

11.06.2024

## TERMS AND CONDITIONS OF THE SERVICES

### 1. INTRODUCTION: KEY DEFINITIONS AND WHAT MAKES UP YOUR TERMS AND CONDITIONS

1.1 The following definitions are used in these terms and conditions:

**“Access Device”** means any electronic means of accessing the Services, including, but not limited to, computers, smartphone devices, feature phones, tablet devices, touch devices or any home entertainment system such as video games consoles and smart TVs (or by any other remote means);

**“Bonus Terms”** means any terms and conditions and/or rules with regard to promotions, bonuses and special offers which may apply to any part of the Services from time to time;

**“Supervision institution”** means the supervision institution of commercial gambling in Curacao - Curaçao Gaming Control Board;

**“General Terms”** means the terms and conditions set out in this document;

**“Operator”** means the Group of companies - Lotoclub World Limitada, registration number 3-102-903733, registered address - SAN JOSE, MONTES DE OCA, SAN PEDRO, 400 METERS NORTH AND 25 EAST FROM AUTOMERCADO LOS YOSSES, OFIDENT BUILDING, OFFICE NUMBER THREE, Anjouan, license ALSI-132405036-FI3, issued in May 2023 in Costa Rica, owned and fully controlled by the License Holder and operating on the basis of a license agreement concluded with Lotoclub World Limitada;

**“Payment Processor”** means Lotoclub World Limitada, a company registered in SAN JOSE, MONTES DE OCA, SAN PEDRO, 400 METERS NORTH AND 25 EAST OF AUTOMERCADO LOS YOSSES, OFIDENT BUILDING, OFFICE NUMBER THREE, with registered company number 3-102-903733 acting as a payment agent of License Holder. Payment Processor is owned and fully controlled by the License Holder and acting under agreement concluded with Operator;

**“Group”** includes Lotoclub World Limitada, registration number 3-102-903733, address SAN JOSE, MONTES DE OCA, SAN PEDRO, 400 METERS NORTH AND 25 EAST FROM AUTOMERCADO LOS YOSSES, OFIDENT BUILDING, OFFICE NUMBER THREE, Anjouan. The division of competence of group companies is detailed in this Terms and Conditions;

**“Privacy Policy”** means the Operator’s privacy policy accessed via the [Privacy Policy](#) link, which is an inseparable part of Terms and Conditions;

**“Rules”** means the Betting Rules and the Game Rules specifically applicable to the

relevant type of betting and/or gaming, as identified in more detail in paragraph 1.3;  
“**Refund**” means a reversal of a means as per request of a Player deposited in the Player Account not used for the Services.

“**Responsible Gaming**” means the Operator’s recommendations and general information on responsible gaming accessed via the [Responsible Gaming](#) link, which is an inseparable part of Terms and Conditions

“**Services**” means, as appropriate, the services offered for the time being by the Operator through the Website and/or via any Access Device application;

“**Terms and Conditions**” means (a) the General Terms; (b) the Privacy Policy; (c) the Responsible Gaming, (d) where appropriate under paragraph 1.3, the relevant Rules, Bonus Terms and Additional Terms applicable to the Services that are being used by You;

“**Website**” means the website or any respective page, subpage, subdomain or section thereof from time to time, located at or accessible via the domain name: easymoney.casino.

1.2 By using and/or visiting any section of the Website, or by opening an account with the Operator through the Website, You agree to be bound by the Terms and Conditions and You accordingly: (a) agree to the use of electronic communications in order to enter into contracts; and (b) waive any applicable rights or requirements which require a signature by hand, to the extent permitted by any applicable law; (c) agree, that in order to use our Services you are requested to provide us with certain personal information which shall be processed on the basis of our Privacy Policy. The Terms and Conditions do not affect your statutory rights.

1.3 In addition, where You play any game, or place a bet using the Services, or otherwise use the Services, You agree to be bound by Rules of any game You play (“Game Rules”), as set out under the relevant general Help section and any Rules tabs, in respect of any new games, the rules applicable to such game; any Bonus Terms; any terms and conditions relating to withdrawals and any other terms applicable to the Services and/or which You are required to confirm Your agreement to as part of the Services.

1.4 The original text of the Terms and Conditions are in English and any interpretation of them will be based on the original English text. If the Terms and Conditions or any documents or notices related to them are translated into any other language, the original English version will prevail.

1.5 Please read the Terms and Conditions carefully before accepting them. Once You have accepted the Terms and Conditions, please download and save (or print) the Terms and Conditions and store them, along with all confirmation emails, additional terms, transaction data, Rules, fair deal rules and payment methods relevant to Your use of the Services and Website. Please note that the Terms and Conditions are subject to change, as set out in paragraph 3 below.

1.6 If You do not agree to accept and be bound by the Terms and Conditions please do

not open an account, and/or continue to use Your Account. Your continued use of any of the Services will constitute acceptance of the Terms and Conditions which we have notified You are in force from time to time.

1.7 For the avoidance of doubt, each and all sections of the Website are governed by the Terms and Conditions, and You should ensure at all times that Your use of the Services and the Website is in accordance with the Terms and Conditions.

## **GENERAL TERMS**

### **2. CONTRACTING PARTIES**

2.1 The Terms and Conditions shall be agreed between You and the Operator and the Payment processor.

All information on the Website is provided by the provider of services on the Website, a company SG International N.V. (hereinafter easymoney.casino), is a company operating easymoney.casino. Services are provided to card holder by SG International LP located at 29d Bradshaw Street, Saltcoats, Scotland, United Kingdom, KA21 5HR, UK. In the event of any inquiries and complaints, please direct them to SG International LP. SG International N.V. is incorporated under the laws of Curacao, Netherlands Antilles and operates its regulated activities in terms of License OGL/2024/379/0174 issued by the Curaçao Gaming Control Board. SG International N.V. and SG International LP, a limited partnership incorporated under the laws of Scotland, UK entered into a partnership agreement where the Parties agreed that SG International LP would act as an agent of SG International N.V. to promote products and services offered by SG International N.V. SG International LP is fully liable for any acts of their employees, agents or affiliated entities. SG International LP as Payment processor and SG International N.V. as Operator in these Terms and Conditions is referred to as EasyMoney, easymoney.casino, “We”, “Us”, “Our”, “Management”, “Site” or “Company” that you enter contract with (in the case of terms and conditions relating to monies held in Your Account from time to time, this also applies to any company which holds such money and shall (where appropriate) be deemed to include our agents, partners, and suppliers). The Player and registered Account Holder shall be referred to as “You”, “Yours”, “Customer” or “The Player”.

2.2 in the case of terms and conditions relating to monies held in Your Account from time to time, to any Operator Group company which holds such money and shall (where appropriate) be deemed to include our agents, partners, and suppliers.

### **3. CHANGES TO THE TERMS AND CONDITIONS**

3.1 We may need to change the Terms and Conditions from time to time for a number of reasons, including (without limitation) for commercial reasons, to comply with law or regulations, to comply with instructions, guidance or recommendations from a

regulatory body, or for customer service reasons. The most up-to-date Terms and Conditions can be accessed from the Terms and Conditions link in the footer section of the Website.

3.2 Where we wish to make substantial changes to the Terms and Conditions, we will give You as much prior notice of such changes as is reasonably practicable via one of the methods set out in paragraph 3.3. For minor or insubstantial changes, we may not give You any notice of such changes, so You are advised to review the Terms and Conditions through the Terms and Conditions link on the Website on a regular basis.

3.3 Where we make changes to the Terms and Conditions which we wish to notify You of, we will do so by such method of notification as we may, in our discretion, deem appropriate.

## **4. OPENING YOUR ACCOUNT**

4.1 In order to place a bet or play a game using the Services, You will need to open an account with the Operator (“Your Account” or “Account”).

4.2 In order to open Your Account for use with the Services, You can:

4.2.1 click on Join Now on the Website and follow the on-screen instructions ;or

4.2.2 open by such other Account opening method as shall, from time to time be offered by the Operator;

4.3 When You open Your Account You will be asked to provide us with personal information, including Your first and last name and date of birth and appropriate contact details, including an address, telephone number and e-mail address (“Your Contact Details”). You may update Your Contact Details from time to time by contacting Customer Services; or through the My Account management page on the Website; or by such other method as shall, from time to time, be offered by the Operator.

4.4 In opening Your Account You warrant that:

4.4.1 You understand and accept the risk that, by using the Services, You may, as well as winning money, lose money;

4.4.2 You are: (a) over 18 years of age; and (b) above the age at which gambling or gaming activities are legal under the law or jurisdiction that applies to You (the “Relevant Age”);

4.4.3 gambling is not illegal in the territory where You reside;

4.4.4 You are legally able to enter into contracts;

4.4.5 You have not been excluded or self-excluded from gambling; and

4.4.6 You have not already had an Account closed by us for any reason.

4.5 Your Account must be registered by Yourself in Your own, correct, name and personal details and it shall only be issued once for You and not duplicated through any other person, family, household, address (postal or IP), email address, Access Device or any environment where Access Devices are shared (e.g. schools,

workplaces, public libraries etc) and/or account in respect of the Services. Any other accounts which You open with us, or which are beneficially owned by You in relation to the Services shall be “Duplicate Accounts“. We may close any Duplicate Account (but shall not be obliged to do so). If we close a Duplicate Account:

4.5.1 all bonuses, free bets and winnings accrued from such bonuses and free bets obtained using that Duplicate Account will be void and forfeited by Us;

4.5.2 we may, at our entire discretion, void all winnings and refund all deposits (less amounts in respect of void winnings) made in respect of that Duplicate Account and, to the extent not recovered by us from the relevant Duplicate Account, any amounts to be refunded to us by You in respect of a Duplicate Account may be recovered by us directly from any other of Your Accounts (including any other Duplicate Account); or

4.5.3 we may, at our entire discretion, allow usage of the Duplicate Account to be deemed valid in which case all losses and stakes placed by or for You through the Duplicate Account shall be retained by us.

