betting event or competition or game in a sport where Customers can place wagers for bets on the outcome.
- '*Cryptocurrency*', '*Cryptocurrencies*' and '*Crypto*' should further be read as 'bitcoin, altcoins, and/or (where applicable) other supported Cryptocurrencies'.
- *BTC* – Bitcoin (1 BTC = 1,000 mBTC (millibitcoins) = 1,000,000 uBTC (microbitcoins/bits)).
- *Fiat money* - A currency issued by a government or Central Banking Authority that is not backed by a physical commodity, such as gold or silver (e.g. USD, BRL, JPY, CNY).
- *Restricted Jurisdiction(s)* - specific countries or territories that are restricted by our gaming license, and as a result, users located in or from these regions are prohibited from registering and playing on the Website. The list of Restricted Jurisdictions may be updated from time to time, and can be accessed through the following [link](#) .

1. General

1.1. These terms and conditions (“Terms and Conditions”) apply to the usage of Games accessible through Website.

1.2. Bitcasino.io is operated by EZ Spins Ltd. (Hamchako, Mutsamudu, Autonomous Island of Anjouan, Union of Comoros).

1.3. These Terms and Conditions come into force as soon as you complete the registration process, which includes checking the box accepting these Terms and Conditions and successfully creating an account. By using any part of the Website following account creation, you agree to these Terms and Conditions applying to the use of the Website.

1.4. You must read these Terms and Conditions carefully in their entirety before creating an account. If you do not agree with any provision of these Terms and Conditions, you must not create an account or continue to use the Website.

1.5. We are entitled to make amendments to these Terms and Conditions at any time and without advanced notice. If we make such amendments, we may take appropriate steps to bring such changes to your attention (such as by email or placing a notice on the Website, together with the amended terms and conditions) but it shall be your sole responsibility to check for any amendments, updates and/or modifications.

If we determine any changes made to these Terms and Conditions to be considered "material", meaning that they have a significant impact on your rights or obligations under these Terms and Conditions, we will make a reasonable effort to notify you via email or by placing a notice on the Website.

Your continued use of Company’s services and Website after any such amendment to the Terms and Conditions will be deemed as your acceptance and agreement to be bound by such amendments, updates and/or modifications.

1.6. These Terms and Conditions may be published in several languages for informational purposes and ease of access by players. The English version is the only legal basis of the relationship between you and us and in the case of any discrepancy with respect to a translation of any kind, the English version of these Terms and Conditions shall prevail.

2. Binding Declarations

2.1. By agreeing to be bound by these Terms and Conditions, you also agree to be bound by the Website Rules and Privacy Policy that are hereby incorporated by reference into these Terms and Conditions. In the event of any inconsistency, these Terms and Conditions will prevail. You hereby represent and warrant that:

- 2.1.1. You are over 18 years of age;
- 2.1.2. You confirm that you have read and accepted these Terms and Conditions and agree to be bound by them by logging into your Account or using our Services.
- 2.1.3. By using our Services, you acknowledge and agree that your account and personal data will be collected, processed and stored as necessary to provide our Service, operate our business and comply with our legal, regulatory and licensing obligations under our Anjouan gaming license, as further described in our Privacy Policy.
- 2.1.4. You have full capacity to enter into a legally binding agreement with us and you are not restricted by any form of limited legal capacity;
- 2.1.5. You participate in the Games strictly in your personal and non-professional capacity; and participate for recreational and entertainment purposes only;
- 2.1.6. You participate in the Games and make bets on your own behalf and not on the behalf of any other person;
- 2.1.7. All information that you provide to us during the term of validity of this agreement is true, complete, correct, and that you shall immediately notify us of any change of such information;
- 2.1.8. You are solely responsible for reporting and accounting for any taxes, fees, charges or levies applicable to you under any local or relevant laws where you reside for any winnings that you receive from us;
- 2.1.9. You understand that by using our services you take the risk of losing money deposited into your Member Account and accept that you are fully and solely responsible for any such loss;
- 2.1.10. You will not use our services while located in any jurisdiction which is on our list of Restricted Jurisdictions;
- 2.1.11. You are permitted in the jurisdiction in which you are located to use online casino services;
- 2.1.12. In relation to deposits and withdrawals of funds into and from your Member Account, you shall only use Crypto and/or any Fiat currency that is valid and lawfully belongs to you;
- 2.1.13. You accept and acknowledge that the value of Cryptocurrency can change dramatically depending on the market value;
- 2.1.14. The computer software, the computer graphics, the Website and the user interface that we make available to you is owned by the Company or its associates and is protected by copyright laws. You may only use the Website or software for your own personal, recreational uses in accordance with all rules, terms and conditions we have established and in accordance with all applicable rules and regulations under the Anjouan gaming license;
- 2.1.15. You understand that Crypto is not considered a legal currency or tender and as such on the Website they are treated as virtual funds with no intrinsic value;
- 2.1.16. You affirm that you are not an officer, director, employee, consultant or agent of

