

GENERAL TERMS AND CONDITIONS:

1. INTRODUCTION:

1.1 Before using the website, please read the Terms & Conditions carefully, as the fact of using the website confirms your consent with the Terms & Conditions.

1.2 Whether you play any game, place a bet, or otherwise use the website, you agree to be bound by the rules of any game you play, as set out under the relevant Help section, Game Provider restrictions, any Bonus Terms; any terms and conditions relating to withdrawals and any other terms applicable to the website and/or which you are required to confirm your agreement to as part of the services provided on Our Website.

1.3 The Terms and Conditions regulate the use of the Games via the Website. These Terms and Conditions, the Game Rules, and any document expressly referred to therein, as well as any guidelines or rules posted on the Website, constitute the agreement and understanding between the Parties and govern the contractual relationship between them.

1.4 The Customer is a person of at least 18 years of age, or of the legal age allowed to gamble in the respective jurisdiction, whichever is higher, who is registered and accepted as a gaming customer on Our Website (or Company). To use the gaming service provided, it is required that the customer has deposited funds into the Company's bank account.

1.5 The games offered on Our Website are games of chance: Casino, Live Casino, Jackpot Games and other games available on the website, as well as a Sportsbook.

1.6 Current Terms & Conditions may be changed by the Company when such need occurs. The Company will notify the players of any significant changes, where possible. However, please visit the Terms and Conditions page regularly to check for possible changes.

1.7 For information purposes, ease of understanding and ease of access by the Player these Terms and Conditions may be published in several languages. Each and every version will contain the same principles, however it is only the English version that shall govern the legal relationship between you and us. Should any form of discrepancy arise between the non-English and the English version of these Terms and Conditions, the English version shall prevail over the non-English version.

2. MY ACCOUNT:

2.1 To be able to play real money games, an account must be opened. If you are registering or depositing you authorize us to receive your personal details and, based on that information, to create Your Player Account.

2.2 The Player's Account on the website is intended for administration of the Player's gaming transactions, meaning bets in games, deposit of funds and payments of wins. The Player's Account may only be used to participate in the Gaming Service. The Company reserves the right to limit gaming transactions in the Player's Account at any time for security reasons.

2.3 Players residing in the countries that are not available in the registration page cannot register an account and play. We reserve the right to prohibit persons from any jurisdiction from opening an Account with us.

2.4 Only one account per person is allowed (one name, one account, one IP address) in our Casino and Sportsbook. Using multiple accounts is strictly forbidden and, in such instances, we have the right to restrict or close all your accounts.

2.5 The company reserves the right to trace double accounts and to terminate them. In this case, the available balance may be transferred to one of the accounts of the respective client. If a customer is found to have more than one account and have placed identical bets with the two accounts, the client will instantly be revoked of his/her client privileges which might result in confiscation of winnings and/or cancellation of all placed bets (even decided ones).

2.6 The company does not accept bets when it is likely that customers act in agreement or as a syndicate. Placing identical bets from more than one account and from the same IP address might be considered a syndicate even if the personal betting limits have not been reached. Syndicate betting is considered as fraud and may lead to reduction of betting limits, closing of account, confiscation of winnings and/or cancellation of all placed bets (even decided ones). Legal action may also be considered.

2.7 You cannot transfer, sell, or pledge Your Account to another person. This prohibition includes the transfer of any assets of value of any kind, including but not limited to ownership of accounts, winnings, deposits, bets, rights and/or claims in connection with these assets, legal, commercial, or otherwise.

2.8 Transactions made using your username and password are accepted by us on the understanding that they have been made by you. If someone else has accessed your Account then, we accept no liability for funds or information lost or misused. It is the account holder's responsibility to avoid any unauthorized access to their gaming account.

2.9 You will be entirely responsible for all losses which are incurred as a result of having a third party use of your Player Account. You must immediately inform us if you suspect that another person has obtained access to your Player Account, and you will need to offer your full support while We are investigating this issue.

2.10 We reserve the right to reject your Membership Application and a Player Account may be closed, at our sole discretion. Subject to these Terms and Conditions, including those terms which permit Our Company to withhold payment of winnings, any contractual obligations of either a Player or Our Website which have been made prior to a Player Account being closed will be honored.

2.11 A customer must not participate in an authorized game under a name, account name or designation that is obscene, indecent, or offensive. In such cases, the Company reserves the right to terminate the player's account.

3. ACCOUNT VERIFICATION:

3.1 When opening an account, you are confirming that:

3.1.1 You are of the minimum legal age of 18 or at the minimal legal age for gambling in your jurisdiction.

3.1.2 The details supplied when opening Your Account are correct.

3.1.3 You are the rightful owner of the money in your Account.

3.1.4 The funds deposited are not derived from any activity which is illegal.

3.2 If upon completion of the age verification process you are found to be underage, all deposits made on the Player Account will be returned, and the winnings and/or bonuses will be voided.

3.3 If, despite our efforts to prevent underage gambling, a person below the approved age participates in gambling and generates winnings, we will act in accordance with the regulatory requirements.

3.4 Our Company / Website complies with laws, regulations, and guidelines for the prevention of money laundering and the funding of terrorism. All transactions made by players on our site are checked to prevent money laundering and all other illegal activity.

3.5 By agreeing to the Terms, you authorize us to undertake such verification checks as we may require ourselves or may be required by third parties (including regulatory bodies) to confirm your age, identity and contact details in order to prevent money laundering.

3.6 We reserve the right to withhold any payment to your account and to place any restrictions by our sole discretion, until we are satisfied that the identity, age, and place of residence of the player have been suitably verified.

3.7 We are required to undertake verification of your age as well as to verify your identity upon your gambling reaching a certain threshold so we may contact you and ask you to provide:

3.7.1 Passport, national identity card or driving License together with a recent utility bill (e.g. gas, telephone, insurance) less than three months old.

3.7.2 Proof of payment – subject to the deposit method used (copy of the credit card used, screen shot of e-wallet or recent bank statement).

3.7.3 Additional verification may be required such as proof of funding of E-wallet accounts.

3.8 We reserve the right to request identity and financial documentation of a Player, at any time. Any Player who registers on the Website must provide a valid form of identification, address, email address, telephone number and deposit confirmation.

3.9 If after verifying your identity it results that your account details do not match, we reserve the right to lock your account or prevent withdrawals, if deemed appropriate, until your identity has been verified.

4. ANTI-FRAUD AND AML POLICY:

4.1 The Company has a strict Anti-Fraud and AML Policy. If a player is suspected of fraudulent actions including but not limited to: participating in any type of collusion with other players, development of strategies aimed at unfaithful winnings, fraudulent actions against other online operators or payment providers, chargeback procedures or denial of some payments made, or providing incorrect information about personal data during registration, the Company reserves the right to terminate the player account and suspend all payouts to the player. This decision is at the sole discretion of the Company and the player will receive corresponding notifications. The Company also reserves the right to inform the regulatory bodies of such fraudulent actions.

4.2 Any player who will try to gain advantage of welcome offers or other promotions agrees that Company has the right to void bonuses and any winnings from such bonuses, included but not limited to the reasons of: use of stolen cards, chargebacks, creating more than one account to get advantage from Our promotions, providing incorrect registration data, any other actions which may damage the Company.

4.3 The Company reserves the right to close your Player Account and to refund to you the amount on your account balance, subject to deduction of relevant withdrawal charges, at Our absolute discretion and without any obligation to state a reason or give prior notice. The Company reserves the right to retain payments if suspicion or evidence exists of manipulation of Our system. Criminal charges will be brought against any user or any other person(s) who has/have manipulated Our system or attempted to do so. We reserve the right to terminate and/or change any games or events being offered on the website.

4.4 It is the responsibility of the betting client to instantly report each amount mistakenly credited to his account. All winnings occurring as a result such error are invalid under whatever circumstances they occurred.

4.5 You will not be involved in any fraudulent, collusive, fixing, or other unlawful activity in relation to your (or third party) use of the Site. You shall not use any software-assisted methods or techniques or hardware devices in aid of your participation in the Games on the Site.

4.6 We will declare a bet or stake partially or fully void (and/or close Your Account) if we believe that any of the following apply:

- You or people associated with you may have directly or indirectly influenced the outcome of an event;
- You or people associated with you may have access to insider knowledge that can influence the outcome of an event;
- You or people associated with you are engaged in arbitrage or matched betting;
- You and/or people associated with you directly or indirectly ignore the Rules;
- The result of an event has been directly or indirectly affected by criminal activity;
- A significant change in odds happened, for example, due to a public announcement in relation to an event.

4.7 The Company is subject to anti-money laundering and funding of terrorism laws and must in this regard perform due diligence on customers.

Player hereby acknowledges that we shall use the information obtained for our due diligence obligations to conduct public searches and perform checks to verify the information provided to us.

Whilst we are carrying out our due diligence measures, players may be allowed to continue using their accounts but not be allowed to affect any withdrawals from such accounts until our verification procedures are completed.

Where we are unable to conclude our due diligence obligations because we have not received the required information from the player or we are otherwise unable to verify their identity, no activity may be undertaken from the account and the account can be blocked and/or terminated. In such an event, we shall return any deposited funds present on the account at the time of blocking and/or termination except where it is necessary for us to delay or withhold payment of all or some of the player's funds to comply with our legal obligations.