## **5. VERIFICATION OF YOUR IDENTITY; ANTI-MONEY LAUNDERING REQUIREMENTS**

5.1 You warrant that:

5.1.1 the name and address and any other requested information You supply to Us when opening Your Account are accurate and truthful; and

5.1.2 You are the rightful owner of the money which You at any time deposit in Your Account.

5.2 By agreeing to the Terms and Conditions You authorize Us to undertake any such verification checks from time to time as we may require ourselves or may be required by third parties (including, but not limited to, regulatory bodies and payment processors) to confirm these facts (the “Checks“). You agree that from time to time, upon our request (including requests from Payment processor), You may be required to provide additional details in respect of any of such information You have provided us, including in relation to any deposits which You have made into Your Account.

5.3 Whilst we are undertaking any Checks from time to time, we may restrict You from withdrawing funds from Your Account and/or prevent access to all or certain parts of the Website. Please note that we may from time to time re-perform the Checks for regulatory, security or other business reasons. If any such restrictions cause You a problem, please contact us - [support@easymoney-support.com](mailto:support@easymoney-support.com).

5.4 In certain circumstances we may have to contact You and ask You to provide further information to us directly in order to complete the Checks. For this purpose, we will be entitled, at our sole discretion, to require that You provide us with a notarised ID or any equivalent certified ID according to the applicable law of Your jurisdiction or otherwise, proof of address, utility bills, bank details, bank statements and bank references and any documentation that validates your source of funds. Until such

information has been supplied to our satisfaction we may prevent any activity to be undertaken by You in relation to the Account or we may, where we reasonably believe that deliberately incorrect or misleading information has been provided by You, keep any amount deposited on the Account following the closure of the Account by us.

5.5 It may be an offence for persons under the Relevant Age to make use of the Website. If we are unable to confirm that You are the Relevant Age then we may suspend Your Account until such time that we are able to confirm that You are the Relevant Age. If You are subsequently proven to have been under the Relevant Age at the time You made any gambling or gaming transactions with us, then:

5.5.1 Your Account will be closed;

5.5.2 all transactions made whilst You were underage will be made void, and all related funds deposited by You will be returned by the payment method used for the deposit of such funds, wherever practicable;

5.5.3 any deposits made whilst You were under the Relevant Age will be returned to You; and

5.5.4 any winnings which You have accrued during such time when You were under the Relevant Age will be forfeited by You (and shall be deducted from the amount of any deposit returned under paragraph 5.5.3) and You will return to us on demand any such funds which have been withdrawn from Your Account.

5.6 All your documents as per list above need to be provided by You to us in 7 (seven) days after opening of Your account or if requested to You by support - in 7 (seven) days after date of respective request. We will review Your document(s) in 7 (seven) day time after receipt of the respective document(s). In case You fail to provide necessary document(s) in due time We may suspend use of Your account or decline Your withdrawal request (as applicable).

## **6. KNOW YOUR CLIENT POLICY**

To make the Verification process as easy as possible, here are a few recommendations when You send Us information and documents:

- Each document must be sent as a separate image
- Photo Captured images are preferred, but if you'd rather scan your documents, send them as a .jpeg

When you take your picture:

- Be sure that the first 6 and the last 4 digits of your credit card number should be visible, and CVV should be hidden;
- Your picture must be in focus and all the text easy to read;
- Your full passport photo page or ID must be in shot, don't leave any bits out or cover with your hand or fingers;
- Your lighting must be good, to stop any glare don't use flash.

We need all of this because it is part of gambling responsibly - and the applicable law requires it.

#### 6.1. Why do I need to verify my account?

When you sign up for a new account we check that you are over 18 and we verify that you are who you say you are, (a process called Know Your Customer 'KYC').

#### 6.2. What do I need to provide?

To verify your age we will accept one of the following documents:

- Passport (recommended)
- Driving license
- National ID Card
- Birth Certificate (verification takes up to 24 hours)
- Payment card (note that first 6 and last 4 digits should be visible and CVV should be hidden).

Card data shall not be collected and stored by Us without PCI DSS.

To verify your identity (KYC) we may need additional documents which could also include:

- Signed Credit Agreement;
- Utility Bill (less than 6 months old);
- Bank Statement (less than 6 months old);

Make sure your documents are in acceptable condition.

#### 6.3. How can I send you my documents?

The quickest and easiest way to verify your account is online.

You can also send the documents via email.

Here are a few tips on how to get it right first time:

Sending your documents via email

- Take a photo of each of your documents and save the photos (or, scan them and save as a .jpeg)
- Open the email account that you used to register for our Website
- Open a new email, addressed to [support@easymoney-support.com](mailto:support@easymoney-support.com)
- Attach the photos
- Enter your account number or username in the 'Subject' bar at the top of your email
- Press 'Send'

When you register for an account, on the account registration page, we'll need you to provide certain information for security reasons:

- Your name and contact details, including a valid email address which needs to be unique to your account
- Your date of birth - you must be at least 18 years old
- A unique username (your username may contain only letters, numbers, underscore and hyphen symbols) and a password which means only you can access your account
- Your betting currency and a deposit limit
- A security question and the answer

Our registration page checks your details as you enter them and will let you know if there's a problem, so you can make any changes you need to before you click on the 'Create My Account' button.

For legal reasons when traveling abroad you may not be able to access your account.

We are unable to accept accounts or offer any of our products or services to clients resident in the following countries:

Game provider	Restricted territories
1×2 Network	No Customers shall be accepted from UK, Italy, Sweden, Australia, France, Israel, United States of America, Afghanistan, Algeria, Cuba, Curacao, Egypt, Haiti, Iran, Iraq, Laos, Libya, North Korea, Pakistan, Palestinian territory occupied, Philippines, Somalia, Syria, Belarus, Russia, Netherlands (regulated)
Ainsworth	No Customers shall be accepted from Australia, Canada, China, The United States of America (and any other countries to which US-origin software may not be exported or re-exported) Iran, North Korea, Cuba, Sudan, Syria.
Amatic	No Customers shall be accepted from Afghanistan, Albania, Algeria, Angola, Antigua and Barbuda, Armenia, Australia, Austria, Bosnia, Cambodia, China, Cuba, Curacao, Cyprus, Ecuador, Estonia, France and Territories, French Polynesia, Georgia, Guyana, Hong Kong, Indonesia, Iran, Iraq, Israel, Kuwait, Laos, Libya, Liechtenstein, Macao, Mexico, Myanmar, Namibia, Netherlands Antilles, Nicaragua, North Korea, Pakistan, Panama, Papua New Guinea, Peru, Philippines, Singapore, Slovakia, South Africa, South Korea, Sudan, Switzerland, Syria, Taiwan, Tunisia, Uganda, United States of America and Territories, Vietnam, Yemen, Zimbabwe



## Apollo

No Customers shall be accepted from Algeria, Afghanistan, Armenia, Antigua & Barbuda, Bahrain, Bangladesh, Bhutan, Brunei, Cambodia, China, Cuba, Curacao, Czech Republic, Georgia, Guyana, Iran, Iraq, Israel, Kahnawake, Kazakhstan, Kuwait, Libya, Malaysia, Myanmar, North Korea, Pakistan, Panama, Papua New Guinea, Philippines, Poland, Qatar, Saudi Arabia, Sudan, Syria, Thailand, United States of America and its Territories, Vietnam, Yemen, Zimbabwe

## Asia Gaming

No Customers shall be accepted from Taiwan, Hong Kong, Macau, America, Philippine, Singapore, Bulgaria, USA, Curacao.

## Authentic Gaming

### No Customers shall be accepted from:

Afghanistan, Jordan, Thailand, Algeria, Kazakhstan, Timor-Leste, American Samoa, Kuwait, Trinidad & Tobago, Andorra, Kyrgystan, Tunisia, Argentina, Laos, Turkey, Australia, Lebanon, Turkmenistan, Azerbaijan Lesotho United Arab Emirates, Bahrain, Libya, United States & Dependent/Outlying Territories, Bangladesh, Liechtenstein, Uruguay, Barbados, Macau, Uzbekistan, Bhutan, Macedonia, Venezuela, Bolivia, Malaysia, Vietnam, Botswana, Mali, Virgin Islands, British Brunei, Darussalam, Mauritius, Yemen, Burundi, Moldova, Cambodia, Monaco, China, Morocco, Chile, Myanmar, Christmas Island, Nauru, Cocos (Keeling), Islands Nepal, Cook Islands, Niue, Congo (Democratic Republic), Northern Mariana Islands, Cuba, North Korea, Cyprus, Oman, Ecuador, Pakistan, El Salvador, Palestinian Territory, Eritrea, Paraguay, Fiji, Qatar, France, Russian Federation, French Polynesia, Saudi Arabia, Guam Singapore, Guatemala, Somalia, Haiti, South Africa, Hong Kong (Special Administrative Region of China), South Korea, Iceland, South Sudan, Indonesia, Sudan, Iran, Suriname, Iraq, Syria, Israel, Taiwan, Japan, Tajikistan, Curacao.

### Regulated:

Aland, Canada, Poland, Albania, Alderney, Antigua and Barbuda, Argentina, Armenia, Bahamas, Belarus, Belgium, Belize, Bosnia Herzegovina, Bulgaria, Colombia, Comoros, Costa Rica, Croatia, Curacao, Czech Republic, Denmark, Dominica, Dominican Republic, Estonia, French Guiana, French Southern Territories, Georgia, Ghana, Gibraltar, Greece, Grenada, Hungary, Isle of Man, Italy, Jamaica, Jersey, Latvia, Lithuania, Malta, Mexico, Montenegro, Netherlands, Nicaragua, Panama, Papua New Guinea, Philippines, Portugal, Romania, Saint Kitts & Nevis, San Marino (Italy), Serbia, Seychelles, Slovakia, Slovenia, Spain, Swaziland, Sweden, Switzerland, Tanzania, Uganda, Ukraine, United Kingdom, United States, Vanuatu.