Company or working for any company related to Company, or a relative or spouse of any of the foregoing;

2.1.17. You are not diagnosed or classified as a compulsive or problem gambler. We are not accountable if such problem gambling arises whilst using our services, but will endeavour

to inform of relevant assistance available. We reserve the right to implement cool off periods if we believe such actions will be of benefit;

2.1.18. If you are a politically exposed person or a family member of a politically exposed person, you accept and acknowledge that we may need to review or suspend your account without prior notice to you in order for us to fulfill any due diligence obligations we may have. You acknowledge that any decisions made regarding the status of your account are made solely at our own discretion, which may include permanent closure of your account;

2.1.19. You have only one account with us and agree to not to open any more accounts with us;

2.1.20. You accept and acknowledge that we reserve the right to detect and prevent the use of prohibited techniques, including but not limited to fraudulent transaction detection, automated registration and signup, gameplay and screen capture techniques. These steps may include, but are not limited to, examination of Players device properties, detection of geo-location and IP masking, transactions and blockchain analysis;

2.1.21. You accept our right to terminate and/or change any Games or Events being offered on the Website, and to refuse and/or limit bets.

3. Your Member Account

3.1. In order for you to be able to place bets on our Website, you must first personally register an account with us ("Member Account").

3.2. You are not allowed to register, nor shall we accept a registration from persons in a Restricted Jurisdiction.

You are responsible for determining whether your accessing and using our website is compliant with any rules, laws, and regulations applicable to you and you warrant to us that gambling is not illegal in the territory where you reside.

By registering an account with us and using the Website you confirm that you're not located in or from a Restricted Jurisdiction and are not using any third party software to access our sites from Restricted Jurisdictions.

3.3. If you are located in or from a Restricted jurisdiction and you open or use the Website: your account may be closed by us immediately; any winnings and rewards will be confiscated and remaining balance returned (subject to reasonable charges), and any returns, winnings or rewards which you have gained or accrued will be forfeited by you and may be reclaimed by us; and you will return to us on demand any such funds which have been withdrawn.

3.4. If you attempt to open more than one Member Account, we reserve the right to block, suspend or close your Member Account, as well as freeze any funds credited to your account.

3.5. If you notice that you have more than one registered Member Account you must notify us immediately. Failure to do so may lead to your Member Account being blocked.

3.6. You will inform us as soon as you become aware of any errors with respect to your account or any calculations with respect to any bet you have placed. We reserve the right to declare null and void any bets that are subject to such an error.

3.7. If you do not use your account that has a positive balance for 3 months, you will receive a notice from us. If you do not use your balance within 1 month following our notice, we may remove the balance from your account to protect your funds. If this happens contact us at **safety@bitcasino.io** to reopen your account and retrieve the funds.

3.8. In case your account has a positive balance and has been inactive for more than 12 months, we reserve the right to deduct monthly administrative costs from your balance equal to 5%.

3.9. You must enter all mandatory information requested into the registration form, including a valid email address. If you do not enter a valid email address, we will be unable to help you recover any “forgotten passwords”. It is your sole responsibility to ensure that the information you provide is true, complete and correct.

3.10. We have the right to carry out “KYC” (Know Your Customer) verification procedures and access to your Member Account may be blocked or closed if we determine that you have supplied false or misleading information.

3.11. As part of the registration process, you will have to choose a username and password for your login into the Website. You will have to choose a username which is not offensive or disruptive. It is your sole responsibility to ensure that your login details are kept securely. You must not disclose your login details to anyone. We are not liable or responsible for any abuse or misuse of your Member Account by third parties due to your disclosure, whether intentional, accidental, active or passive, of your login details to any third party.

3.12. If you change your password, you will be unable to withdraw for 48 hours due to security reasons.

3.13. The Company reserves the right to conduct random Account Health Checks in terms of verification and activity as part of its commitment to preventing

financial crime, fraud, and money laundering, and to maintain the integrity of its services. These checks are carried out at random and do not need to be based on any specific triggers or existing suspicions. For the purpose of this review, access to the account, gameplay features, and the ability to deposit or withdraw funds may be temporarily restricted.