We reserve the right to ask for any additional information and documentation to fulfil our due diligence obligations, and any communication for the provision of information/documentation is not to be deemed as being the final communication in this regard.

If we become aware or suspect that the information provided by the player is materially false, we shall cancel the registration and take any other steps that may be required by us under law. We will not pay out any winnings in such circumstances.

5. DEPOSITS:

5.1 Our Website offers a variety of payment methods, and the gaming account can be funded in any way available on Our website at the time of attempting a deposit. Please, contact our support team at support@grandzbet7.com to inquire about the payment methods which are most favorable for your country of residence.

5.2 Please note that the minimum and maximum amount of deposit depends on the payment method you decide to use. In case of funding the gaming account with the currency other than the currency you specified when registering, all conversion the conversion costs are for your expense.

5.3 Only valid credit cards and other financial instruments issued by lawful institutions that legally belong to you can be used for depositing. The company is not responsible for the lost funds deposited from third party accounts. By accepting these terms and conditions, you are confirming that you will use only payment methods and funds belonging personally to you.

5.4 Our Website does not warrant that all methods of payment are always available. Please, verify which payment and withdrawal methods are currently available and the minimum deposit amount and transaction fees applicable. Your bank or payment service provider may charge you additional fees for deposits, withdrawals of currency conversion according to their terms and conditions and your user agreement.

6. WITHDRAWALS:

6.1 The minimum withdrawal amount is \$25 or equivalent in other currencies, unless explicitly stated otherwise in Terms & Conditions of the specific promotion.

6.2 All deposits must be wagered at least once before the player is able to withdraw any balance.

6.3 We do not charge fees for processing deposits; however, your bank may impose fees which We are not responsible for.

6.4 Successful withdrawals will be paid back to the player's original method of deposit. If the deposit method account does not support a payout, or if the payout is not possible for whatever reason, withdrawals will be paid to the player via any payment method used by a player to deposit on Our Website in the past.

6.5 In special cases, usually to prevent money laundering, the cashier will reserve the right to pay the player's withdrawal via any method even if the player requested otherwise. Withdrawal requests to credit cards which are not refundable will be either issued to an e-wallet of player's choice or via Wire Transfer. In this case all processing fees are the player's responsibility. Withdrawal requests through CoinsPaid, requires the initial deposit also to be done thru CoinsPaid payment method.

6.6 If withdrawal is limited (in the case that the player wins with a Free Signup Bonus for instance), any balance over the maximum allowed amount will be removed from the player's account after the withdrawal is requested.

6.7 Should a player attempt to withdraw before the wagering has been completed, the bonus and any potential winnings derived from the bonus will be forfeited.

6.8 Our Website / We reserves the right to refuse or withhold any bonus amounts or winnings if the player's deposited funds were cancelled or denied by the payment service.

6.9 Our finance department may take up to two (2) business days to process the withdrawal, after all the requested account verification documents are received and confirmed. Large withdrawals might take longer to be processed as they need to go through enhanced checks before being approved by our Security department. However, the Company/our team is not responsible for any delays caused by your bank.

6.10 All winnings up to \$10,000 (or equivalent in other currency), We reserve the right to split the withdrawal on weekly payments. All winnings above \$10,001 (or equivalent in other currency), We reserve the right to split the withdrawal on monthly payments.

6.11 We reserve the right to correct any errors in account balances. If such corrections result in a negative balance, we may cancel withdrawal requests and/or void open bets to cover the difference, ensuring the balance is topped up to 0. Clients will be informed via email of any changes to their account balance, including corrections, canceled withdrawals, and voided bets.

6.12 In case of an unsuccessful verification within a period of 14 days after a withdrawal request has been submitted, the payment will be cancelled, and the funds will be returned back into the account's balance. You can request another withdrawal at any time and it will be processed once all requested verification documents have been reviewed and approved.

7. DORMANT ACCOUNTS

7.1 "Dormant" Player Accounts are defined as a Player Account which, for a continuous period of 12 (twelve) months or more, has not either (a) had funds deposited in it; or (b) had a Bet placed from it; or (c) had a Bet settled from it.

7.2 Once your Player Account has been deemed Dormant, we will attempt to notify you, via email, at your registered email address of any remaining funds held in your Account. If these attempts are unsuccessful, we will be entitled to charge you an administration fee of \$5 ("Administration Fee"). We will deduct the Administration Fee from your Player Account every 30 days once your Player Account is deemed "Dormant" in accordance with clause 7.1. You will be given 30 days written notice by email that your Player Account is about to become "Dormant" and subject to the Administration Fee.

7.3 We will stop deducting the Administration Fee from your Player Account if your Player Account is re-activated by you using it for real money betting or deposit.

7.4 Even if you do not choose to re-activate your Player Account, you may access your Player account at any time to retrieve your balance.

7.5 Once your Player Account reaches zero and/or a negative balance as a result of the deductions of the Administration Fee then your Player Account may be closed.

7.6 If your Player Account has been deemed Dormant and has subsequently been Dormant for an additional 12 (twelve) calendar months, your Player Account shall be deemed to be an "Abandoned Account" and may be closed, and the total sum of cash held in your Player Account forfeited.

7.7 Due to data protection legislation, we are unable to confirm to anyone other than the Player Account holders themselves whether our systems hold an account registered to a particular name. If a third party believes that he/she has a legal interest in an account held under a different name (by way of example, in situations of bereavement or incapacity of the Player Account holder), he/she shall be requested to send in his/her ID as well as a court order; power of attorney (or similar) proving the aforementioned legal interest. This document will be reviewed by our legal team and only then can a search for accounts or any reply to the third party be considered.

8. REFUNDS:

8.1 Please note that after making a deposit and using any part of it (for example, after placing bets or playing games on the Website), the deposit will not be refunded.

8.2 Players can request a refund of their non-played deposits only within 24 hours of making a transaction, and only in exceptional circumstances. There may be a mistake in specifying the deposit amount or a technical malfunction.

8.3 You can only request a refund if you have been verified (including verification of your legal age). Prior to creating your refund request, you must pass verification if you haven't done so before.

8.4 The refund can be done only to the instrument (card, electronic wallet etc.), from which a deposit was made.

8.5 We reserve the right to decline any refund request in case of not following these Terms and Conditions by our sole discretion.

8.6 Each refund request is evaluated on an individual/case-by-case basis. Upon approval, the processing of the refund may take up to 7 working days to be completed and reflected in the client's bank account.

9. DATA PROTECTION:

9.1 We hereby warrant to adopt adequate technical and organizational measures to ensure the security of our systems and the integrity of data transmitted on our website. You hereby warrant to take reasonable measures to ensure the security of your systems and the integrity of data transmitted to us.

9.2 The player hereby acknowledges that his personal data shall be processed by the licensee or by any other person, company or firm associated in any manner or otherwise engaged by the licensee to provide services to it for us be able to provide the services to the player as laid down in these Terms and Conditions. We shall process player personal data in line with the Privacy Policy on this website. We shall comply and shall enter contractual arrangements with associated persons, companies or firms and any other person, company or firm engaged by it to provide services to it and which is processing personal data on its behalf, to ensure compliance with all relevant legislation and regulations in relation to the handling and processing of such personal data.

10. COMPLAINTS:

10.1 If you wish to inquire or make any complaints regarding our services, you may contact our customer service on support@grandzbet7.com.

10.2 Complaints are handled by the support team and escalated in the organization if required. The player shall be contacted regarding the state of such a complaint, and we will do so by using any of the contact details provided in your Player Account.

10.3 If you are not satisfied with the outcome provided by us, you may submit a formal complaint to the Regulator. More information on the subject can be found on the webpage of the Regulator. KGC complaints email address: complaints@gamingcommission.ca

11. GOVERNING LAW:

11.1 These Terms and Conditions are subject to and construed to in accordance with the regulations set by the official licensing and regulating authority for gaming activity within and from the Mohawk Territory of Kahnawake.

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 Mohawk Territory of Kahnawake.

11.2 You are solely responsible to follow any applicable law in your country of residence and if you are permitted by applicable law in your country of residence to play and thus open an account with us. We take no responsibility whatsoever if you make any violation or breach of any applicable law. Otherwise, we reserve the right to reject your account submission or to deactivate your account without any liability towards you.

12. LIMITATION OF LIABILITY AND WARRANTY DISCLAIMER:

12.1 You should be aware that gambling at the website may lead to losing money. The Company is not liable for any possible financial damage arising from the use of the website.

12.2 The Company is not liable for any hardware or software, defects, unstable or lost Internet connections, or any other technical errors that may limit player's access to the website or prevent player from an uninterrupted play.

12.3 In an unlikely case where a wager is confirmed or a payment is performed by us in error, the Company reserves the right to cancel all the wagers accepted containing such an error, or to correct the mistake by re-settling all the wagers at the correct terms that should have been available at the time that the wager was placed in the absence of the error.

12.4 If we mistakenly credit your Player Account with winnings that do not belong to you, whether due to a technical issue, error in the pay tables, human error or otherwise, the amount will remain our property and will be deducted from your Player Account. If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be available at law) constitute a debt owed by you to us. In the event of an incorrect crediting, you are obliged to notify us immediately by email.