Atmosfera	No Customers shall be accepted from Antigua and Barbuda, Armenia (only AtmosferaLive), Afghanistan, Israel, Iraq, Iran, Canada, Cuba, Curacao, Libya, Macau, Netherlands Antilles, Syria, Republic of Serbia, USA, Sudan, Kahnawake
BeeFee	No Customers shall be accepted from Afghanistan, Algeria, Andorra, Antigua and Barbuda, Australia, Bulgaria, Cuba, Denmark, France and its territories, Hong Kong, Indonesia, Iran, Iraq, Israel, Kahnawake, Lebanon, Libya, Luxembourg, Macau, Montenegro, Myanmar, Netherlands, North Korea, Pakistan, Palestinian Territory, Portugal, San Marino, Singapore, Sri Lanka, Sudan, Syria, The USA and its territories, Tunisia, Yemen, Zimbabwe
Belatra	No Customers shall be accepted from Curacao, USA
BF Gaming	No Customers shall be accepted from Afghanistan, Algeria, Curacao, The USA and its territories, Tunisia, United Kingdom, Yemen, Zimbabwe
BetGamesTV	No Customers shall be accepted from France, USA, Poland, Curacao
BetSoft	No Customers shall be accepted from United States of America and Territories, Curacao.

## Big Time Gaming

No Customers shall be accepted from Afghanistan, Australia, Algeria, Angola, Antigua & Barbuda, Cambodia, Canada, China, Cuba, Curacao, Cyprus, Guyana, Hong Kong, Indonesia, Iran, Iraq, Israel, Kahnawake, Kuwait, Libya, Macau, Myanmar, Namibia, Netherlands Antilles, North Korea, Pakistan, Papua New Guinea, Sudan, Syria, The Philippines, Turkey, Uganda, United States of America and its Territories, Yemen

Need local online gaming license:

Belgium, Denmark, Estonia, France and its Territories, Germany, Italy, Latvia, Republic of Serbia, Romania, Spain, Sweden, United States of America: (New Jersey, Pennsylvania), United Kingdom

## Blueprint Gaming

No Customers shall be accepted from Australia, USA and territories, Germany, Iran, Syria, North Korea, Cuba, Curacao, Sudan, South Sudan, Myanmar.

Must be licensed to operate: Austria, Belgium, Estonia, Spain, Italy, Portugal, Czech Republic, Switzerland, Lithuania, UK, Hungary, Denmark, France, Sweden, Latvia, Romania, Croatia, Bulgaria, Canada (State lotteries only).

Booming Games	<p>No Customers shall be accepted from Afghanistan, Algeria, Lebanon, Libya, Luxembourg, Macau, Maldives, Burundi, Mauritania, Monaco, Cayman Islands, Central African Republic, Morocco, Cyprus, Myanmar, Nicaragua, Congo DR, Crimea and Sevastopol, North Korea, Oman, Cuba, Pakistan, Eritrea, Qatar, Saudi Arabia, Somalia, South Sudan, Guinea, Sudan, Guinea Bissau, Haiti, Hong Kong, Syria, United Arab Emirates, Iran, Iraq, United States of America, and all territories and possessions, being the U.S. Virgin Islands, U.S. Minor Outlying Islands, Guam, Puerto Rico, Israel, Uzbekistan, Vatican City, Jamaica, Venezuela, Yemen, Jordan, Zimbabwe, Kuwait, Curacao</p> <p>Other than with license:</p> <p>Latvia, Australia, Austria, Lithuania, Belarus, Belgium, Bosnia and Herzegovina, Malta, Bulgaria, Canada, Montenegro, Czech Republic, Netherlands, Nigeria, Columbia, Croatia, Denmark, Portugal, Estonia, Romania, France, Germany, Serbia, Georgia, Slovakia, Gibraltar, Greece, Guernsey, Spain, Sweden, Switzerland, Hungary, United Kingdom, Marianas Islands and American Samoa, Italy, Jersey</p>
Booongo	No Customers shall be accepted from USA, Netherlands, Israel, Curacao, Georgia, Ukraine
Concept Gaming	No Customers shall be accepted from UK, USA, Curacao
CT Gamings	No Customers shall be accepted from United States of America and Territories, China, Curacao, Kazakhstan, North Korea, Cyprus, Vietnam, Thailand, Japan, Singapore, Hong Kong, Canada, Malaysia, Indonesia, Israel

CQ9

Block Taiwan's IP, Curacao

Game Code starts with AS: Block Taiwan and the United States/Israel/Bulgaria

Game Code starts with AK: Block Taiwan and the United States

Edict

No Customers shall be accepted from Argentina, Canada, Democratic People's Republic of Korea, Bahamas, Botswana, Democratic Republic Congo, Curacao, Chile, Denmark, Ethiopia, Germany, Ghana, Iran, Kazakhstan, Libya, Myanmar, Mexico, Netherlands, Norway and Finland, Pakistan, Russia, Sri Lanka, Sudan, South Sudan, South Africa, Syria, Sweden, Trinidad und Tobago, Tunisia, United States of America, United States Minor Outlying Islands, Venezuela, Virgin Islands (US), Yemen, Zimbabwe

Evolution Gaming

Blocked Territories:

Australia, Cuba, Iran, North Korea, South Sudan, Sudan, Syria, Sweden, Taiwan, Ukraine, Crimea, Venezuela, USA, Curacao.

Restricted Territories:

Afghanistan, Albania, Barbados, Burkina Faso, Bulgaria, Cambodia, Cayman Islands, Gibraltar, Haiti, Jamaica, Jordan, Mali, Morocco, Myanmar, Nicaragua, Pakistan, Panama, Philippines, Senegal, Turkey, Uganda, Yemen, Zimbabwe.

Regulated Territories:

Alderney, Belgium, CAN - Alberta, CAN- Atlantic Provinces (Nova Scotia), CAN- Ontario, CAN- British Columbia, CAN- Quebec, Colombia, Croatia, Czech Republic, Denmark, Estonia, France, Georgia, Germany, Gibraltar, Greece, Isle of Man, Italy, Latvia, Lithuania, Malta, Mexico, Netherlands, Philippines, Portugal, Romania, South Africa, Spain, Sweden, Switzerland, United Kingdom.

## EVOplay

No Customers shall be accepted from Afghanistan, Algeria, Australia, Aruba, Barbados, Burma, Bonaire, Botswana, Cuba, Democratic People's Republic of Korea (DPRK), Democratic Republic of Congo, Eritrea, Ethiopia, France and its dependent territories, Ghana, Iran, Iraq, Israel, Jamaica, Jordan, Liberia, Libya, Lithuania, Mali, Pakistan, Panama, Philippines, Rwanda, Saba, Singapore, Somalia, State of Palestine, Statia, St. Maarten, St. Eustatius, Sudan, South Sudan, Syria, The Netherlands, Tunisia, Uganda, United States of America and its dependent territories, United Kingdom, Venezuela, Yemen, Zimbabwe, Curacao

## Eyecon

No Customers shall be accepted from USA, Curacao, Australia, Belarus, Israel, Philippines, Romania, Singapore, Turkey, Ukraine, Italy, Portugal, France, Taiwan, Hong Kong.

Real Dealer Studio:

Australia, Curacao, Germany, France, Singapore, South Africa, Netherlands, USA, Taiwan, Hong Kong.

+ any regulated market an operator is not licensed in  
Gameplay from Canada additionally restricted for Croc Chase (supplier Lightning Box Games)

Regulated territories:

Italy, United Kingdom, Bulgaria, Colombia, Croatia, Denmark, Estonia, Latvia, Lithuania, Ontario (Canada), Portugal, Romania, Spain, Sweden, South Africa, Germany, Switzerland, Taiwan, Hong Kong

Ezugi	<p>Blocked to operators unless they comply with local regulations: Bulgaria, Colombia, Estonia, Spain, Hungary, Italy, Latvia, Lithuania, New Jersey, Romania, South Africa, Swiss Confederation, France, Great Britain, Netherlands, United Kingdom</p> <p>Permanently blocked:</p> <p>Australia, Canada (British Columbia, Manitoba, Quebec, Ontario), France, Israel, Iran, North Korea, Curacao, USA, Taiwan, Ukraine, Venezuela, Sudan, South Sudan, Syria, Cuba.</p>
Fugaso	No Customers shall be accepted from USA, UK, Curacao
GameART	<p>No Customers shall be accepted from France, Portugal, Belgium, Sweden, Denmark, Bulgaria, Estonia, Cyprus, Israel, UK, Hong Kong, Australia, New Zealand, United States of America, Netherland</p> <p>For games Dragon King, Wild Dolphin, Venetia, Lady Luck, Wolf Quest, Explosive Reels, Gold Of Ra, Dancing Lions, Phoenix Princess, Fortune Panda, Magic Unicorn, Ancient Gong, Power Dragon, Jumpin Pot, African Sunset:</p> <p>United States of America and its territories, American Samoa, Australia, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, North Korea, South Korea, Laos, Macau, Malaysia, Mongolia, Burma, New Zealand, Papua New Guinea, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Timor, Vietnam</p>
Ganapati	No Customers shall be accepted from France, Taiwan, United Kingdom, The Netherlands, Aruba, Bonaire, Curaçao, Saba, St. Eustatius, St. Maarten, Statia, USA.