3.14. A registering player must explicitly accept, together with a declaration in the form of a tick box that a player is registering to play on his/her own behalf and solely holds the beneficial ownership of his/her gaming account.

4. Security

4.1. On registration via the Website, you will be required to choose a password to authenticate your Member Account for use on the Website.

4.2. You agree to keep your password confidential and that you are responsible for any misuse of your password. Any losses suffered due to a third party using your account in any circumstances will not be refunded by us and furthermore, you shall have full responsibility for any third party using your login details and shall hold us harmless in respect of any damages arising as a consequence.

4.3. You agree to inform us at once by email if you believe that your account information is being misused by a third party so that we may suspend your account. We recommend that you disable any automatic password memory in your browser, use Two Step Verification and other such measures to limit the risk of unauthorised use of your account.

5. Deposits

5.1. You may participate in any Game only if you have sufficient funds on your Member Account for such participation.

5.2. You may make deposits in Cryptocurrencies or Fiat. The minimum deposit amounts can be found in our [Help Centre](#) . All minimum deposit amounts specified are per single transaction. Smaller deposits will not be summed. Any deposits below the specified minimum deposit amounts are void and will not be credited to your user account balance or returned to the source. The Company shall not be held liable if deposits do not meet our listed minimum deposit requirements.

5.3. To deposit funds into your Member Account, you can transfer funds from Crypto wallets and or bank accounts under your control. Deposits can only be made with your own funds. Sending funds to the wrong network address, wrong cryptocurrency, or wrong wallet could result in the irrecoverable and total loss of your funds. We are not responsible for recovering any funds sent to the wrong network address, wrong cryptocurrency, or wrong wallet. Please double check that you are sending the correct cryptocurrency to the correct network address before initiating any transfer, as there may be no chance to recover funds in cases where an incorrect transfer is made.

5.4. The Website cannot guarantee that all currencies will be natively supported in Games.

5.5. Upon your first deposit and throughout the lifetime of your account, we reserve the right to use additional procedures and means to verify your identity when processing

deposits into your Member Account. Verification will involve personal identity documents.

We may also require an additional document confirming ownership of your payment instrument and address as well as part of the verification process.

5.6. Some payment methods may include an additional fee. In this case, the fee

will be clearly visible for you in the cashier.

5.7. Your bank or payment service provider may charge you additional fees for currency conversion during the deposit process according to their terms and conditions and your user agreement.

5.8. Once the cumulative deposits reach \$10,000 USD or equivalent, the Company has the right to request the KYC documentation for verification purposes. Information being collected is full legal name, nationality, date of birth, residential address and government-issued photo identification.

6. Withdrawals

6.1. All withdrawals shall be processed in accordance with our withdrawal policy below. Crypto withdrawals will be made to your inputted Cryptocurrency wallet address when making a valid withdrawal request. To make a withdrawal, you first need to verify your registered email address from your account profile. To withdraw any funds which have been deposited, we require there to be at least 3 blockchain confirmations of the deposit before a withdrawal can be requested.

Fiat withdrawals shall be made to your personal Fiat account when making a valid withdrawal request. Fiat currency withdrawal may take up to 3 working days from the moment they are approved depending on the payment service provider.

6.2. The minimum withdrawal amounts can be found in our [Help Centre](#) . All amounts specified are per single transaction.

6.3. Any amounts which are mistakenly credited as winnings to your account, whether due to a technical error in the pay-tables, or human error or otherwise, remain the property of the Website and will be deducted from your account upon the error being detected. In the event of an incorrect crediting, you are obliged to notify us immediately. Any winnings mistakenly credited to your account and subsequently withdrawn by you will (without prejudice to other remedies and actions that may be available at law) constitute a valid legally-enforceable debt owed by you to the Company in the amount of such wrongfully attributed winnings. We reserve the right to instigate debt recovery procedures in such circumstances if you fail to voluntarily satisfy the outstanding debt.

6.4. For Fiat and Crypto withdrawals, the Website reserves the right to require 1x wagering of the amount equivalent to the deposit(s) before accepting a withdrawal request.

6.5. We reserve the right to block / delay processing of withdrawal requests until requested copies of valid photographic identification, proof of address and/or debit card

are provided to our satisfaction (KYC).

6.6. The Website reserves the right to carry out additional KYC verification procedures for any withdrawals exceeding €2500 or equivalent amount in Cryptocurrencies, as regulated by our gaming license, and further reserves the right to carry out such verification procedures in case of smaller withdrawals, as demanded by our gaming license.