12.5 The company 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.

12.6 You hereby agree to fully indemnify and hold harmless Our website, its 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.

12.7 You acknowledge that Our website shall be the final decision-maker of whether you have violated Our Terms & Conditions in a manner that results in your suspension or permanent barring from participation on the Website.

12.8 We are not responsible for printing errors that may occur on our website and its content. However, you may inform us on any error you may find on our website with due reasonable explanation and to the best of our knowledge and in reasonable time we may correct the error or reply to you for the contrary reasons. Although we always strive and attempt to provide accurate information on our website, information on our website may contain technical inaccuracies or typographical errors. The contents of any documents and information on our website are believed to be current and accurate as of their publication dates.

12.9 ALL INFORMATION, SOFTWARE, GAMES AND SERVICES PROVIDED ON OUR WEBSITE ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE. WE DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

12.10 W SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR REVENUES, COSTS OF REPLACEMENT GOODS, LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS WEB SITE OR ANY GAME, OR DAMAGES RESULTING FROM USE OR RELIANCE ON THE INFORMATION PRESENT, EVEN IF WE HAVE BEEN ADVISED OF THE

POSSIBILITY OF SUCH DAMAGES. You are hereby notified that you enter, play and use the Website and participate in the Games at your own risk.

12.11 The Website and the Games are provided without any warranty whatsoever, whether express or implied.

12.12 Without prejudice to the generality of the preceding provision, we, including but not limited to our directors, employees, partners, service providers: do not warrant that the software, Games and the Website are fit for their purpose; do not warrant that the software, Games and the Website are free from errors; do not warrant that the software, Games and the Website will be accessible without interruptions.

12.13 If there is a malfunction in a Game or its interoperability, any bets made during such malfunctioning 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.

12.14 In the event of an internet disconnection, power failure, or other interruption while playing, our platform is equipped with systems to preserve your gameplay progress and outcomes.

12.14.1 If you are disconnected during a session on Slots, any active spin will automatically complete on our servers, with results and winnings displayed upon reconnection; bonus features will resume where they left off, and autoplay will complete the current spin but require manual restart.

12.14.2 If you are disconnected during a session on other casino games (including Live), bets placed before a disconnection will be processed, outcomes determined, and winnings credited as usual, while unplaced bets will not be submitted; upon reconnecting, you can rejoin the game and continue playing from the next available round.

12.14.3 To recover your progress after a disconnection, log back into your account and navigate to the game, where our system will restore your session from the last recorded state. For a smoother experience, reconnect promptly, especially in live games. If issues persist, troubleshoot by clearing your browser's cache, using Incognito mode, restarting your network or device, updating software, or disabling extensions that might interfere.

13. SPORTS BETTING RULES

13.1 Sports Betting Rules

13.1.1 We accept bets on sports and other events (hereinafter referred to as "Events"). We retain the right to cancel any bets placed by customers who have violated the Terms.

13.1.2 Bets from bookmakers, betting agents, and individuals involved in the event (such as athletes, owners, trainers, judges, managers, coaches, or officials of a participating club) are not accepted. Additionally, bets placed by representatives of state and municipal institutions, employees of bookmaker companies, and members of sports agencies (including those offering professional consulting

services) are prohibited. Users must confirm that they do not belong to any of these categories when placing a bet. If this condition is not met, the company reserves the right to withhold payment of any winnings and cancel the bets, even after settlement.

13.1.3 By placing a bet on any Event, you guarantee that you are not involved in that Event, do not possess any information about the Event that is not accessible to the general public, and have no direct or indirect influence on the Event's outcome.

13.1.4 If we have reasonable suspicion of dishonesty during the Event or unfairness in its outcome, we reserve the right to void the bets placed on that Event and refund the original stake amount.

13.1.5 In cases where the Regulator conducts an investigation on an Event and requires us to withhold all funds wagered on the Event, we reserve the right to abstain from processing payouts and withdrawals until further notice from the Regulator.

13.1.6 We reserve the right to refuse and cancel bets caused by mistakes of employees or computer software (mistakes in odds and others) and other reasons causing incorrect bets or odds.

13.1.7 The customer is fully responsible for all bets placed on the Website through their account. We do not cancel or void any bets on the grounds that the customer lacks understanding of the markets or the Event.

13.2 Terms and Conditions for Accepting bets

13.2.1 Bets are accepted based on the daily "odds line", which is a list of upcoming matches with odds and handicaps offered by the Company on outcomes of Events.

13.2.2 The odds and handicaps take into account the strength correlation of the competing teams or players and determine the value of the expected winnings of the person placing the bet.

13.2.3 The Company reserves the right to change the odds and handicaps at any time. The terms of bets placed before the change will remain unaffected. Additionally, the Company has the right to remove any Event from the offered "line."

13.2.4 The customer places a bet according to the "line" operating at the time of the bet

13.2.5 The customer chooses the number of the event and outcomes of the competition from the predictions offered by the Company.

13.2.6 The customer must state the amount of each bet and receive a bet confirmation when the bet is placed.

13.2.7 After placing a bet with the Company, it cannot be canceled or changed.

13.2.8 Once determined, the outcome of an Event is settled. All played Events — pre-match and live Events - are paid according to the official result and after that are considered closed.

13.2.9 Events that do not start on time or are postponed may remain open, and all bets will remain valid if they commence within 48 (forty-eight) hours of the official start time. Otherwise, the Company reserves the right to void all bets on such postponed Events and refund the stakes to customers at its discretion.

13.2.10 The Company reserves the right to keep all bets valid and settle them according to the result for Events abandoned after start time and continued by the organizer within 48 (forty-eight) hours from the official start time.

13.2.11 For Events abandoned after the start time and not resumed by the organizer within 48 (forty-eight) hours, the Company will settle all determined markets decided before the abandonment and void the rest, refunding stakes to customers. However, in such cases, the Company reserves the right to void all bets on such abandoned Events and refund all stakes to customers at its discretion.

13.2.12 From general rule above, there are exceptions as follows:

- Tennis games will remain open with all bets valid until the officials or organizing body declares a winner. In this case, the (forty-eight) 48-hour rule does not apply. However, if a tennis player retires, all markets determined before the event was abandoned (player retired) will be settled accordingly, while the rest will be declared void. For clarification, if a tennis player retires before the last point is concluded, the match winner market is void, but all markets related to specific sets or games that were determined will be settled accordingly.
- When two baseball teams play back-to-back games, they are considered as Game 1 and Game 2 and will be settled in chronological order with all bets valid. For clarity, if Team A plays against Team B twice, the result of Game 1 will apply to bets on Game 1 as originally scheduled, and the result of Game 2 will apply to bets on Game 2 as originally scheduled. Matches will be canceled if they are not played on the same day (local time). For instance, if the games are played 24 (twenty-four) hours later, a new match ID will be created, typically due to doubleheaders and changed starting pitchers. If the start time changes, it is updated as soon as official information is available.

13.2.13 If bets are settled according to the actual result of an Event as per the official announcement, any changes due to protest, doping, etc., occurring after 24 (twenty-four) hours will not be considered, and all bets will be paid according to the initial official announcement. If such a change occurs within 24 (twenty-four) hours, the results of all bets will be recalculated accordingly.

13.2.14 The company reserves the right to refuse personal account applications, refuse the acceptance of bets, or limit the amount of bets; without obligation of providing a reason. This includes the right not to accept all or part of a bet, and if a bet is not accepted, the customer's stakes will be refunded.

13.2.15 Before an Event starts, the Company reserves, at its own discretion, the right to void or cancel part of or the full bet even after its acceptance without providing any reason to the customer.

13.2.16 After the Event starts, the Company reserves, at its own discretion, the right to void or cancel part or whole of a bet even after its acceptance, in case there is a valid reason for this, such as:

- mistake in the wording (semantic error) of the event or the odds, or starting time;
- the customer attempts to bypass Company limits (potential payout) and risk management by placing multiple identical or similar bets or opening multiple accounts;
- the customer is getting the advantage of any public announcement or secret information he has access to that determines the outcome of the Event;
- the customer combined related bets;
- the customer is actively participating in the Event, such as players, referees, managers, or is in direct or indirect relationship with events participants or has a direct or indirect influence on the Event result;
- the Company suffers a technical error offering wrong odds or Events;
- any other reason communicated to the customer upon request.

13.2.17 If for some reason an Event occurs that is unclear or not covered by the rules and regulations, including Event/Market Specific Rules on the Event or Market pages of the Website, the company reserves the right to decide the outcome of each event on a case-by-case basis.

13.2.18 All bets sent to the Manual Review function may be rejected, partially accepted, or fully accepted regardless of how the request is made. The sportsbook reserves the right to determine all betting limits for each individual client and bet.