Genii	No Customers shall be accepted from Australia, Bulgaria, Denmark, Curacao, Estonia, Spain, United Kingdom, Italy, Netherlands, Poland, Portugal, Romania, United States, South Africa
GG Network	No Customers shall be accepted from Afghanistan, Albania. Netherlands Antilles, Andora, American Samoa, Australia, Aland Islands, Bahrain, Bonaire - Sint Eustatius and Saba, Belize, Cuba, Curacao, Algeria, Ecuador, Eritrea, Spain, Ethiopia, France, South Georgia and the South Sandwich Islands, Ireland, Israel, India, Iraq, Italy, Jordan, Korea - Democratic, United States of America and Territories,
GoldenHero	No Customers shall be accepted from The United Arab Emirates, Armenia, Azerbaijan, Bangladesh, Brunei Darussalam, China, Indonesia, Japan, Kyrgyzstan, Cambodia, South Korea, Kazakhstan, Lao People's Democratic Republic, Myanmar, Mongolia, Malaysia, Nepal, New Zealand, Pakistan, Qatar, Russia, Thailand, Tajikistan, Timor-Leste, Turkmenistan, Uzbekistan, Viet Nam .
GoldenRace	No Customers shall be accepted from Afghanistan, Albania, Antigua and Barbuda, Austria Belgium, Bulgaria, Burundi, Canada, Colombia, Costa Rica, Cuba, Cyprus, Denmark, Eritrea, France and its territories, Germany, Georgia, Greece, Guinea Bisseau, Hong Kong, Italy, Iran, Iraq, Israel, Kahnawake, Libya, Lithuania, Macau, Macedonia, Malta, Netherlands Antilles, Nigeria, Portugal, Romania, Serbia, Somalia, South Africa, Spain, Sudan, Sweden, Syria, the Philippines, Turkey, the United Kingdom, the USA and its territories

## Green Jade Games

No Customers shall be accepted from Albania, Argentina, Armenia, Australia, Austria, Belarus, Belgium, Bulgaria, Canada, China, Colombia, Croatia (Hrvatska), Czech Republic, Curacao, Denmark, Estonia, France, French Guiana, Georgia, Germany, Greece, Guadeloupe, Hong Kong S.A.R., Hungary, Iran, Ireland, Italy, Kosovo, Latvia, Lithuania, Luxembourg, Macau S.A.R., Malta, Martinique, Mexico, Moldova, Montenegro, Netherlands, New Zealand, North Korea, Paraguay, Poland, Portugal, Romania, Rwanda, Serbia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Thailand, Turkey, United Kingdom & Northern Ireland, USA

## Habanero

No Customers shall be accepted from Australia, Cyprus, Curacao, France, Singapore, Taiwan, United States  
Restricted territories unless licensed:  
Belarus, Georgia, Gibraltar, Isle of Man, Malta Italy, United Kingdom, Bulgaria, Colombia, Croatia, Denmark, Estonia, Latvia, Lithuania, Philippines, Portugal, Romania, Spain, Sweden, South Africa, The Netherlands, Panama  
MGA:  
Australia, Cyprus, France, Philippines, Singapore, South Africa, Taiwan, United Kingdom, United States.  
Restricted unless licensed: Italy, Bulgaria, Colombia, Croatia, Denmark, Estonia, Latvia, Lithuania, The Netherlands, Portugal, Romania, Spain, Sweden

## High 5 Games

Jurisdictions where Licensed Customers must not allow participation on Relax's own content, "Powered By Relax" and/or "SilverBullet" content for real money due to FATF AML restrictions: Afghanistan, Algeria, Angola, Antigua & Barbuda, Cambodia, China, Cuba, Cyprus, Guyana, Hong Kong, Indonesia, Iran, Iraq, Israel, Kahnawake, Kuwait, Libya, Macau, Myanmar, Namibia, Netherlands Antilles, North Korea, Pakistan, Papua New Guinea, Sudan, Syria, The Philippines, Turkey, Uganda, United States of America and its Territories, Yemen

Jurisdictions where Relax's Licensed Customers must not offer Relax's own content, "Powered By Relax" and/or "SilverBullet" content for real money unless such Licensed Customer holds a local online gaming license from the competent licensing authority of the specific jurisdiction: Belgium, Denmark, Estonia, France and its Territories, Germany, Italy, Latvia, Republic of Serbia, Romania, Spain, Sweden, United States of America (New Jersey, Pennsylvania), UK

## HoGaming

No Customers shall be accepted from South Korea, North Korea, Hong Kong, Macau, Philippines, U.S.A, Canada, Curacao, United Kingdom, France.

## Igrosoft

No Customers shall be accepted from USA, Curacao

ISoftBet	No Customers shall be accepted from Afghanistan, Antigua and Barbuda, Belgium (Market exclusivity), Cuba, Curacao, Cyprus, Great Britain (unless holding valid UK license), Greece (unless holding valid license), Hong Kong, Iran, Iraq, Israel, Jordan, North Korea, Libya, Macau, Malta (unless holding MGA license), Netherlands Antilles, Ontario (Canada) (unless holding valid gaming license), The Philippines (unless holding valid license), Romania (unless holding valid license), Sudan, Singapore, Syria, United States, Yemen.
Kiron	No Customers shall be accepted from USA, China, Italy, Australia, Singapore, Sri Lanka, South Africa, Dubai, Iraq, Saudi Arabia, Yemen, Oman.
Leander	No Customers shall be accepted from USA, China, Curacao, France, Israel
LiveGames	No Customers shall be accepted from USA and its territories and possessions, including the U.S. Virgin Islands, the U.S. Minor Outlying Islands, Guam, Puerto Rico, Mariana Islands, American Samoa, Aruba, Georgia, United Kingdom, Bonaire, Curacao, France, the Netherlands, Saba, Singapore, Statia, St. Maarten, Ukraine and Iran.
Lucky Streak	No Customers shall be accepted from Israel, Latvia, USA, Curacao
Markor	No Customers shall be accepted from Israel, North Korea, Iran, Australia, USA, Curacao
Medialive	No Customers shall be accepted from USA, France, Denmark, Curacao, Italy

## MicroGaming

### All Content:

Australia, Curacao, France, Singapore, South Africa, Netherlands, USA, Taiwan, Hong Kong.

+ any regulated market an operator is not licensed in

### Progressives:

Australia, Curacao, France, Israel, Singapore, South Africa, Turkey, USA, Taiwan, Hong Kong.

+ any regulated market an operator is not licensed in

### Branded:

Australia, Curacao, France, Israel, Singapore, South Africa, Turkey, USA, Taiwan, Hong Kong.

+ any regulated market an operator is not licensed in

### BattleStar Galactica:

Australia, Burma, Curacao, France, Iran, Israel, Libya, North Korea, Singapore, South Africa, Sudan, Syria, Turkey, USA, Taiwan, Hong Kong.

+ any regulated market an operator is not licensed in

### PlayboyGames:

Australia, Burma, Canada, Curacao, France, Iran, Israel, Libya, North Korea, Singapore, South Africa, Sudan, Syria, Turkey, USA, Taiwan, Hong Kong.

+ any regulated market an operator is not licensed in

### Rabcat Games

Austria, Curacao, USA

+ any regulated market an operator is not licensed in

### BTG:

Canada, Curacao, USA, Singapore, Taiwan, Hong Kong.

+ any regulated market an operator is not licensed in

Australia, Israel, Philippines, Romania, Singapore, Turkey, Ukraine, Italy, Portugal, France.

## mr.Slotty

No Customers shall be accepted from united States of America and Territories, Lithuanian markets, Curacao.

## NetEnt

### Blocked Territories:

Australia, Cuba, Iran, North Korea, South Sudan, Sudan, Syria, Sweden, Taiwan, Ukraine, Crimea, Venezuela, USA, Curacao.

### Restricted Territories:

Afghanistan, Albania, Barbados, Burkina Faso, Bulgaria, Cambodia, Cayman Islands, Gibraltar, Haiti, Jamaica, Jordan, Mali, Morocco, Myanmar, Nicaragua, Pakistan, Panama, Philippines, Senegal, Turkey, Uganda, Yemen, Zimbabwe.

### Regulated Territories:

Alderney, Belgium, CAN - Alberta, CAN- Atlantic Provinces (Nova Scotia), CAN- Ontario, CAN- British Columbia, CAN- Quebec, Colombia, Croatia, Czech Republic, Denmark, Estonia, France, Georgia, Germany, Gibraltar, Greece, Isle of Man, Italy, Latvia, Lithuania, Malta, Mexico, Netherlands, Philippines, Portugal, Romania, South Africa, Spain, Sweden, Switzerland, United Kingdom.

## NoLimit city

### Blocked territories:

Afghanistan, Albania, Algeria, Australia, The Bahamas, Bahrain, Barbados, Bolivia, Botswana, Brunei, Burkina Faso, Burundi, Cambodia, Cayman Islands, Democratic Republic of Congo, Cuba, Curacao, Cyprus, Egypt, Fiji, Gambia, Ghana, Guatemala, Haiti, Iran, Iraq, Israel, Jamaica, Jordan, Kazakhstan, North Korea, Kuwait, Lebanon, Libya, Malaysia, Maldives, Mali, Mauritania, Mauritius, Mongolia, Morocco, Myanmar, Nepal, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Puerto Rico, Qatar, Russia, Saudi Arabia, Senegal, Somalia, Sudan, South Sudan, Syria, Taiwan, Turkmenistan, Tuvalu, Uganda, United Arab Emirates, US Minor Outlying Islands, US Virgin Islands, Vatican, Venezuela, Yemen, Zimbabwe.

### Local license needed:

Antigua & Barbuda, Armenia, Austria, Belgium, Bulgaria, Canada, Colombia, Curacao, Czech Republic, Denmark, Estonia, Ethiopia, Falkland Islands, Finland, France, Georgia, Germany, Greece, Guadeloupe, Hungary, Isle of Man, Italy, Latvia, Lithuania, Macau, Malta, Martinique, Mayotte, Mexico, Netherlands, New Caledonia, Nigeria, Papua New Guinea, Reunion Island, Romania, Saint Barthelemy, Saint Martin, Serbia, Slovakia, Spain, Sri Lanka, Sweden, Switzerland, Ukraine, United Kingdom, United States of America, Vanuatu, Wallis and Futuna.