Account

Holders who wish to recover funds held in a closed, locked or excluded account, are advised to contact Customer Support.

6.7. All transactions shall be checked in order to prevent money laundering. The Website may suspend, block or close a Member Account and withhold funds if requested to do so in accordance with the Prevention of Money Laundering Act or on any other legal basis requested by any state authority. Enhanced due diligence may be done in respect of withdrawals of funds not used for wagering and we reserve the right to decline processing withdrawals if you fail to comply with such additional due diligence requests.

6.8. We reserve the right to apply a wagering requirement of at least 5 (five) times the deposit amount if we suspect the player is using our service as a mixer. It is strictly forbidden to use our service for any other purpose than entertainment.

6.9. You acknowledge that the funds in your account are consumed instantly when playing and we do not provide return of goods, refunds or retrospective cancellation of your account.

6.10. In the event of a large withdrawal request, we may elect to process no more than 1 Million USDT or equivalent in other currencies per week until the full amount is settled.

6.11. We reserve the right to deduct any incurred transaction fees or other costs from any amount that you withdraw.

6.12. You accept that certain promotions may be subject to withdrawal restrictions and/or requirements which need to be met before funds credited under the promotion can be withdrawn. Such terms shall be duly published and made available as part of the promotion.

If you opt to make a withdrawal before the applicable wagering requirements are fulfilled, we will deduct the whole reward amount as well as any winnings connected with the use of the reward amounts before approving any withdrawal. The Website reserves the right to impose, at our own discretion, geographical limitations to individual reward schemes.

Please refer to Section 8 for additional reward terms.

6.13. Note that some payment methods may include an additional fee. In this case, the fee will be clearly visible for you in the cashier.

6.14. Note that your bank or payment service provider may charge you additional fees for withdrawals of currency conversion according to their terms and conditions and your user agreement.

7. Funds

7.1. Customers cannot move or convert funds between wallets and currencies.

7.2. The details you will need to make your Cryptocurrency deposits are available on the Website in the Deposit page.

7.3. We do not extend credit for the use of our services.

7.4. You will not earn any interest on your balance held in the Website and acknowledge that the Company is not a financial institution.

7.5. Should your account become overdrawn due to any sort of error or if a withdrawal request is processed twice or more for any reason, you agree to fully reimburse the Website for any such overdrawn amounts.

7.6. If we determine, in our sole discretion, that you are using the “Double Spend” methodology, the Website shall void all bets and winnings. Specifically, if you win, then confirm your deposit on the Blockchain and attempt to withdraw, all winnings will be confiscated and your account will be closed permanently. We shall also exercise this right where similar activities are attempted from any connected accounts.

8. Rewards and promotions

8.1. The Website reserves the right to cancel any promotion, reward or reward program (including, but not limited to free money rewards, deposit rewards, reload rewards and loyalty program) with immediate effect if we believe the reward has been set up incorrectly or is being abused, has not been used within 72 hours from receiving it on your account, except where the separate terms and conditions of the promotion, reward or special offer state otherwise, and if said reward has been paid out then we reserve the right to decline any withdrawal request and to deduct such amount from your account. Whether or not a reward is deemed to be set up incorrectly or abused shall be determined solely at the discretion of the Website.

8.2. If you use a Deposit reward, no withdrawal of your original deposit will be accepted before you have reached the requirements stipulated under the terms and conditions of the Deposit reward.

8.3. Where any term of the offer or promotion is breached or there is any evidence of a series of bets placed by a customer or group of customers, which due to a deposit reward, enhanced payments, free bets, risk free bets or any other promotional offer results in guaranteed customer profits irrespective of the outcome, whether individually or as part of a group, the Website reserves the right to reclaim the reward element of such offers and in their absolute discretion either void the free bet reward and risk free bets or void any bet funded by the deposit reward. In addition, the Website reserves the right to levy an

administration charge on the customer up to the value of the deposit reward, free bet reward, risk free bet or additional payment to cover administrative costs. We further reserve the right to ask any customer to provide sufficient documentation for us to be satisfied in our absolute discretion as to the customer's identity prior to us crediting any reward, free bet, risk free bet or offer to their account.

8.4. All Website offers are intended for recreational players and the Website may in its sole discretion limit the eligibility of customers to participate in all or part of any promotion.