13.2.19 The company reserves the right to void bets taken at an incorrect price due to delayed 'Live' coverage of an event and where a team has gained a significant advantage. We also reserve the right to suspend betting during an event due to failed transmission or other technical related issues or if we suspect fraud. The deadline for placing bets may vary between different events. We do not tolerate deliberate and repeated incidents of late betting this will be considered to be fraud and we will deal with it accordingly. We assume no responsibility for typing, transmission, and/or evaluation errors. In particular, we reserve the right to correct obvious errors with the input of betting odds and/or the evaluation of betting results even after the event - or to declare affected bets void. The company assumes no liability for the accuracy of live scores, statistics, or other information/data that we provide for live betting. The score displayed and further information (e.g., time, scorer) on site is for reference only. We do not guarantee the accuracy of this information.

13.2.20 The company reserves the right at its own discretion to declare a bet void totally or partly if it is obvious that: the result of an event becomes publicly known before the end of the event; bets have been offered, placed, and/or accepted due to an error.

13.2.21 Several identical bets may be considered as one in case the customer made a number of mirror bets.

13.2.22 Information displayed during live Events (including the update of this information) is informative only. A wrong result is no reason to refund the wager. The Company accepts no responsibility for incorrect results during the live Event.

13.2.23 The Company is not responsible for incorrect spelling of surnames, team names and names of places for the Event.

13.2.24 Calculation of the bets is done by the Company. The Event results announced by the Company are the basis for calculating the wagers and determining the winnings. The Company is not obliged to follow the official result if there is suspicion of semantic or typing error proved by the real action of the event.

13.2.25 The results of sporting Events announced in the periodical press may not be grounds for submitting players' claims against the Company.

13.2.26 In disputed situations the final decision is made by the Company, taking into account practice of the bookmaking business and customers' interests.

13.2.27 The Company has the right to limit the maximum bet for individual Events and also to limit or raise the maximum bet for specific persons without giving an explanation.

13.2.28 The Company reserves the right to cancel a bonus and refuse to provide it to the client if there is suspicion of unfair play or the use of malicious strategies. Furthermore, the Company reserves the right to deny a bonus to the client without providing reasons or prior notification. In case of a dispute, the decision of the Company is final and non-negotiable.

13.3 Rollover rules for sports betting

13.3.1 Only bets which are settled as won or lost are counted towards any type of rollover requirements.

13.4 Abandonments and Postponements

13.4.1 If an Event starts but is later abandoned and is not completed within 48 (forty-eight) hours, or as prescribed by specific sports rules, all bets will be void, except for those on markets that have been unconditionally determined.

13.4.2 If an Event is not completed within the originally scheduled time as prescribed by the specific sports rules, but an official result is declared by the Event's relevant governing body, the Company reserves the right to consider the match officially valid. The Company's decision in this matter is final and binding. The governing bodies for individual sports or Events are defined by us and are available upon request.

13.4.3 There are exceptions as follows:

- Tennis games will remain open with all bets valid until the officials or organizing body declares a winner, making the (forty-eight) 48-hour rule inapplicable. However, in the event of a player's retirement, all markets determined up to that point will be settled accordingly, and the rest will be declared void. For clarity, if a tennis player retires before the last point is concluded, the match winner market is void, but all markets related to specific sets or games that were determined will be settled accordingly.
- When two baseball teams play back-to-back games, they are considered as Game 1 and Game 2 and will be settled in chronological order with all bets valid. For clarity, if Team A plays against

Team B twice, the result of Game 1 will apply to bets on Game 1 as originally scheduled, and the result of Game 2 will apply to bets on Game 2 as originally scheduled. Matches will be canceled if they are not played on the same day (local time).

- For example if they play 24 (twenty-four) hours later, a new match ID will be created, since usually there is a doubleheader and changed starting pitchers. If the start time changes, it is updated as soon as official information is out.

13.5 Change of Venue

13.5.1 Unless otherwise stated, if a match scheduled to be played on neutral ground is played on non-neutral ground or vice versa, all bets will remain valid. However, if there is a change of venue where the home team plays away or vice versa, all bets on the match will be considered void. Bets will also be considered void if the home and away team names are incorrectly listed in reverse. As a general rule, the first team listed is the 'Home' team unless otherwise stated.

13.5.2 For all non-team Events, if the scheduled venue is changed after the market has been opened, then all bets will still be considered valid except where stated within the individual sport rules.

13.6 Periods of Time

13.6.1 The posted duration of an Event is for reference purposes only. Bets will be valid despite the change in scheduled duration except where stated within the individual sport rules.

13.6.2 Any incident during injury or stoppage time that is played is deemed to have occurred at the end of regular time, e.g., a goal scored in first half injury time of a soccer match is deemed to have been scored on 45 (forty-five) minutes.

13.6.3 In the case of the general implied rules of a sport being violated, we reserve the right to void any market (e.g., unusual period length, counting procedure, format of a match, etc.).

13.6.4 In the case of the rules or format of a match differing from our implied information, we reserve the right to void any market.

13.6.5 Unless otherwise stated, all bets are settled on the result of regular time.

13.6.6 Settlement for markets containing a time interval will be as follows. The first interval is considered as 00:01 until the start of the minute indicated as the end. For the avoidance of doubt, the interval 1-15 (one – fifteen) mins is considered the period 00:01 to 15:00.

13.6.7 The last interval is considered as from the minute indicated until the end of the period as decided by the referee. For example, in Soccer, the interval 30-45 (thirty – forty-five) minutes is considered as 30:01 to the end of the First Half. The interval 75-90 (seventy-five – ninety) minutes is considered the period from 75:01 until the end of regular time.

13.6.8 Bets placed on Player Statistics (player passes, player tackles, player total cards, player assists, player shots/shots on target) will be settled according to the official statistics of the game (in-

cluding extra time if there is any). If the listed player is not in the starting lineup of the match, the bets will be settled as void.

13.7 Results

13.7.1 Where relevant, podium positions will count as the official result, regardless of any subsequent disqualification or amendment to the results. If there is no podium ceremony, results will be determined according to the official result of the relevant governing body at the time of market settlement, regardless of any subsequent disqualification or amendment. If no official result is available, the result will be determined based on the available evidence known at the time of market settlement, and the decision of the Company is final.

13.7.2 Markets are generally settled shortly after the conclusion of an Event. As a customer service, some markets may be settled before the official result is declared. The Company reserves the right to reverse settlement in the event of an error, and this will be reflected in your balance.

13.7.3 In the Event of uncertainty over any result then the Company reserves the right to suspend settlement of any market. If the outcome of a market cannot be verified officially, we reserve the right to void them or delay the settlement until official confirmation.

13.7.4 In the case of an incorrect settlement of markets, we reserve the right to correct them anytime.

13.7.5 In case of a conflict between the official results and the results posted on the results section of the Company's Website, the conflict will be resolved by referring to the Company's video recording of the particular Event to determine the correct result. If no such video recording is available, the correct result will be determined according to the relevant governing body's result as published on its official website. If the official website cannot provide the result, or if the posted result is manifestly wrong, the Company reserves the right to make decisions or amendments to determine the final result. The Company's decision is final and binding in this regard; however, we will provide justification for the result upon request, which may include video evidence.

13.7.6 In the case of any obviously incorrectly displayed or calculated prices, we reserve the right to void bets. This includes deviations of more than 100% in the payout compared to the market average. Any bet inadvertently accepted after an event has finished will be void.

13.7.7 Unless a specific reference is made in the individual section that covers the sport, settlement of all markets will be based on the official competition rules.

13.7.8 Unless a specific reference is made in the individual section that covers the sport, opponents must start the match for 'head to head' match bets to stand.

13.7.9 When no price is quoted for a tie, and the official competition rules do not determine a clear winner or the official result is a tie, dead heat rules will apply. In a 'Dead Heat,' the stake money on a selection is divided by the number of runners involved in the dead heat. The full odds are then paid to the divided stake, with the remainder of the stake money being forfeited.

13.7.10 Where bets are available on whether a specific number is odd or even, Zero will count as even and unless otherwise stated (in the market or in the individual sport rules) extra time, overtime and extra innings will not count.

13.7.11 Where there is no action in an event after a bet has been placed, the bet will be void.

13.8 Bet Delay Acceptance

13.8.1 Bets placed during an Event ('Live Betting') will almost certainly be subject to a delay, which will vary by sport and competition.

13.8.2 If any of the disruptions mentioned in this Section happen before the countdown timer ends, all bets placed using Timer Acceptance are immediately void:

- If there appears to be a possible red card or a red card is actually given;
- If there is a possible penalty or a penalty is given;
- If there appears to be a possible goal or a goal is scored by any team
- Fortuitous events including, but not limited to, failure in any equipment or telecommunication that prevents the correct placing, accepting, recording or notification of bets, delays or interruptions in operation or transmission, communication lines failure.

13.8.3 When using our website and the Timer Acceptance feature, the Customer acknowledges that the current score, time elapsed, and other data provided on this site (including 'Live' TV pictures) come from a "live" feed provided by a third party and are subject to a time delay and/or may be inaccurate. Any bet placed based on this data is entirely at the customer's own risk. The Company provides this data and accepts no responsibility for any loss (direct or indirect) suffered by the customer as a result of reliance on it.