Countries that have no restrictions in place, but certain territories will need a local licence:

Canada-Ontario

Countries which have full restrictions in place, but certain territories are allowed with local licence:

United States of America: Connecticut, Delaware, New Jersey, Michigan, Nevada, Pennsylvania, West Virginia

Additional restrictions for Malta:

### Blocked:

China, Hong Kong, Indonesia, South Korea, The Philippines, Poland, Singapore, South Africa, Turkey,

Additional local license (Malta):

Canada-Ontario

Oriental	No Customers shall be accepted from USA, Curacao
Pariplay	No Customers shall be accepted from Afghanistan, Albania, Algeria, Angola, Australia, The Bahamas, Barbados, Botswana, Cambodia, Congo, Curacao, Cyprus, Ecuador, France and its territories, Ghana, Guyana, Hong Kong, Iran, Iraq, Israel, Jamaica, Latvia, Lithuania, Mauritius, Mongolia, Myanmar, Nicaragua, North Korea, Panama, Philippines, Saudi Arabia, Singapore, South Africa, South Korea, Sudan, Taiwan, United States of America, Vatican City, Zimbabwe Restricted Jurisdictions: Belgium, Bulgaria, Czech Republic, Colombia, Denmark, Estonia, Italy, Malta, Portugal, Romania, Russia, Spain, Sweden, United Kingdom, Pakistan, Poland, South Sudan, Syria, Uganda, Yemen
Patagonia	No Customers shall be accepted from Aruba, Bonaire, Curacao, France, Netherlands, Saba, Singapore, Statia, St Maarten, USA
PG soft	No Customers shall be accepted from Malaysia, Curacao, Singapore, Taiwan and USA
Platipus	No Customers shall be accepted from USA, it's territories and possessions, Israel, Iran, Curacao.



## Play'n'Go

### 1. Generally prohibited jurisdictions

Afghanistan, Alderney, American Samoa, Angola, Australia, Belgium, Cambodia, Curacao, Croatia, Czech Republic, Democratic People's Republic of Korea, Denmark, Dutch Caribbean including Curacao and Aruba, Georgia, Germany, Greece, Ethiopia, Hungary, Iraq, Iran, Italy, Lao's People's Democratic Republic, Latvia, Lithuania, Netherlands, Ontario (Canada), Portugal, Romania, Serbia, Singapore, Spain, Sweden, Switzerland, Syrian Arab Republic, Uganda, United Kingdom, USA, Vanuatu, Yemen, Pakistan, Ukraine - for local licensed operators.

### 2. Prohibited Games in particular jurisdictions

Prohibited Games in Canada and the United States: SKATE FOR GOLD

3. Exemption to prohibited jurisdictions In the event that evidence of holding a relevant license, approval or permit issued by a Prohibited Jurisdiction can be provided, such territory can cease to be a Prohibited Jurisdiction only if the license, approval or permit is valid and Play'n GO gives express written approval thereof. Notwithstanding the foregoing, Play'n GO shall be entitled to exercise granting or refusal of such approval at its sole discretion. Any approval shall be subject to refusal or subsequent withdrawal by Play'n GO at any time if in Play'n GO's reasonable opinion, granting or maintaining such approval is likely to cause commercial, reputational, legal or regulatory risk for Play'n GO.

## Playson + Direct

No Customers shall be accepted from USA, Australia, Israel, Curacao, Georgia, Ukraine, Lithuania, United Kingdom.

## PragmaticPlay

### Blocked countries:

Australia, France, Israel, North Korea, Philippines, Singapore, Taiwan, USA, Curacao, Iran, United Arab Emirates, India.

Restricted - They need to be sure that the operator holds the license before enabling traffic:

Bahamas, Bulgaria, Denmark, Gibraltar, Great Britain, Italy, Lithuania, Ontario (Canada) Portugal, Romania, Serbia, South Africa, Spain, Sweden, Ukraine.

## Push Gaming

No Customers shall be accepted from Afghanistan, Marshall Islands, American Samoa, Myanmar, Australia, Macao, Nigeria, Cuba, Curacao, North Korea, Poland, Egypt, Puerto Rico, Eritrea, Qatar, French Southern Territories, France, French Polynesia, French Guiana, Singapore, South Africa, Guadeloupe, Guam, Sudan, Holy See (Vatican City), Hong Kong, Taiwan, Iran, Iraq, United States of America, Israel, US Minor Outlying Islands, US Virgin Islands, Kuwait, Yemen, Malaysia, Zimbabwe.

Restricted unless under a local license: Belgium, Denmark, Estonia, Greenland, Sweden, Spain, United Kingdom, Italy

## Realtime Gaming

No Customers shall be accepted from USA, Curacao

## Red Rake Gaming

No Customers shall be accepted from US, Curacao, Israel, Portugal, Spain, France, Croatia, Denmark, Romania, Belgium, Australia, Estonia, Latvia, Lithuania, Netherlands, Poland, Czech Republic, UK

## Red Tiger Gaming

### Blocked Territories:

Australia, Cuba, Iran, North Korea, South Sudan, Sudan, Syria, Sweden, Taiwan, Ukraine, Crimea, Venezuela, USA, Curacao.

### Restricted Territories:

Afghanistan, Albania, Barbados, Burkina Faso, Bulgaria, Cambodia, Cayman Islands, Gibraltar, Haiti, Jamaica, Jordan, Mali, Morocco, Myanmar, Nicaragua, Pakistan, Panama, Philippines, Senegal, Turkey, Uganda, Yemen, Zimbabwe.

### Regulated Territories:

Alderney, Belgium, CAN - Alberta, CAN- Atlantic Provinces (Nova Scotia), CAN- Ontario, CAN- British Columbia, CAN- Quebec, Colombia, Croatia, Czech Republic, Denmark, Estonia, France, Georgia, Germany, Gibraltar, Greece, Isle of Man, Italy, Latvia, Lithuania, Malta, Mexico, Netherlands, Philippines, Portugal, Romania, South Africa, Spain, Sweden, Switzerland, United Kingdom.

## Relax Gaming

No Customers shall be accepted from Afghanistan, Algeria, Pakistan, Antigua & Barbuda, Panama, Australia, Papua New Guinea,

Bahamas, Sudan, Bahrain, Qatar, Curacao, Barbados, Syria, Botswana, Taiwan, Cambodia, The Philippines, China, Turkey, Cuba, Denmark, France, Kahnawake, Uganda, Cyprus, United Arab Emirates, Egypt, Vanuatu, Ghana, Vatican, Hong Kong, Yemen, Indonesia, Zimbabwe, Iran, Iraq, Israel, Jamaica, Jordan, Kuwait, Lebanon, Libya, Macau, Malaysia, Maldives, Mauritius, Mauritania, Mongolia, Myanmar, Nicaragua, Nigeria, North Korea, Oman, USA.

### Regulated:

Belgium, Denmark, Estonia, France and its Territories, Georgia, Germany, Italy, Latvia, Lithuania, Republic of Serbia, Romania, Spain, Sweden, The Netherlands, United Kingdom, Canada and Oriental

### Supplier Silverback:

Albania, Angola, Azerbaijan, Bangladesh, Bahrain, Barbados, Belarus, Benin, Brunei Darussalam, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cabo Verde, Central African Republic, Comoros, Cook Islands, Côte d'Ivoire, Curacao, Cyprus, Czechia, Djibouti, Egypt, Eritrea, Ethiopia, Faroe Islands, Finland, Gambia, Ghana, Greece, Greenland, Grenada, India, Indonesia, Kazakhstan, Kenya, Kyrgyzstan, Lao People's Democratic Republic, Lebanon, Liberia, Libya, Macao, Malaysia, Mali, Marshall Islands, Mauritania, Moldova, Monaco, Morocco, Mongolia, Namibia, Nauru, Nicaragua, Niger, Nigeria, Norway, Oman, Palau, Palestine, State of, Poland, Portugal, Puerto Rico, Qatar, Russian Federation, Rwanda, Samoa, Sao Tome and Principe, Saudi Arabia, Sierra Leone, Solomon Islands, Somalia, South Africa, Korea, Sri Lanka, Suriname, Switzerland, Tajikistan, Thailand, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan, Uganda, Ukraine, United Arab Emirates, Taiwan, Tanzania, United Republic of, United States of America, Virgin Islands, Zambia, Viet Nam, Vanuatu, Uzbekistan.

Revolver Gaming	No Customers shall be accepted from Afghanistan, Albania, Algeria, Angola, Australia, Belgium, Bulgaria, Czech Republic, Colombia, Curacao, Denmark, Ecuador, France and its territories, Guyana, Hong Kong, Iran, Iraq, Israel, Italy, Lithuania, North Korea, Philippines, Poland, Portugal, Puerto Ricco, Romania, Saudi Arabia, Singapore, Spain, United States of America, Vatican City
SA Gaming	Games Access (Restricted): Bulgaria, Curacao, Israel and USA Game Access (Blocked): China, Hong Kong, Macau, Korea
Spadegaming	No Customers shall be accepted from Taiwan, Philippines, USA, Curacao
Spigo	No Customers shall be accepted from USA, Curacao
Spinmatic	No Customers shall be accepted from France, Netherlands, USA, Curacao
Spinomenal	No Customers shall be accepted from USA, ISR, Australia, UK, Armenia, Ecuador, France, Curacao.