8.5. Website reserves the right to amend, cancel, reclaim or refuse any promotion at its own discretion.

8.6. Rewards can only be received once per person/account, family, household, address, e-mail address, IP addresses and environments where computers are shared (university, school, public library, workplace, etc.). The Company reserves the right to close your account and confiscate any existing funds if evidence of abuse/fraud is found.

8.7. You acknowledge and understand that separate terms and conditions exist with respect to promotions, rewards and special offers, and are in addition to these terms and conditions. These terms and conditions are set forth in the respective content page on the Website, or have been delivered to you personally, as the case may be. In the event of a conflict between the provisions of such promotions, rewards and special offers, and the provisions of these terms and conditions, the provisions of such promotions, rewards and special offers will prevail.

8.8. We reserve the right to insist that you bet a certain amount of your own deposit before you can bet with any reward funds we credit to your account. The specific amount is subject to the requirements specified in the promotion's terms and conditions.

8.9. You accept that certain promotions may be subject to withdrawal restrictions and/or requirements which need to be met before funds credited under the promotion can be withdrawn. Such terms shall be duly published and made available as part of the promotion. If you opt to make a withdrawal before the applicable wagering requirements are fulfilled, we will deduct the whole reward amount as well as any winnings connected with the use of the reward amounts before approving any withdrawal.

8.10. You must use your reward and/or reward program within 72 hours from receiving the reward on your Member Account, except where the separate terms and conditions of the promotion, reward or special offer state otherwise. When the reward and/or reward program has not been used within 72 hours from receiving it, the Website reserves the right to cancel any such reward and/or reward program and may deduct

the reward or reward-

like reward or free spins immediately after the lapse of the 72 hour period.

8.11. When incentives (including but not limited to free bets or free spins) are being offered in exchange for customer views, opinions, feedback or actions such as completing customer surveys, these incentives will be strictly limited to one per user during the relevant time period of the survey/promotion.

8.12. Promotions may be published in several languages for informational purposes and ease of access by players. The English version is the only legal basis of the relationship between you and us and in the case of any discrepancy with respect to a translation of any kind, the English version of these Terms and Conditions shall prevail.

8.13. Some Games may have different maximum win amounts. If so, such limits will be displayed in the information page within the Game.

8.14. Certain casino games are excluded from Loyalty and reward wagering, the list of which can be accessed by following [this link](#) .

8.15. For reward money with wagering requirements, players must turn over the reward and its winnings a specified number of times before being able to make a withdrawal.

The wagering contribution of reward money depends on the game category. The breakdown is as follows:

Slots – 100%

Table games – 20%

Live-dealer games – 20%

8.16. Certain promotions may be subject to withdrawal and/or cancellation and may only be available for specific periods and on certain specific terms. You must ensure that the promotion you are interested in is still available, that you are eligible, that you understand any terms which apply to it, and you have opted in where applicable.

For additional reward terms, please refer to Section 6.

8.17. Reward rounds and free spins do not qualify for the jackpot rewards pursuant to casino software provider rules. Only real money rounds qualify for the jackpot rewards.

9. Closing of Member Accounts

9.1. If you wish to close your Member Account, you may do so at any time, by contacting Customer Support in written form via email. The effective closure of the Account will correspond to the termination of the Terms and Conditions. If the reason behind the closure of the Account is related to concerns about possible gambling addiction or

problem gambling, you shall indicate this in writing when requesting the closure.

If responsible gambling issues were not disclosed and/or given as the reason for account closure, you may request to reactivate your account via email. Account reactivation is subject to our discretion. We reserve the right to refuse reactivation.

9.2. Website reserves the right to refuse or close a Member Account at its sole discretion, without prior notice or obligation to state or justify the reason. In the absence of suspected fraud, money laundering or unlawful conduct, we shall transfer your account balance to a Cryptocurrency wallet of your choosing (based on your account balance) prior to the closure of your account. Your account balance in fiat money will be returned in the same way which you used to make a deposit. If you used a deposit-only method, we will contact you and find a different way to return your funds prior to account closure.

10. Support services

10.1. As part of your use of the Website, we may provide you with support services via multiple communication channels, which are moderated by us and subject to controls.

10.2. We reserve the right to review and keep a record of all statements made via any communication channel. Your use of our support services should be for assistance and information purposes only.