13.8.4 We reserve the right to refuse the whole or part of any bet without offering any explanation.

13.9 Maximum Winnings

13.9.1 Maximum bet limits vary from sport to sport and from game to game.

13.9.2 Minimum bet per bet is \$0.2 or the currency equivalent of the customer account.

13.9.3 A bet is accepted on the basis that it is the investment of one customer only.

13.9.4 The maximum amount that can be won (excluding stake) by one customer in a single day's betting, regardless of stake, is \$100,000 (or the equivalent in your account currency). For bets placed on different days, the maximum amount that can be won in one day's betting is determined by the day on which the final event on each bet is resolved, rather than the day on which each individual bet is placed.

13.9.5 The maximum numbers of selections in multi-bets and system bets is 30 (thirty) selections.

13.9.6 The maximum withdrawal amount from a no deposit bonus (loyalty bonus or free bet bonus) is three times (x3) the initial amount of the received no deposit bonus. Any winnings that exceed this amount will be deducted by the Company.

13.10 Time of Acceptance

13.10.1 If, for any reason, a bet is inadvertently accepted after the event or match has started the selection(s) affected will be made void. The only exception would be if the Event in question is covered by our 'in running' or Live service.

13.10.2 We reserve the right to amend obvious errors and accept bets after an Event has started by mutual consent. If at the time the bet was placed, the race or event was resolved or at a stage where the client could have had any indication of the outcome, we reserve the right to void that selection.

13.10.3 In the event of there being a dispute over the time at which a bet was placed, then the time at which it was recorded on our Servers will govern the settlement.

13.11 Live or In-Running Betting

13.11.1 Live or in-running betting is inherently subject to large and sudden changes in odds as the Event unfolds. Therefore, we cannot guarantee that prices will always be available and reserve the right to not offer odds throughout the entire match at our absolute discretion.

13.11.2 In addition, we reserve the right to refuse or void bets, even when prices are displayed on our website, if, due to circumstances beyond our control, the prices shown deviate significantly from the industry market price at the time the bet is placed. Our decision regarding this matter is final.

13.11.3 If coverage has to be abandoned and the match finishes regularly, all markets will be settled according to the final result.

13.11.4 If markets remain open with an incorrect score which has a significant impact on the prices, we reserve the right to void betting.

13.12 Specific Betting Types

13.12.1 Outright (Future Bets)

13.12.2 Outright means betting on the winner of an Event, race, or tournament.

13.12.3 If a competitor/player does not start an Event, race, or tournament, then all outright bets on that competitor/player will be lost unless otherwise stated in the specific sport betting rules.

13.12.4 If there are two or more winners, or a “dead heat” is declared in any outright market, your stake is divided by the number of winners, and this new amount is then settled at the full odds (excluding the stake). For example, if there are multiple winners of the English Premier League Top Goalscorer market, and two players are declared as winners, your bet of 1,000 on Sergio Agüero (one of the winners) at odds of 3.50 would be settled as follows: $(1,000 / 2) \times 3.50$. Therefore, $500 \times 3.50 = 1,750$ returns.

13.12.5 The term “any other player” (or any other team, score, etc.) refers to all competitors or options not named in the market.

13.12.6 The term “others on request” refers to any unquoted player, team, or score, etc. Should you require a price for a selection not listed in the market, please contact our customer service, and we will add the selections you request. In all instances, we will attempt to offer all obvious outcomes. For markets that refer to “Others on Request,” if a selection not named is the winner, all bets will be settled as losers.

13.13 Moneyline

13.13.1 Moneyline means betting on one competitor or team to defeat another in an Event or to be placed higher in an Event match-up. Remaining Moneyline rules are set out in the Specific Event Betting Rules.

13.13.2 The term “The Field” refers to all competitors other than the competitor named in the Moneyline match-up.

13.14 Handicap and First Half Handicap

13.14.1 Handicap betting involves giving one competitor or team a virtual head start, effectively leading by that head start before the Event begins. The winner is the competitor or team with the better score after adding the given handicap to the result. For both totals and sides betting, all stakes are returned when the final score falls on the handicap line (termed a 'push' in America). Additional Handicap rules are outlined in the specific Sport Betting Rules.

13.14.2 First Half Handicap means betting on the team with the better score after adding the given handicap to the result of the first half of an Event.

13.15 Over/Under and First Half Over/Under

13.15.1 Over/Under betting is determined by the total number of points (or goals, games, etc.) in the final result of an Event. If the total is more than the Over/Under predesignated line, then the winning result is Over; if the total is less than the Over/Under predesignated line, then the winning result is Under.

13.15.2 First half over/under betting is determined by the total number of points in the result of the first half of an Event. If the total is more than the over/under pre-designated line, then the winning result is Over; if the total is less than the over/under pre-designated line, then the winning result is Under.

13.16 Odd/Even, First Half Odd/Even, Single Team Odd/Even

13.16.1 Odd/even means betting that is determined by whether the total number of points (or goals, games, etc.) in the final result of an event is odd or even. For all odd/even markets, zero is counted as even for settlement purposes.

13.16.2 First half odd/even means betting that is determined by whether the total number of points at the end of the first half of an Event is Odd or Even.

13.16.3 First half bets will be void if an Event is abandoned before the end of the first half. But if an Event is abandoned after the end of the first half, all First half bets will be valid.

13.16.4 Single team odd/even means betting to predict whether the full-time score of a specific team in a match will be odd or even.

13.16.5 Any extra time or overtime added in the match will not be counted for purposes of determining the full-time score except where stated either in the market or the individual sport rules.

13.17 Multiple Bets/Parlays

13.17.1 Multiple bets (or parlay) means bets in a combination of two or more selections placed as one wager. If all selections should win, then the Multiple wins and will be paid at the combined odds of all selections. If one (or more) selections should fail to win, then the multiple loses. If one (or more) selections should be postponed or void for any reason, then the odds for that selection will revert to 1.00 (one) odds.

13.17.2 During a match or Event (in play) if any part of the bet is rejected, the whole multiple will be rejected. In-play Events and pre-match events may be included in the same multiple.

13.17.3 Multiple bets are not accepted where the outcome of one part of the bet influences the outcome of another, such as betting on both No Goalscorer and a 0-0 correct score in the same match. Our system should reject such bets, but if taken in error, the stakes will be divided equally into single bets. If you are unsure if your bet is related, please check with customer service before placing your wager. The Company's decision on whether selections are related will be final.

13.18 Cash-Out

13.18.1 The Company offers the option of Cash-Out before an event or market is finalized. If the Cash-Out request is successful, this will be displayed, and the bet will be settled immediately. The actual final result of the related market will have no impact on the Cash-Out amount. The Cash-Out

amount offered at any time is the total amount that will be returned to your account if accepted. If a bet is placed with the intention of using Cash-Out, the Company cannot guarantee that the Cash-Out feature will always be available. The Company reserves the right to reverse the settlement of a Cash-Out if the bet or market is settled in error or to correct obvious errors.

14. BETTING RULES AND REGULATIONS FOR SPECIFIC SPORTS

14.1 American Football

14.1.1 All full-time markets, including Live Betting, will be settled based on the final result, NOT including overtime (unless otherwise stated in these or the market rules). In the event of any delay (rain, darkness, etc.), all markets will remain unsettled, and trading will resume as soon as the match continues.

14.1.2 If a match does not start on the scheduled start date, or within 48 (forty-eight) hours, then all bets will be void (unless stated otherwise).

14.1.3 If a match starts but is suspended or abandoned within twelve hours of the scheduled start time, full-time bets are still considered valid if 55 (fifty-five) minutes of the match have been completed (Pro and College Football). Bets will also be considered valid if an official result is declared by the relevant governing body. Otherwise, bets on suspended or abandoned matches will be void, except for those on markets that have been unconditionally determined.

14.1.4 First-Half results are the sum of the First and Second Quarters. Second-Half results are the sum of the Third and Fourth Quarters, including any Overtime that may be played.

14.1.5 Fourth Quarter results, Quarter with the most points, and Double Result markets do not include any Overtime that may be played.

14.1.6 If a match is suspended or abandoned, bets placed on unfinished Halves or Quarters will be considered void. If the designated Halves or Quarters are completed, then the bets will be valid, as will all bets on any market already unconditionally determined.

14.1.7 The Home/Away venue for NCAA matches is provided as a reference only.

14.1.8 Unless a price is quoted for a tie, any market where the result is a tie will be void.

14.1.9 Specifically for Live Betting, if odds were offered with an incorrect match time (by more than 89 (eighty-nine) seconds), we reserve the right to void betting. If an incorrect score is displayed, we reserve the right to void betting for the affected timeframe.

14.2 Badminton

14.2.1 Moneyline markets refer to the winner of the match or specified set. Handicap markets are based on either sets or points (please refer to the market title); over/under and odd/even markets are based on points (unless otherwise stated).

14.2.2 If a player does not start a tournament or match, then all bets on that player will be void.

14.2.3 If a player (or pairing) retires or is disqualified during a match, then all bets will be void, except for those on markets which have been unconditionally determined.

14.2.4 If a match is postponed or suspended, then all bets are still considered valid if the match is completed within 48 (forty-eight) hours.

14.2.5 Golden set is not considered in any of the mentioned markets.

14.2.6 If a team retires, all undecided markets are considered void.

14.3 Baseball

14.3.1 All full-time markets, including Live Betting, will be settled on the final result NOT including extra innings, except for 'Who scores the Xth point (run)' and 'Which Team will win race to X points' markets or unless otherwise stated. In Japanese or Korean baseball, a tie can be declared, and in this case, moneyline bets will be refunded.