Stakelogic	<p>No Customers shall be accepted from Algeria, Libya, Afghanistan, Myanmar, Antigua &amp; Barbuda, North Korea, Australia, Pakistan, Cuba, Curacao, Panama, Guyana, Papua New Guinea, Iran, Sudan, Iraq, Syria, Israel, United States of America and its Territories, Kahnawake, Yemen, Kuwait, Zimbabwe.</p> <p>Jurisdictions where Licensed Clients must not offer Stakelogic's own games for real money play without holding the relevant Gaming Licence from the competent licensing authority for the specific jurisdiction: Belgium, Portugal, Denmark, Romania, Estonia, Spain, France and its Territories, Sweden, Italy, Switzerland, Latvia, Lithuania, United Kingdom, Malta, Ukraine, the Netherlands.</p>
TomHorn	No Customers shall be accepted from United States of America and Territories, Israel, Curacao.
Vivo	No Customers shall be accepted from USA, Israel, Costa Rica, Argentina, Curacao, Bulgaria, Iran, Colombia : COP in Cali tables.
WAC	No Customers shall be accepted from USA, Curacao, The Netherlands
Wazdan	No Customers shall be accepted from Afghanistan, Antigua and Barbuda, Armenia, Australia, Belgium, Bulgaria, China, Cuba, Cyprus, Denmark, Greece, France and its territories, Hong Kong, Italy, Iran, Iraq, Kahnawake, Libya, Macau, Malaysia, the Netherlands, the former Netherlands Antilles, Poland, Portugal, Republic of Serbia, Singapore, Spain, Sudan, Syria, the Philippines, Turkey, the USA and its territories, UK, Curacao, Switzerland.

Worldmatch	No Customers shall be accepted from Afghanistan, Albania, Algeria, Angola, Australia, Congo, Cyprus, Ecuador, France and its territories, Guyana, Hong Kong, Iran, Iraq, Israel, Latvia, Lithuania, North Korea, Philippines, Poland, Saudi Arabia, Singapore, South Africa, South Korea, Sudan, Taiwan, United States of America, Vatican City, Spain, Sweden, United Kingdom, Italy, Germany
Yggdrasil	<p>Restricted: Afghanistan, American Samoa, Bahamas, Botswana, Cambodia, Congo, Democratic People's Republic of Korea (DPRK), Egypt, Eritrea, Ethiopia, French Guyana, Ghana, Guam, Guinea Bissau, Holy See (Vatican City), Iran, Iraq, Kuwait, Lebanon, Libya, Malaysia, Marshall Islands, Martinique (.FR), Nicaragua, North Korea, Occupied Palestinian Territory, Pakistan, Panama, Poland, Puerto Rico, Qatar, Reunion (.FR), Saint Barthelemy (.FR), Saint Martin (.FR), Saint Pierre and Miquelon (.FR), Singapore, Somalia, South Africa, South Sudan, Sri Lanka, Sudan, Syria, Taiwan, Trinidad &amp; Tobago, Tunisia, USA, US Minor Outlying Islands, Venezuela, Virgin Islands (U.S.), Yemen, Zimbabwe.</p> <p>Restricted unless under a local license: Alderney, Australia, Belgium, Bulgaria, Czech Republic, Croatia, Cyprus, Denmark, Estonia, France, Gibraltar, Greenland (.DK), Greece, Guadeloupe, Isle of Man (.FR), Italy, Jersey, Lithuania, Malta, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, The Netherlands, United Kingdom.</p>
XPro Gaming	No Customers shall be accepted from Israel, Macedonia, USA, Bulgaria, North Macedonia, South Korea

The list of game providers and territories, where from the Customers are not accepts may be amended time from time.

## **7. USERNAME, PASSWORD, PIN and CUSTOMER INFORMATION**

7.1 After opening Your Account, You must take all reasonable steps to avoid disclosing (whether deliberately or accidentally) Your username, password and/or account

number to anyone else, including (where practicable) ensuring that up-to-date security software is downloaded onto Your Access Device.

7.2 All transactions made where Your username and password and/or account number have been entered correctly will be regarded as valid, whether or not authorized by You, and we shall not be liable for any claims in the event that You disclose Your username, password or account number to anyone else (whether deliberately or accidentally).

7.3 If You have lost or forgotten Your Account details, or have a reason to believe that such details are known to an unauthorized third party, please contact us immediately for a replacement through [support@easymoney-support.com](mailto:support@easymoney-support.com), details of which can be found in the Contact Us.

## **8. DEPOSITS, WITHDRAWALS AND REFUNDS FROM YOUR ACCOUNT**

8.1 If You wish to participate in the Services, You must deposit monies into Your Account from an account or source of which You are the account holder. Such monies may (subject to paragraph 5) then be used by You to place bets or play games. If You use a payment method in respect of which You are not the account holder, we reserve the right to treat any deposit into the Account as being invalid (and any winnings arising from such deposit as void) pending the satisfactory completion of all relevant Checks.

Withdrawals (including - Refunds) shall be provided within 7 (seven) days time after completion of KYC and approval of Your Account. Please note, that Refunds are performed only if there was no game activity on Your account after deposit of respective amount of monies that are reclaimed by you as Refund. All other withdrawals from Your Account will be considered as pay-out of your winnings generated as a result of use of the Services.

In order to request a Refund or any other withdrawal, please contact our support by email to [support@easymoney-support.com](mailto:support@easymoney-support.com) and provide all documents as requested by the support in order to complete Your KYC. Should You require Our contact details, please open section "Contact Us". List of the documents required to complete Your KYC procedure shall be denoted in the email sent to You by our support.

Please note, that Refunds may be requested not later than 7 (seven) days after deposit of respective means to Your Account. After this term all withdrawals shall be considered as pay-out of your winnings generated a result of use of the Services.

8.2 Withdrawals shall be provided within 7 (seven) days time after completion of KYC and approval of Your Account. For the avoidance of doubt Your Account shall not be used by You as a bank account and, should we become aware of deposits into and withdrawals (including charge-back) from Your Account without commensurate betting or gaming activity, we reserve the right to deduct an administration charge (whether or not we close or suspend the account). Monies deposited with us in Your Account



shall not attract interest. The time period, when you can expect your withdrawal at your personal bank account, depends on operation of respective payment service provider or bank, and is beyond of our control. For avoidance of doubt upon your request we can confirm pay-out of the monies requested by You, should that be necessary.

8.3 To the extent required by Your local law or tax or other authorities You are responsible for reporting Your winnings and losses arising from the Services as well as payment of any and all relevant taxes.

8.4 You can set a deposit limit on Your Account in any one day. For details of how to set up a deposit limit please contact [support@easymoney-support.com](mailto:support@easymoney-support.com). Any confirmed reductions to your deposit limit will be of immediate effect.

8.5 Subject to terms of Closure of Your Account or any other terms set out in these Terms and Conditions or any amendments thereof, You may request withdrawal of funds from Your Account at any time provided that:

8.5.1 all payments made into Your Account have been confirmed as cleared and none have been charged-back, reversed or otherwise canceled;

8.5.2 any Checks referred to Verification of Your Identity; Money Laundering Requirements have been completed by us to our satisfaction; and

8.5.3 You have complied with any other relevant withdrawal conditions affecting Your Account (e.g. any applicable Bonus Terms).

8.6 On any withdrawal approved by us, provided that You give us sufficient information as to how the funds should be transferred to You, we will return the relevant funds to You (less charges incurred or any other amount required to be deducted from Your withdrawal in order to comply with any applicable law).

8.7 We will attempt to accommodate Your request regarding the payment method and currency of payment of Your withdrawal. This, however, cannot be guaranteed. Therefore, we may process and pay withdrawals in a different payment method than the one requested by You, such as through different payment providers, a bank draft or wire transfer (any charges associated with relevant payment methods are set out in the Website). Similarly, in certain cases, the currency of Your withdrawal may not be the currency in which Your deposit was made or that was otherwise requested by You and, in circumstances where we are required to convert Your deposits between different currencies, the conversion rate used by us will set upon our discretion.

## **8.8 LIMITATIONS:**

Please note that the minimum amount of deposit and minimum amount of withdrawal to/from the gaming account per transaction is 10 EUR. The maximum amount of deposit depends on the payment method You decide to use and will appear when choosing the payment method.

Maximum withdrawal amount processed to any player is equivalent to €2.000 per day since the last successful cashout, €5.000 per week, €10.000 per month, €50.000 per

year unless otherwise specified by Us.

All payout requests are processed in the order of the queue within 72 hours if the requested amount does not exceed 1000 EUR or the equivalent in another currency and up to 7 days in case the requested amount exceeds 1000 EUR.

Withdrawals are processed without commission. Commission for the deposit depends only on the user's payment system.

## **8.9 PAYMENT SYSTEM RESTRICTED COUNTRIES**

### **8.9.1 Visa / Mastercard**

We support gaming/gambling payouts via OCT (Original Credit Transfer) from Visa or also via Payment Transfer (Mastercard). Prerequisite for paying out are that an initial pay-in was done and for Mastercard this pay-in needs to have been made via a 3-D Secure MID. Additional requirements are that the respective credit card is not a corporate credit card and the respective card is issued in a country that is supported by the respective card scheme (see below). The per transaction limits are 60000,00 EUR for Visa and 5000,00 EUR for Mastercard.