10.3. We have the right to remove or restrict live support service or immediately terminate your Member Account and refund your account balance if you:

- (a) make any statements or share any materials that are insulting, abusive, defamatory, harassing, sexually explicit or grossly offensive, including but not limited to expressions of profanity, bigotry, racism or hatred;
- (b) use any of our support services to advertise, promote or otherwise relate to any other online entities;
- (c) are reasonably believed to be trying to unfairly exploit our services, for example, by making repetitive untrue statements in regard to the same case, transaction or feature;
- (d) make statements about Company or any other Internet site(s) connected to the Website that are untrue and/or malicious and/or damaging to Company;
- (e) use any of our support services to collude, engage in unlawful conduct or encourage conduct we deem seriously inappropriate. Any statements concerning suspicious activity may be reported to the competent authorities.

10.4. Our support services are used as a form of communication between you and us and should not be copied or shared with any third parties without our prior consent.

11. General Betting Rules (GBR)

11.1. A bet can only be placed by a registered Account Holder.

11.2. A bet, which has been placed and accepted, cannot be amended, withdrawn or cancelled by you.

11.3 . A bet can only be placed over the internet.

11.4. You can only place a bet if you have sufficient funds in your account on the Website.

11.5. A bet, once concluded, will be governed by the version of the Terms and Conditions valid and available on the Website at the time of the bet being accepted.

11.6. Website reserves the right to adjust a bet payout credited to a Website account if it is determined by Website in its sole discretion that such a payout has been credited due to an error.

11.7. When you place a bet you acknowledge that you have read and understood in full all of these Terms and Conditions regarding the bet as stated on the Website.

11.8. Website manages your account, calculates the available funds, the pending funds, the betting funds as well as the amount of winnings. These amounts are considered as final and in the absence of any manifest error, will not be subject to amendment based on enquiry, external auditing or investigation.

11.9. You are fully responsible for the bets placed.

11.10. Winnings will be paid into your account after the final result is confirmed.

11.11. Unless otherwise determined by our regulator, the Website reserves the right to set aside any winnings should there be any investigation resulting from, including but not limited to, suspicion of criminal activities or any manipulation that may have affected the result. We reserve the right to hold and seize any winnings until the investigation is completed, and declare null and void any bets or winnings associated if the investigation confirms criminal activity or any manipulation.

11.12. If you are unsatisfied with any matter relating to a bet with the Website, please notify the Website within 7 days in writing after the transaction has occurred. Notifications made after the aforementioned 7 day period will be disregarded. In the unlikely event of a discrepancy between the result that appears on your device and the results in the transaction logs in our system, you agree that the results in our system's transaction logs verified by an officer of the Website shall be final, conclusive and binding.

11.13. Should the Website become aware that you have placed a number of bets from different accounts you have irregularly opened, all bets will be voidable at the unfettered discretion of the Website. The Website retains the right to take further action as it deems necessary.

11.14. Should there be a break in communication after you place your bet and/or you receive no visual confirmation that a bet has been successfully placed, but the bet is correctly received on our servers, the bet shall be deemed as valid and accepted. You will be informed whether a bet has been accepted once communication is re-established. If

the bet is not received correctly on our servers due to a communication error, it shall not be regarded as valid and accepted; and the failed bet shall be returned to your account balance.

12. Miscarried and aborted Games

12.1. The Company is not liable for any downtime, server disruptions, lagging, or any technical or political disturbance to the Game play. Refunds may be given solely at the discretion of Website management.

12.2. The Company shall accept no liability for any damages or losses which are deemed or alleged to have arisen out of or in connection with the website or its content; including without limitation, delays or interruptions in operation or transmission, loss or corruption of data, communication or lines failure, any person's misuse of the site or its content or any errors or omissions in content.

12.3. In the event of a casino system malfunction all wagers are void.

13. Limitation of liability

13.1. You log in to the Website and participate in the Games at your own risk. The Website and the Games are provided without any warranty whatsoever, whether expressed or implied.

13.2. Without prejudice to the generality of the preceding provision, you accept that we:

13.2.1. Do not warrant that the software, Games and the Website are fit for their purpose;

13.2.2. Do not warrant that the software, Games and the Website are free from errors;

13.2.3. Do not warrant that the software, Games and the Website will be accessible without interruptions.

13.3. Save for situations expressly stipulated in these Terms and Conditions, we shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to your use of the Website or your participation in the Games.

13.4. You understand and acknowledge that, if there is a malfunction in a Game or its interoperability, any bets made during such a malfunction shall be void. Funds obtained

from a malfunctioning Game shall be considered void, as well as any subsequent Game rounds with said funds, regardless of what Games are played using such funds.

13.5. You hereby agree to fully indemnify and hold harmless us, our directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to your use of the Website or participation in the Games.