14.3.2 If a game does not start on the scheduled start date (or within 12 (twelve) hours of the scheduled start time), all bets will be void (unless stated otherwise). If a game is postponed or canceled before its scheduled start time, all bets are deemed No Action.

14.3.3 For baseball bets to be considered valid, the game must go nine innings (or 8.5 innings if the home team is leading). If a game is 'called' or suspended and completed on a subsequent day, all bets (except those that have been unconditionally determined) will be considered void. Specifically for MLB, if a game is 'called' or suspended, the winner is determined by the score after the last full inning (unless the home team scores to tie or take the lead in the bottom half of the inning, in which case the winner is determined by the score at the time the game is called). Stakes will be refunded if the home team ties the game and it is then suspended. If a game is 'called' or suspended, winners and losers for betting (including Totals) are official after at least 5 innings of play, unless the home team is leading after 4.5 innings. Other markets will be void unless a winning market has already been established.

14.3.4 If a game is suspended or called in extra innings, then the score will be determined after the last full inning, unless the home team scores to tie or lead in the bottom half of the inning, in which case the score is determined at the time the game is called.

14.3.5 First 5 (five) innings bets are settled on the result at the end of five innings. If five innings are not completed, for whatever reason, then all bets will be considered void.

14.3.6 World Baseball Classic games can end early if a team is leading by ten or more runs after the opposing team has batted in at least seven innings, or if a team is leading by more than fifteen runs after the opposing team has batted in at least five innings. Should this happen, all bets will be considered valid.

14.3.7 International Baseball games (e.g., Olympic matches) may be called early, and for bets to be valid, 6.5 (six and five-tenths) innings must have been completed.

14.4 Basketball

14.4.1 All full-time markets, including Live Betting, will be settled on the final result NOT including overtime (unless otherwise stated).

14.4.2 If a match does not start on the scheduled start date (or within 12 (twelve) hours of the scheduled start time) then all bets will be void (unless stated otherwise).

14.4.3 If a match starts but is suspended or abandoned within twelve hours of the scheduled start time, full-time bets are still considered valid if at least 43 (forty-three) minutes of an NBA match or 35 minutes of any other basketball match have been completed. Bets will also be considered valid if an official result is declared by the relevant governing body. Otherwise, bets on suspended or abandoned matches will be void, except for those on markets that have been unconditionally determined.

14.4.4 First-Half results are the sum of the first and second quarters. Second-Half results are the sum of the third and fourth quarters, not including any overtime that may be played, except in NBA and WNBA where all second-half markets include any overtime played.

14.4.5 Fourth quarter results do not include any overtime that may be played.

14.4.6 If a match is suspended or abandoned then bets placed on unfinished halves or quarters will be considered void. If the designated halves or quarters are completed then bets will be valid.

14.4.7 The home/away venue for NCAA matches are provided as a reference only.

14.4.8 Unless odds are quoted for the tie any market that results in a tie will be void.

14.4.9 Specifically for Live Betting, if odds were offered with an incorrect match time (more than 2 (two) minutes), we reserve the right to void betting.

14.5 Bowls

14.5.1 In the event of a match starting but not being completed the player progressing to the next round will be deemed the winner. However, set betting will be void.

14.5.2 If a match is postponed to another day, bets are void. If a match is interrupted and continued within 48 hours after the initial start time, all open bets will be settled with the final result. Otherwise, all undecided bets are considered void.

14.5.3 In case of a retirement and walk-over of any player, all undecided bets are considered void.

14.5.4 If the players/teams are displayed incorrectly, we reserve the right to void betting.

14.6 Cricket

14.6.1 All markets do not consider super overs unless otherwise mentioned.

14.6.2 Penalty runs are not considered in any over or delivery market (markets for multiple overs are not considered for this rule).

14.6.3 Twenty 20: all scheduled overs must be played for undecided markets to be settled unless the innings has reached its natural conclusion.

14.6.4 ODIs: a minimum of 90% (ninety percent) of the entire overs allocated for an innings must be played at the time the bet was placed for markets to be settled, unless the innings has reached its natural conclusion.

14.6.5 If a match is cancelled before any play has taken place, then all markets are considered void unless the match is replayed within 48 (forty-eight) hours of its initial starting time.

14.6.6 If the match is tied and the official competition rules do not determine a winner, or if the competition rules determine the winner by a coin toss or drawing of lots, then all undecided markets are considered void.

14.6.7 In the event of an over not being completed, all undecided markets on this specific over are considered void unless the innings has reached its natural conclusion, such as a declaration or the team being all out.

14.7 Darts

14.7.1 Moneyline and markets refer to the winner of the match. Handicap and over/under markets are based on the number of sets (unless otherwise stated).

14.7.2 If a match is postponed and not started within twelve hours of the scheduled start time then all bets are considered void.

14.7.3 If a player does not start a tournament or match then all bets on that player will be void.

14.7.4 If a match starts but is not completed or is shortened, all bets will be considered void. In the event of a league match starting but not being completed, set betting will be void, but outright betting will be settled according to the official competition rules. Other markets will be void unless a winning selection has already been established.

14.7.5 If the players/teams are displayed incorrectly, we reserve the right to void betting.

14.7.6 Bullseye counts as red check out colour.

14.8 Esports

14.8.1 Moneyline refers to the winner of an esports match-up who may be a team or individual competitor that defeats another or places highest in a match-up.

14.8.2 Tournament winner refers to the winning team or individual competitor in the finals of an Esports tournament.

14.8.3 All markets will be settled based on the official results declared by the relevant Esports association or organizing body as posted on its official website. Any subsequent disqualifications or changes to the results will not be considered for betting purposes.

14.8.4 If a match-up is postponed, all bets are still considered valid if the match-up is resumed within 48 (forty-eight) hours from the original schedule.

14.8.5 If a match-up has started but is not completed due to player disconnection or power interruption, then all bets will be void.

14.8.6 If a match-up was replayed due to a draw, player disconnection, or power interruption, then all bets will be void. In the case of a replay, the replayed match-up will be considered as a separate and new market.

14.8.7 If the number of rounds/maps is changed from the original schedule, then handicap and over/under bets will be considered void while moneyline bets will still be considered valid.

14.9 Floorball

14.9.1 Unless stated otherwise, all floorball bets are settled on 60 (sixty) minutes of play.

14.9.2 If a match is abandoned, all bets are void unless an official result has been declared or a winning market has already been established. If a match is postponed, bets are void if not played within 24 (twenty-four) hours of the scheduled start time.

14.10 Futsal

14.10.1 All bets are based on the result at the end of the scheduled 40 (forty) minutes (2 x 20 minutes) regulation time. Extra-time or penalties DO NOT count.

14.10.2 If a match is postponed, or is suspended and is not resumed within 48 (forty-eight) hours of the scheduled start time, then all bets will be considered void except where unconditionally determined.

14.10.3 If a match begins before the scheduled time, then only bets made before the actual kickoff will be considered valid. All bets placed after the starting time will be considered void, except for Live Betting.

14.10.4 If the team names or categories are displayed incorrectly, we reserve the right to void betting.

14.10.5 Golden set is not considered in any of the mentioned markets.

14.10.6 If a team retires, all undecided markets are considered void.

14.11 Golf

14.11.1 All golf bets are settled according to the official tournament results.

14.11.2 If a competitor/player does not start an Event, race, or tournament, all outright bets on that competitor/player will be lost unless otherwise specified in the particular sport's betting rules. If a golfer retires or is disqualified during a tournament or specified round, all bets on that golfer will be lost.

14.11.3 If a tournament or specified round is delayed or suspended then all bets will remain valid for forty-eight hours after the scheduled finish time.

14.11.4 When a tournament is reduced by weather or other outside influences then bets will be settled on the outright winner as long as eighteen holes have been played. If there is no play after an outright bet has been struck, it will be void, unless the event is to be played over different courses, in which case all bets will be void.

14.11.5 A player is considered to have participated once they have teed off. If a player withdraws after teeing off, stakes on outright or 18-hole betting will be lost. If a player withdraws during the tournament after teeing off, they will be deemed to have finished last for betting purposes.

14.11.6 Play-offs are included to determine the tournament winner. Dead heat rules will apply for placings.

14.12 Handball

14.12.1 All full-time markets, including Live Betting, will be settled on the final result at the end of normal time. Extra-time and penalty shoot-outs do not count for full-time markets unless otherwise stated.

14.12.2 If a match is postponed, suspended, or abandoned and not resumed within 48 hours of the scheduled start time, all bets are considered void, except for those on markets that have been unconditionally determined or if an official result is declared. Bets will also be considered valid if an official result is declared by the relevant governing body.

14.12.3 If the match goes to a seven-meter shootout; the markets 'Who scores the Xth point?' and 'Which team will win the race to X points?' will be voided.

14.12.4 Specifically for Live Betting, if odds were offered with an incorrect match time (more than 3 (three) minutes) we reserve the right to void betting.