### **8.9.2 Visa**

For Visa (OCT) there is a list of countries not supported. List of non-participating countries for OCT:

USA, Australia, Hongkong, India, Indonesia, Japan, Korea, Malaysia, Singapore

### **8.9.3 Mastercard**

Mastercard PT list of countries supported. List of participating countries for PT:

Andorra, Austria, Belgium, Cyprus, Czech republic, Denmark, Estonia, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Luxembourg, Malta, Monaco, Netherlands, Norway, San marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United kingdom

### **8.9.4 Skrill**

-Countries restricted for registration. Residents of this country category can access the websites, but cannot register/sign up an account:

Afghanistan, Angola, Barbados, Benin, Bonaire, Burkina Faso, Cape Verde, Cuba, Comoros, Djibouti, East Timor, Eritrea, Faroe Islands, French Polynesia, Gambia, Greenland, Grenada, Guadeloupe, Guyana, Iran, Iraq, Japan, Kyrgyzstan, Lao People's Democratic Republic, Libya, Macao, Martinique, Namibia, Nauru, New Caledonia, Niger, North Korea, Palau, Reunion, Saint Barthelemy, Saint Martin (Sint Maarten), Samoa, South Sudan, Sudan, Suriname, Syria, Tajikistan, Togo, Turkmenistan, US Minor Outlying Islands

-Banned countries. Residents of this country category cannot register an account, nor access the Skrill domains:

Afghanistan, Cuba, Eritrea, Iran, Iraq, Japan, Kyrgyzstan, Libya, North Korea, South Sudan, Sudan, Syria

-Restricted for Gaming and Binary:

American Samoa (relevant state licenses required), Brazil, Canada, China (Pr), Guam (relevant state licenses required), Hong Kong, Israel, Macao, Puerto Rico (relevant state licenses required), Northern Mariana Island (relevant state licenses required), Singapore, Turkey, United Arab Emirates, United States Of America, US Minor Outlying Islands, US Virgin Islands

#### 8.9.5 Neteller

-Does not provide service to the following countries:

Afghanistan, Benin, Bonaire, Burundi, Central African Republic, Chad, China, Congo Republic, Crimea, Cuba, Djibouti, Equatorial Guinea, Eritrea, Gabon, Gambia, Guinea, Guinea-Bissau, Guyana, Iran, Iraq, Kazakhstan, Kyrgyzstan, Lao People's Democratic Republic, Liberia, Libya, Madagascar, Malawi, Mali, Mauritania, Mongolia, Montserrat, Myanmar, Nauru, Niger, Niue, Norfolk Island, North Korea, Palau, Papua New Guinea, Saint Barthelemy, Saint Kitts and Nevis, Saint Martin (Sint Maarten), Sierra Leone, Sudan (North and South), Suriname, Syria, Tajikistan, Timor-Leste, Togo, Turkmenistan, Uzbekistan, Western Sahara, Yemen

-Requires local license for specific countries:

Australia, Belgium, France, Germany, Japan, Spain, Turkey, UK

#### 8.9.5 CardPay (Unlimit)

Supported countries:

Deposits only:

Nigeria, Congo, Cote d'Ivoire, Kenya, Zimbabwe, Mozambique, Zambia, Botswana, Namibia, Kazakhstan, Mongolia, Uzbekistan, Papua New Guinea, Fiji, Bulgaria, Estonia, Slovakia, Slovenia, Andorra, Moldova, San Marino, Ukraine, Belarus, Salvador, Guatemala, Bolivia, Ecuador, Peru, Trinidad and Tobago

Deposits+Withdrawals:

Kazakhstan, Mongolia, Uzbekistan, Bulgaria, Estonia, Slovakia, Slovenia, Moldova, Belarus, Andorra, San Marino, Ukraine

#### 8.9.6 Directa

Supported countries:

LATAM, SE Asia (China, Philippines, Thailand, Vietnam, Indonesia, Singapore), India, Canada, Japan, Kenya, Nigeria, Peru

#### 8.9.7 Volt

Supported countries:

CURACAO - Germany, Netherlands, France, Austria, Ireland, Italy, Finland and Spain

MGA - Austria, Belgium, Germany, Spain, Finland, France, Great Britain, Ireland, Italy, Lithuania, Netherlands, Poland, Portugal

#### 8.9.8 Jeton

Restricted countries:

Restricted for Withdrawal

Cape Verde, Central African Republic, Ethiopia, Libya, Somalia, Sudan, Afghanistan,

Burma (Myanmar), Iran, Iraq, Israel, Russian Federation, North Korea, Syria, Yemen, Georgia, Latvia, Cuba, United States, Kosovo

Restricted for Deposit

Cape Verde, Central African Republic, Ethiopia, Libya, Somalia, Sudan, Afghanistan, Burma (Myanmar), Iran, Iraq, Israel, Russian Federation, North Korea, Syria, Yemen, Georgia, Latvia, Lithuania, Cuba, United States, Kosovo

#### 8.9.9 AccentPay (Monetix)

Restricted countries:

Afghanistan, Australia, Algeria, American Samoa, Barbados, Cambodia, Guam, Guatemala, Tuvalu, Uzbekistan, Russia, Singapore, Saudi Arabia, Ecuador, China, Indonesia, Iceland, Taiwan, Philippines, The Central African Republic, The Democratic People's Republic of Korea, DR Congo, The Republic of the Congo, Guinea-Bissau, Iraq, Somalia, Mali, Libya, South Sudan, Sudan, Yemen, Belarus, Burundi, Cuba, Iran, Lebanon, Nicaragua, Syria, Venezuela, Zimbabwe, China, USA, UK (by agreement), Moldova, Canada (by agreement)

#### 8.9.10 InPay.

Works only with withdrawals.

Restricted countries:

Botswana, Burundi, Ethiopia, Ghana, Ivory Coast, Libya, Nigeria, Tunisia, Zimbabwe, Afghanistan, Cambodia, Iran, Iraq, North Korea, Russian Federation, Saudi Arabia, Syria, Yemen, Denmark, France, Lithuania, Norway, Switzerland, Ukraine, United Kingdom, Bahamas, Cuba, Panama, Trinidad and Tobago, United States, Samoa, Puerto Rico, Kosovo, Venezuela.

#### 8.9.11 EcoPayz

Blacklisted Countries:

Afghanistan, Angola, American Samoa, Azerbaijan, Brunei Darussalam, Bhutan, Botswana, Belarus, Cuba, Djibouti, Algeria, Western Sahara, Eritrea, Ethiopia, Micronesia, Federated States of Guatemala, Guam, Haiti, Iran, Kyrgyzstan, Cambodia, Kiribati, Korea (DPRK), Kazakhstan, Lao People's Democratic Republic, Lebanon, Liberia, Lesotho, Libyan Arab Jamahiriya, Madagascar, Myanmar, Northern Mariana Islands, Nauru, Niue, Puerto Rico, Occupied Palestinian Territory, Sudan, the Federal Republic of Somalia, Syrian Arab Republic, Eswatini, Tajikistan, Tokelau, United States Minor Outlying Islands, United States, Virgin Islands, U.S., Viet Nam, Vanuatu, Yemen, Turkey.

Closed without a local license:

United Kingdom, Guadeloupe, Israel, Mayotte, Martinique, Singapore, United States, Sweden, Latvia, Australia, France + French colonies, Netherlands, Norway, Germany, Poland, Denmark, Bulgaria, Spain, Italy, Belgium, Portugal, Greece

#### 8.9.12 Settlepay

Supported countries:

Ukraine channel - only UAH, only MC

Kazakhstan, Belarus, Uzbekistan, Kyrgyzstan, Tajikistan, Armenia, Ukraine, Turkmenistan.

Kazakhstan channel - only KZT

Armenia, Azerbaijan, Belarus, Uzbekistan, Kyrgyzstan, Moldova, Tajikistan, Kazakhstan, Australia, Belgium, Germany, Ireland, Liechtenstein, Lithuania, Luxembourg, Monaco, Netherlands, Switzerland, France, Bulgaria, Hungary, Poland, Romania, Slovakia, Iceland, Denmark, Ukraine, Czech Republic, Latvia, Norway, Estonia, Finland, Sweden, Albania, Andorra, Bosnia and Herzegovina, Vatican City, Greece, Italy, Spain, Macedonia, Malta, San Marino, Portugal, Serbia, Slovenia, Croatia, Montenegro, Georgia

#### 8.9.13 Piastrix

Restricted countries:

Albania, Andorra, Antigua and Barbuda, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Ukraine, United Kingdom, Vatican City

#### 8.9.14 Xpate

EUR (WL+FTD) - Restricted for Burundi, Central African Republic, Cuba, Iran, Iraq, Libya, Lebanon, North Korea, Somalia, Sudan, Syria, Venezuela, Yemen, China, USA, Azerbaijan, Moldova, Nicaragua, Ukraine.

USD (WL only) - Restricted for Andorra, Anguilla, Antigua and Barbuda, Aruba, Antilles (Netherlands), Bahamas, Bahrain, Bermuda Islands, British Virgin Islands, Belize, Barbados, Gibraltar, Jersey, Dominica, Hong Kong (China), Cayman Islands, Cook Islands, Costa Rica, Guernsey, Grenada, Liberia, Liechtenstein, Maldives, Men Islands, Marshall Islands, Montserrat, Monaco, Macau (China), Nauru, Niue, Panama, Palau, Seychelles, St. Kitts and Nevis, Samoa, St. Vincent and the Grenadines, St. Lucia, Turks and Caicos Islands, Vanuatu, Virgin Islands (USA), Russia, Armenia, Azerbaijan

KZT (WL only) - Open for Kazakhstan only

RUB (WL only) - Open for Russia only (for payins Tinkoff cards are unavailable)

#### 8.9.15 Sirenpay

Works only with deposits.