13.6. The Company shall accept no liability for any damages or losses, whether in contract, tort, breach of warranty or otherwise, which are deemed or alleged to have arisen out of or in connection with the Website or its content; including without limitation, delays or interruptions in operation or transmission, loss or corruption of data, communication or lines failure, any person's misuse of the site or its content or any errors or omissions in content.

14. Fairness and RNG Testing Methods

14.1. The Website operates under an Anjouan gaming license issued by Anjouan Gaming. Our online products are all supplied by companies with approved GCB licensing and status. All products operated by the Website go through a vigorous testing process before launch, including internal testing and External Compliance Testing (ECT). Conducted ECT covers elements including but not limited to functionality, display, transaction, rules and mathematics ensuring product compliance to regulatory requirements. Additional internal compliance is also conducted to ensure other functionality around integration testing and user acceptance testing, further guaranteeing integrated Games perform up to the expected user experience standard. Our Games all offer unpredictable Game play and possibilities of large wins and losses, but the average long term return of a Game can be calculated using the Theoretical Return to Player (RTP) value using either a theoretical or simulated approach adjusted according to the Game type. The Theoretical RTP value is as suggested - a theoretical calculation disclosing expected wage percentage player return after a certain amount of plays. Visit the information section of the Game to find more information about RTP of specific Games.

15. Privacy Policy

15.1. You hereby acknowledge and accept that if we deem necessary, we are able to collect and otherwise use your personal data in order to allow you access and use of the Website and in order to allow you to participate in the Games.

15.2. We hereby acknowledge that in collecting your personal details as stated in the previous provision, we are bound by the Data Protection Act. We will protect your personal

information and respect your privacy in accordance with best business practices and applicable laws.

15.3. We will use your personal data to allow you to participate in the Games and to carry out operations relevant to your participation in the Games. By opening your Member

Account, you acknowledge and accept that employees of the Company shall have access to your personal data for the purpose of executing their duties and providing you with the

best possible assistance and service. We may also use your personal data to inform you of changes, new services and promotions that we think you may find interesting. If you do not wish to receive such direct marketing correspondences, you may opt out of the service.

15.4. Your personal data will not be disclosed to third parties, unless such a disclosure is either required by law or is necessary for the use of our service, in which case, you are

deemed to have consented to such disclosures to a third party.

As Website's business partners or suppliers or service providers may be responsible for certain parts of the overall functioning or operation of the Website, personal data may be disclosed to them.

The employees of Website have access to your personal data for the purpose of executing their duties and providing you with the best possible assistance and service. You hereby consent to such disclosures.

15.5. We shall keep all information provided as personal data. You have the right to access personal data held by us about you. No data shall be destroyed unless required by law, or unless the information held is no longer required to be kept for the purpose of the relationship.

15.6. In order to make your visit to the Website more user-friendly, to keep track of visits to the Website and to improve the service, we collect a small piece of information sent from your browser, called a cookie. You can, if you wish, turn off the collection of cookies. You must note, however, that turning off cookies may severely restrict or completely hinder your use of the Website.

16. Responsible Gaming

16.1. Gambling carries a natural risk of financial loss. To help you stay in control, we offer a range of practical tools designed to support responsible play, including our Self-Exclusion program, self limiting features and more, all supported by our Responsible Gaming Policy. Learn more by visiting our [\[Responsible Gaming page\]](#).

- 16.2.** The Company retains records of self-excluded players in a dedicated Self-Exclusion Register for a minimum of seven years from the end of a player's exclusion period.
- 16.3.** Participation is strictly prohibited for persons under the age of 18 and for vulnerable persons, including those subject to self-exclusion or gambling restrictions. The Company may suspend or close accounts and void bets where such participation is identified.
- 16.4.** A vulnerable person is any individual who is underage, subject to self-exclusion or gambling restrictions, exhibits signs of problem gambling, lacks the legal or mental capacity to gamble responsibly, or is otherwise identified by the Company as being at increased risk of gambling-related harm.
- 16.5.** We encourage you to take a short self-assessment questionnaire to help you understand your gaming habits and ensure that playing remains enjoyable and under control. It only takes a few minutes and can provide helpful insights into your play. Self-assessment questionnaires can be found on the Gamblers Anonymous or Gambling Therapy websites.

17. Assignment

17.1. No assignment of Your obligations hereunder is allowed. You may not assign your obligations under this Agreement, as well as any rights or obligations hereunder to any other person or entity.