14.13 Ice Hockey

14.13.1 Full-time markets may be offered as either "regular time only" or "including overtime and penalty shootouts," or both. For matches decided by a penalty shootout, the winning team will have one goal added to their score to determine the final result. All markets (except those specifically related to periods, overtime, and penalty shootouts) are considered for regular time only unless otherwise specified in the market.

14.13.2 If a match does not start on the scheduled start date (or within 48 (forty-eight) hours of the scheduled start time) then all bets will be void (unless stated otherwise).

14.13.3 If a match starts but is suspended or abandoned within 48 (forty-eight) hours of the scheduled start time then full-time bets are still considered valid if 55 (fifty-five) minutes of the match has been completed. Bets will also be considered valid if an official result is declared by the relevant governing body. Otherwise, bets on suspended or abandoned matches will be void, except for those on markets which have been unconditionally determined.

14.13.4 For period betting, a period must be completed for bets to be considered valid.

14.13.5 Third period results do not include any overtime or shoot-outs that may be played.

14.13.6 Ice hockey Live Betting is settled on the result at the end of normal time (three periods). Overtime and shoot-out results do not count – unless otherwise stated. If a market remains open when the following events have already taken place: goals and penalties, we reserve the right to void betting. If odds were offered with an incorrect match time (more than 2 (two) minutes), we reserve the right to void betting. If a wrong score is entered, all markets will be cancelled for the time when the incorrect score was displayed.

14.13.7 In 60 (sixty) minute betting a price will be offered for the draw and in the event of a draw, stakes on teams to win in 60 (sixty) minutes will be lost.

14.14 Motor Sports

14.14.1 Motor Sports include, without limitation, Formula One, Moto GP and A1GP.

14.14.2 Podium positions will count as the official result, regardless of any subsequent disqualification or amendment to the race result. If there is no podium ceremony, then the result is that declared by the relevant governing body immediately after the end of the race. Qualifying markets are based on the final qualifying positions declared by the governing body immediately after the end of qualifying.

14.14.3 If the scheduled venue is changed, then all bets will be considered void.

14.14.4 If a race is postponed, then all bets are still considered valid if the race is started before the forty-eight-hour expiration; otherwise, all bets will be considered void. If a race starts but is not completed, then all bets will remain valid if an official result is declared. If no official result is declared, then all bets will be void.

14.14.5 A motor race is deemed to have started when the signal is given to start the warm-up lap. If a competitor is not ready to start from the grid (or pit lane), then bets on that racer will be lost in outright bets. If a competitor fails to start the official qualifying session, then pole position bets on that racer will be void.

14.15 Rugby League

14.15.1 All full-time markets, including Live Betting, will be settled on the final result at the end of the match. Markets are based on the result at the end of a scheduled 80 (eighty) minutes play unless otherwise stated. This includes any added injury or stoppage time but does not include extra-time, time allocated for a penalty shootout, or sudden death.

14.15.2 If a match is postponed, suspended or abandoned and not resumed within 48 (forty-eight) hours of the scheduled start time then all bets are considered void, except for those on markets which have been unconditionally determined. Bets will also be considered valid if an official result is declared by the relevant governing body.

14.15.3 First Half markets refer to the result of the first half only. All bets will be considered void if the specified half is not completed.

14.15.4 In handicap betting, a tie price will usually be quoted and if the game is a draw on the handicap, then bets on each team will be losers.

14.15.5 In the event of a change of venue, bets will stand provided the change isn't to the opponent's ground. In this instance, bets will be void. In the event of a change of opponent from the one advertised, all bets for that match are void.

14.15.6 If the team names or category are displayed incorrectly, we reserve the right to void betting.

14.15.7 In bets involving total tries/points, penalty tries count.

14.16 Rugby Union

14.16.1 All full-time markets, including Live Betting, will be settled on the final result at the end of normal time (80 (eighty) minutes). Extra-time does not count for full-time markets, unless otherwise stated. This includes any added injury or stoppage time but does not include extra-time, time allocated for a penalty shootout or sudden death. Rugby Sevens markets will be settled at the end of normal time (usually 14 (fourteen) or 20 (twenty) minutes). Extra-time does not count for full-time Rugby Sevens markets.

14.16.2 If a match is postponed, suspended or abandoned and not resumed within 48 (forty-eight) hours of the scheduled start time then all bets are considered void, except for those on markets which have been unconditionally determined. Bets will also be considered valid if an official result is declared by the relevant governing body.

14.16.3 First Half markets refer to the result of the first half only. All bets will be considered void if the specified half is not completed.

14.16.4 In handicap betting, a tie price will generally be quoted and if the game is a draw on the handicap, then bets on each team will be losers.

14.16.5 In the event of a change of venue, bets will stand provided the change isn't to the opponent's ground. In this instance bets will be void. In the event of a change of opponent from the one advertised, all bets for that match are void. If the team names or category are displayed incorrectly, we reserve the right to void betting.

14.16.6 In bets involving total tries/points, penalty tries count.

14.16.7 For both codes of Rugby specifically for Live Betting the following will apply. If the market remains open when the following events have already taken place: score changes or red cards, we reserve the right to void betting. If the market was opened with a missing or incorrect red card, we reserve the right to void betting. If odds were offered with an incorrect match time (more than 2 (two) minutes), we reserve the right to void betting.

14.17 Snooker and Pool

14.17.1 Moneyline and handicap markets refer to the winner of the match. Over/under and odd/even markets are based on the number of frames/racks (unless otherwise stated).

14.17.2 If a player does not start a tournament or match then all bets on that player will be void.

14.17.3 If a match starts but is not completed then all bets are considered void, except for those on markets which have been unconditionally determined.

14.17.4 In the event of a league match starting but not being completed frame betting will be void but outright betting will be settled on the official competition rules.

14.17.5 If a match is postponed all bets will be void unless the match is rescheduled within 24 (twenty-four) hours of the original start time.

14.17.6 In the case of a retirement of a player or disqualification all undecided markets are considered void.

14.17.7 In the case of a re-rack settlement stays if the outcome was determined before the re-rack.

14.17.8 No fouls or free balls are considered for the settlement of any potted-colour market.

14.17.9 In case of a frame starting but not being completed, all frame-related markets will be voided unless the outcome has already been determined.

14.17.10 If the players/teams are displayed incorrectly, we reserve the right to void betting.

14.18 Soccer

14.18.1 Where matches are scheduled for play other than regular 90 (ninety) minutes play (e.g., Under 14 (fourteen) Tournaments or special time periods of play on various tournaments or friendly matches) all bets will be settled at the end of that scheduled time.

14.18.2 Where less than regular time is played, the Company reserves the right to suspend the settlement of all bets pending the official result of that match.

14.18.3 Unless non-regular time matches are expressly indicated on the website prior to a soccer match, bets taken on such matches will be considered void.

14.18.4 If a soccer match is postponed, unplayed, or is abandoned or suspended and not resumed within 48 (forty-eight) hours from the scheduled commencement time (and the Venue remains the same), then the match is void (irrespective of any official decision to honor the result). The outcome of all bets on abandoned/suspended matches is at the sole discretion of the Company; however, bets will stand on any market where the outcome is already decided. A match that is moved to accommodate TV schedules (i.e., from Saturday at 3pm to Sunday at 4pm) will not be treated as a postponed match for the purposes of this rule and all bets will stand.

14.18.5 First Half Betting applies to first half play only. If a match is abandoned during the first half then all bets are considered void. If a match is abandoned during the second half then all first half bets are still valid.

14.18.6 The Company provides information (e.g., neutral ground, Red card, timer, statistical information, dates, commencement, etc.) as a service and accepts no liability whatsoever in the case of any error. It is the customer's responsibility to be aware of the correct information for any match.

14.18.7 Unless otherwise stated, if a match is scheduled to be played on neutral ground but is actually played on a non-neutral pitch or vice versa, all bets are considered valid. In the event of a change of venue (home team plays away or vice versa), all bets on the match will be considered void. Bets will also be considered void if the home and away team names are wrongly stated in reverse (home team is always listed first).

14.18.8 For Live Betting, bet placement is allowed up to the ninetieth minute in addition to any injury time added, until full time for most games (at the discretion of the Company). Any actions other than the ones mentioned in the clause, will be considered Safe Play and thus all pending bets placed may be considered for acceptance: Play in or around the penalty spot area; a penalty; and free-kicks deemed by the Company as dangerous and offer the possibility of a goal may result in suspension of all markets.

14.18.9 For Live Betting, all pending bets will be automatically rejected as of the moment the referee ends the match in half time and/or full time.

14.18.10 If the market remains open when the following events have already taken place: goals, red or yellow-red cards and penalties, we reserve the right to void betting. If the market was opened with a missing or incorrect red card, we reserve the right to void betting. If odds were offered with an incorrect match time (more than 5 (five) minutes) we reserve the right to void betting. If a wrong score is entered, all markets will be cancelled for the time when the incorrect score was displayed.

14.18.11 All odds are subject to fluctuation and are based on the result at the end of 90 (ninety) minutes regular time play (except half time, first half markets, overtime and penalty shootout). Markets are based on the result at the end of a scheduled 90 (ninety) minutes play unless otherwise stated. This includes any added injury or stoppage time but does not include extra-time, time allocated for a penalty shootout or golden goal. Occasionally prices will be offered to qualify (outright) in addition to 90 (ninety) minute prices.