18. Entire Agreement

18.1. These Terms and Conditions constitute the entire agreement between you and us with respect to the Website and, save in the case of fraud, supersede all prior or contemporaneous communications and proposals, whether electronic, oral or written, between you and us with respect to the Website.

19. Severability

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

20. Cancellations, Suspensions and Closure

20.1. Without restricting our ability to rely on other remedies that may be available to us, we may suspend and/or terminate your account, cancel any outstanding bets and/or confiscate any or all funds in your account at our absolute discretion if:

- (I) we suspect that you are engaging in money laundering, illegal or other fraudulent activity while using our Website; or
- (II) we suspect that you are depositing funds which have been obtained unlawfully or in a clearly and seriously debase manner; or
- (III) we obtain evidence that you are part of a betting syndicate where several parties are involved in placing bets in order to evade the Website Rules, these Terms and Conditions or any other rules of Website; or
- (IV) we determine that you are using any device, robot, spider, software, routine or other method (or anything in the nature of the foregoing) to interfere or attempt to interfere with the normal proper functioning of our services, any relevant device(s), software, the Website, the casino Games, the betting information or any transactions offered on the Website and in particular will not employ or make use of any artificial intelligence or other system (including machines, computers, software or any other automated systems) designed specifically to defraud and/or defeat the Website systems; or
- (V) we determine that you are colluding or attempt to collude with other players in order to defraud the Website or its customers; or
- (VI) we determine that you are breaching any term of these Terms and Conditions; or
- (VII) we determine that you are acting in a manner that is detrimental to the conduct of our business; or
- (VIII) we determine that you are using the Website in a manner that gives you an unfair advantage; or
- (IX) we suspect that you have registered, manage or direct your betting activity on multiple user accounts in an attempt to hide your betting activity, s or violate any

promotion Terms

and Conditions; or

(X) we suspect that your account is being used for the benefit of a third party; or

(XI) we obtain evidence that by registering new accounts you have violated Website's direct order not to continue your betting activity on our site. The Website has the right to

confiscate any deposits on accounts registered by users previously found in violation or disregard of previous warnings of the above terms and conditions.

(XII) We determine that you have intentionally acted in bad faith to exploit errors, malfunctions, or technical vulnerabilities within the Website, including but not limited to the manipulation or abuse of bugs, exploits, or any other form of unfair advantage in relation to the Games or any other services offered on the Website.

20.2. You acknowledge that the Website shall be the final decision-maker as to whether you have violated rules, terms or conditions in a manner that results in suspension or permanent barring from participation in our Website.

20.3. Irrespective of whether we suspend and/or terminate an account and notwithstanding any other provisions in these Terms and Conditions, we may decide to cancel and void any outstanding bets at our absolute discretion where:

(i) there is a technological failure, or

(ii) you or another customer with whom you have bet have breached any of these Terms and Conditions.

21. Force Majeure

21.1. Any failure or delay in performance by the Website in respect of its obligations of service shall not be deemed a breach of its obligations to you as customer if such a failure or delay is deemed by the Website to be caused by force majeure, which shall include but not be limited to flood, fire, earthquake, or any other element of nature, act of war, an

epidemic or a pandemic, riots or terrorist attack, public utility electrical failure, lockouts and strikes, delays or disruptions of the Internet and telecommunications networks caused by human or natural factors, or any other such event beyond the reasonable control of the Website.

The Website shall not be liable for any consequences arising out of any such force majeure events.

22. Breaches, Penalties and Termination

22.1. If you breach any provision of these Terms and Conditions or we have a reasonable ground to suspect that you have breached them, we reserve the right to not open, to

suspend, or to close your Member Account, or withhold payment of your winnings and apply such funds to any damages due by you.

23. Applicable law and jurisdiction

23.1. These Terms and Conditions shall be governed by the Laws of the Union of the Comoros Anjouan.

23.2. You acknowledge that, unless stated otherwise, the Games are organised and regulated by the territory of the Union of the Comoros Anjouan. Any contractual relationships between you and the Company shall be deemed to have been entered into and performed by the parties in the Union of the Comoros Anjouan, at the registered address of Company.

23.3. The parties agree that any dispute, controversy or claim arising out of or in connection with these Terms and Conditions, or the breach, termination or invalidity thereof, shall be submitted to the exclusive jurisdiction of the Union of the Comoros Anjouan courts.

24. Complaints

24.1. If you have a complaint to make regarding our services, you may contact our Customer Support via chat or by email the address provided on the Website. The Website will endeavour to resolve the matter promptly.