14.18.12 If the team names or category are displayed incorrectly, we reserve the right to void betting. If a team plays a different opponent to the one listed that selection will be void.

14.19 Soccer Markets

14.19.1 There are various markets in Soccer that warrant their own individual Rules:

14.19.1.1 Goalscorers

- Bets apply to regular time only. Own goals are (based on official authority) omitted or count as "No GoalScorer" if the game has only 'own goals'. If for any reason an unlisted player scores a goal all bets on listed players stand.
- Bets on First GoalScorer will be considered void if a player never plays or comes on the pitch after the first goal of the game has been scored, except in the case of an own goal, which is

ignored. All players who took part in the match since kick off (or previous goal in the case of Next GoalScorer) are considered as runners.

- Bets on Last or Next GoalScorer will be considered void if a player never plays. Player to score Last Goal applies for any player, whatever the time he entered the game. Bets on Anytime GoalScorer apply to any player involved in the game, regardless of the time they enter the game. Bets on Anytime GoalScorer will be considered void if the player takes no part in the Match.

14.19.1.2 Booking Markets

- A yellow card counts as one card. A red card counts as two cards. If a player gets one yellow plus a second yellow and subsequently a red card – this counts as three cards overall. As a result, a player cannot receive more than 3 (three) cards in a match. Settlement will be based on all available card data that appears during the regular playing time of an event. Cards shown after the final whistle will not be taken into consideration. Cards for non-playing participants (including players that have already been replaced, coaches, managers, players on the bench who have not taken part in the match) are not taken into consideration.

14.19.1.3 Booking Markets including Points

- A yellow card counts as 10 (ten) points and any red or second yellow/red card as 25 (twenty-five) points. The second yellow for a player that leads to a red card is not counted. As a result, a player cannot receive more than 35 (thirty-five) points per match. Settlement will be based on all available card data that appears during the regular playing time of an event. Cards shown after the final whistle will not be taken into consideration. Cards for non-playing participants (including players that have already been replaced, coaches, managers, players on the bench who have not taken part in the match) are not taken into consideration.

14.19.1.4 Corners

- Corners won but not taken do not count for market settlement. A corner is counted for settlement of bets only in the case it is executed.

14.20 Table Tennis

14.20.1 Moneyline markets refer to the winner of the match or specified set. Handicap markets are based on either sets or points (please refer to market title); over/under and odd/even markets based on points (unless otherwise stated).

14.20.2 If a player does not start a tournament or match then all bets on that player will be void.

14.20.3 If a player (or pairing) retires or is disqualified during a match then all bets will be void, except for those on markets which have been unconditionally determined.

14.20.4 If a match is postponed or suspended then all bets are still considered valid if the match is completed within 48 (forty-eight) hours.

14.20.5 First Set Winner (Second, Third Set Winner etc.) refers to the result of the specified set. All bets will be considered void if the specified set is not completed.

14.20.6 In the case of a match not being finished all undecided markets are considered void.

14.20.7 If the players/teams are displayed incorrectly, we reserve the right to void betting.

14.21 Tennis

14.21.1 Moneyline markets refer to the winner of the match or specified set. Handicap markets are based either on sets or games (please refer to market title); over/under and odd/even markets based on games (unless otherwise stated).

14.21.2 If a player does not start a tournament (outright betting) then all bets on that player will be lost. In the case of match betting, then all bets on that player will be void.

14.21.3 If a player (or pairing) retires or is disqualified during a match then all bets will be void, except for those on markets which have been unconditionally determined.

14.21.4 If a match is postponed or suspended then all bets are still considered valid if the match is completed.

14.21.5 All bets will still be considered valid regardless of any change of venue or court surface (including moving matches from outdoor to indoor courts or vice versa). In case of any delay (rain, darkness, etc.) all markets remain unsettled and any Live trading will be continued as soon as the match continues.

14.21.6 If the scheduled number of sets required to win a match is changed from that originally scheduled then all bets will be void, except for those that have been unconditionally determined and the match result.

14.21.7 First set winner (second, third set winner etc.) refers to the result of the specified set. All bets will be considered void if the specified set is not completed. In all cases where a match is finished before certain points/games were finished, all affected point/game related markets are considered void.

14.21.8 Game winner markets refer to the winner of a specific game, e.g., Set 1 Game 1; Set 1 Game 2 etc. Should there be a retirement/disqualification during an incomplete game then all bets will be considered void. If a game is completed by the Umpire awarding a 'penalty game' then all bets on that game will be considered void (though if the game is completed by the Umpire awarding a 'penalty point' then all bets are still valid). If a game is suspended then all bets are still considered valid if the game is completed within 24 (twenty-four) hours.

14.21.9 If a match is decided by a match tie-break then it will be considered to be the third set. Every tie-break or match tie-break counts as 1 game.

14.21.10 If penalty point(s) are awarded by the umpire, all bets on that game will stand.

14.21.11 If the players/teams are displayed incorrectly, we reserve the right to void betting.

14.22 Volleyball and Beach Volleyball

14.22.1 Moneyline markets refer to the winner of the match or specified set. Handicap markets are based on either sets or points (please refer to market title); over/under and odd/even markets based on points (unless otherwise stated). Bets are settled on the official result.

14.22.2 If a team does not start a tournament or match then all bets on that team will be void.

14.22.3 If a team retires or is disqualified during a match then all bets will be void, except for those on markets which have been unconditionally determined.

14.22.4 If a match is postponed or suspended then all bets are still considered valid if the match resumes before the 48 (forty-eight) hour expiration (bets where a winning market has already been established will never be void). With the exception of Olympic Games and World Championships events, bets stand provided it is rescheduled before the closing ceremony.

14.22.5 First Set Winner (Second, Third Set Winner etc.) refers to the result of the specified set. All bets will be considered void if the specified set is not completed.

14.22.6 Golden set is not considered in any of the mentioned markets.

14.22.7 Unless odds are quoted for the tie in the event of tie any means used by the official body to determine the winner will count for settlement purposes.

14.23 Water Polo

14.23.1 All full-time markets, including Live Betting, will be settled on the final result at the end of normal time (four quarters). Extra-time and shoot-outs do not count for full-time markets.

14.23.2 If a match is postponed, suspended or abandoned and not resumed within twelve hours of the scheduled start time then all bets are considered void, except for those on markets which have been unconditionally determined. Bets will also be considered valid if an official result is declared by the relevant governing body.

14.23.3 First Half markets refer to the result of the first and second quarters. All bets will be considered void if the specified half is not completed.

15. ACCOUNT TERMINATION:

A player can request the permanent or temporary closure of his or her account by contacting Customer Support by email.

When you request closure of your account we will return any outstanding balance in your account to you, using the same method of payment which was used to fund your account, or such other accepted updated payment methods with which you have provided to us subsequently, except where we are withholding such funds resulting from Cheating, Irregular Play, Collusion, Fraud and Criminal Activity, or breach of the terms of these General Terms and Conditions.

We reserve the right, in its sole discretion, to permanently disable your account at any time and for any reason. Any balance in your account at the time of such account termination will be credited to your credit/debit card and/or sent to you by wire or money transfer except where we are withholding such funds resulting from Cheating, Irregular Play, Collusion, Fraud and Criminal Activity, or breach of the terms of these General Terms and Conditions. However, we reserve the right, in our sole discretion, to void any winnings and confiscate any balance under any of the following circumstances:

- a. if you have more than one active account on Our Website.
- b. If the name on your player account does not match the name on the payment or withdrawal method used (including credit card(s), e-wallets, Money Transfers, etc.) used to fund or withdraw from your account.
- c. If you provide incorrect or misleading registration or Player Profile information.
- d. If you are not of legal age in the province/state/country and/or jurisdiction where you reside.
- e. If you have allowed or permitted (intentionally or unintentionally) someone else to access or play using your account.
- f. If you have not played on an individual basis for personal entertainment only (that is, you have played in a professional sense, with the intent on exploiting our bonuses or in concert with other Player(s) as part of a club, group, etc.).
- g. If you have "charged back" any of the deposits made with your credit card or any available payment method associated to your account or have threatened to charge back.
- h. In the event where We consider a Player to be a professional, using betting systems and patterns, such as, but not limited to, usage of abusive betting strategies, progressive bets, or have employed betting techniques with the aim of circumventing the standard house edge in the games on the Ser-

vices; We reserve the right to block the account from using our promotions. Furthermore, the We reserve the right to void any balance and winnings.

l. Low risk Roulette bets. ANY outside bet spread combination on Roulette games covering 24 or more (64%) of the 37 unique number spots on the table. E.g. betting on Red and Black - covers 36 of the 37 possible outcomes.

j. If it is determined that you have employed or made use of a system (including machines, computers, software, or other automated systems 'bots') designed specifically to defeat Our Website or that you have made irregular betting or wagering patterns, or suspicious or irregular betting strategies.

k. If you use the Website or your account in bad faith.

l. If you are found colluding, cheating, conducting criminal activity such as money laundering or undertaking fraudulent activity.

m. If we become aware that you have played at any other on-line operator under any of the foregoing circumstances set out above.

The Terms & Conditions were last updated on 25/11/2024.