Restricted countries: Turkey, Iraq, Iran, Russia, Azerbaijan, Kazakhstan, Norway

#### 8.9.16 Pradexx

Sofort Open: Austria, Belgium, Germany, Italy, Spain

Neosurf Open: Australia, New Zealand, Canada, Benin, Burkina Faso, Burundi, Cameroun, Central African Republic, Chad, Congo Brazzaville, Democratic Republic of Congo, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea Bissau, Guinea Conakry, Ivory Coast, Kenya, Malawi, Mali, Mauritania, Morocco, Mozambique, Niger, Nigeria, Rwanda, Sao Tome et Principe, Senegal, Sierra Leone, Tanzania, Togo, Uganda,

## Zambia and Zimbabwe

### 8.9.17 Exactly

Restricted countries:

Afghanistan, Armenia, Azerbaijan, Belize, Congo, Cote D'Ivoire, Czech Republic, Estonia, Guyana, Iran, Iraq, South Korea, North Korea, Latvia, Liberia, Lithuania, Myanmar, Puerto Rico, Somalia, Sudan, Syrian Arab Republic, Thailand, United Kingdom, United States, Viet Nam

Optional (can be opened upon request): Australia, Canada, New Zealand, Japan. Only MC, no VISA

### 8.9.18 Astropay

Worldwide available, with the exception of USA & Israel

### 8.9.19 Mifinity

Supported for eWallet Deposits/Withdrawal:

Albania, Andorra, Armenia, Austria, Azerbaijan, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, Macedonia, Norway, Poland, Portugal, Romania, Russian Federation, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Ukraine, United Kingdom, Canada, Mexico, Argentina, Brazil, Chile, Paraguay, Peru, Uruguay, Australia, New Zealand, China, India, Japan, Ghana, Kenya, Nigeria, South Africa

Supported for Bank Transfer Withdrawals:

Andorra, Argentina, Australia, Austria, Bangladesh, Belgium, Brazil, Bulgaria, Canada, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Estonia, Ethiopia, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Italy, Japan, Jersey, Kenya, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco, Nepal, Netherlands, Nigeria, Norway, Pakistan, Peru, Philippines, Poland, Portugal, Romania, Rwanda, San Marino, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Tanzania, Thailand, Turkey, United Kingdom, Uruguay, Vietnam

### 8.9.20 Pay4Fun

Supported only in Brazil

### 8.9.21 CoinsPaid

No restriction. Recommendation - not to work with countries where cryptocurrencies are prohibited.

### 8.9.22 eZeeWallet (EmerchantPay)

Supported countries:

Australia, Denmark, Finland, Norway, Sweden, Austria, Belgium, Cyprus, Czech Republic, Estonia, France, Germany, Greece, Ireland, Italy, Latvia, Lithuania, Netherlands, Poland, Portugal, Slovakia, Spain, Switzerland, United Kingdom

Restricted for deposits:

Israel, Saudi Arabia, Indonesia, Portugal, Botswana, Slovakia, Spain, Iceland, Poland, Greece, Lithuania, Jamaica, Nepal, Singapore, Czech Republic, Barbados, Vietnam, Zimbabwe, Hungary, Sao Tome and Principe, Trinidad and Tobago, Russian Federation, Mauritius, Uganda, China, Senegal, Guinea Bissau, Cuba, Bangladesh, Netherlands, Burma (Myanmar), Cambodia, Iraq, Belgium, Ukraine, Jordan, Slovenia, Turkey, Romania, France, Norway, Sweden, Yemen, Hong Kong, Canada, Australia, Italy, Iran, Burkina Faso, Croatia, United States, North Korea, United Arab Emirates, Germany, Ghana, Azerbaijan, Malaysia, Albania, Vanuatu, Sudan, Bahamas, India, Pakistan, Japan, Bulgaria, Oman, Nicaragua, Venezuela, Syria, Panama, Afghanistan, Thailand, Morocco, Latvia, United Kingdom, Malta

#### 8.9.23 ZotaPay

Supported countries:

Vietnam, Indonesia, Cambodia, Myanmar, Thailand, Japan, China, Laos, India, Malaysia

## 9. BONUSES

9.1. EasyMoney reserves the right to remove, add or change any bonus that is available in the account of any Customer and has not been claimed. Any claimed and active bonus will not be removed by EasyMoney under regular circumstances.

9.2. Bonuses might have wagering requirements attached to them. These requirements will be appropriately displayed before the Customer decides to use a bonus when wagering requirements are applicable. Withdrawal amounts will be only possible for the real money balance the bonus money balance upon withdrawal will be lost. EasyMoney has the right to choose which game and service contributes what amount to the wagering requirements. The wagering requirements have a minimum of 25 times the amount of bonus and the real money sum contributing to the bonus figure.

9.3. Bonuses can be received once per person (Customer), per household, per address, per mobile phone, per shared computer and per shared IP address. Risk-free bets on any games or services do not count toward the wagering requirements. Winnings from free spins are added to the bonus money balance unless otherwise provided in the specific bonus terms attributable to each bonus.

9.4. The maximum amount of money to be won from a no deposit free spin bonus and gameplay with mentioned bonus funds is 50 EUR or any other currency equivalent. Any winnings exceeding 50 EUR without making a real money deposit and fulfillment of wagering requirements will be void and will be kept by EasyMoney. Example, a customer receives a no deposit free spins bonus. The free spins get played out and the customer wins 10 EUR. The customer proceeds to play other games with the money, previously won from free spins, and without wagering real money as per wagering requirements, and wins 90 EUR, totalling 100 EUR in the EasyMoney cashier. In this

case the customer has exceeded the cap of 50 EUR winnings, 50 EUR will be available for withdrawing and 50 EUR will be kept by EasyMoney.

9.5. The maximum bet when having an active bonus is EUR 5 per spin or EUR 0.5 per bet line. EasyMoney reserves the right to void bets and wager turnovers resulting from larger bets made on games and/or services of EasyMoney.

9.6. EasyMoney reserves the right to impose various restrictions to different countries where Customers may reside regarding bonuses for reasons we deem appropriate. We further reserve the right to offer specific bonuses to individual customers or customer groups and their termination, change or other alteration without explanation and/or compensations in any form.

9.7. If a player or a group of players are abusing casino bonuses EasyMoney has the right to confiscate any wins thereof and to close the players account(s). Abusive behaviour towards bonuses and/or bonus abuse means:

- i) A Player places bets and/or wagers amounting to the maximum allowed per bonus terms to raise the variance in order increase the balance
- ii) Player lowers the bet and/or wager size after a big win and changes the game to one with a lower volatility
- iii) Player makes deposits to cap out the bonus amount but not more. Applicable to match bonuses of 50% and above

After the account has been flagged as bonus abusing it is forbidden to use any other bonuses and/or participate in promotions at EasyMoney.

## **10. LEGAL USE OF THE WEBSITE**

10.1 Access to or use of the Website or any of the Services via the Website may not be legal for some or all residents of or persons in certain countries. We do not intend that the Website should be used for betting, gaming or any other purposes by persons in countries in which such activities are illegal, which includes the USA, France, The Netherlands, the Dutch Caribbean Islands (Aruba, Curaçao and Sint Maarten), Bonaire, St Eustatius, Saba, Malta, United Kingdom, Latvia, Lithuania, Estonia, Germany, Austria, Czech Republic, Hungary, Serbia, Portugal, Spain, Ontario (Canada), Cyprus, Slovenia, Slovakia, Australia, Iran, Myanmar, North Korea and those territories listed in the Website. The fact that the Website is accessible in any such country, or appears in the official language of any such country shall not be construed as a representation or warranty with respect to the legality or otherwise of the access to and use of the Website, and the making of deposits or receipt of any winnings from Your Account. The availability of the Website does not constitute an offer, solicitation or invitation by us for the use of or subscription to betting, gaming or other services in any jurisdiction in which such activities are prohibited by law.

10.2 It is Your responsibility to determine the law that applies in the location in which You are present. You should ensure that You will be acting legally in Your jurisdiction in



opening Your Account and/or using the Website and You represent, warrant and agree that You will do so.

10.3 If it becomes apparent to us that You are resident in a country in which the use of the Website is not legal or You are using the Website from a country in which the use of the Website is not legal, we shall be entitled immediately to close Your Account, in which case any balance on the Account on the date of such closure will be refunded to You as soon as it is practicable for us to do so.

## **11. PLACING YOUR BET AND/OR GAMING USING THE SERVICES**

11.1 In order to place a bet or access a Service you should follow the instructions provided at the respective section of the Website.

11.2 It is Your responsibility to ensure that the details of any bet, stake or similar transaction that you place using the Services (a “Transaction”) are correct when using the Website (either directly, through an application or otherwise) in accordance with the relevant Rules, as appropriate.

11.3 Your Transaction history can be accessed by you by clicking My Account on the Website, or through our Customer Services team (including by opting to receive a written statement).

11.4 We reserve the right to refuse the whole or part of any Transaction requested by You at any time in our sole discretion, or where You have breached the Terms and Conditions. No Transaction is accepted by us until You have given the appropriate confirmation (or it has otherwise been accepted by us) in accordance with paragraph 11.2. If You are in any doubt as to whether a Transaction has been accepted successfully, You should contact [support@easymoney-support.com](mailto:support@easymoney-support.com).

11.5 Once a Transaction has been accepted by us, You cannot cancel the Transaction unless we agree otherwise.

11.6 In respect of gaming, the relevant Game Rules shall set out the point at which no further stakes or bets will be accepted by Us.

11.7 We may cancel or amend a Transaction due to Collusion, Cheating, Fraud and Criminal Activity, Errors or Omissions, as well because terms set out for Verification of Your Identity.

## **12. REMOTE GAMING OR BETTING**

12.1 Where You are accessing the Services via an electronic form of communication You should be aware that:

12.1.1 in relation to Your use of the Website for the placing of bets or playing of games:

12.1.1.1 You may be using a connection or equipment which is slower than such equipment used by others and this may affect Your performance in time critical events

offered via the Website;

12.1.1.2 You may encounter system flaws, faults, errors or service interruption which will be dealt with in accordance with IT Failure as below;

12.1.1.3 the Rules for each event or game offered via the Website are available and should be considered by You prior to Your use of the Services offered via the Website.

### **13. COLLUSION, CHEATING, FRAUD AND CRIMINAL ACTIVITY**

13.1 The following practices (or any of them) in relation to the Services:

- abuse of bonuses or other promotions; and/or
- using unfair external factors or influences (commonly known as cheating); and/or
- taking unfair advantage (as defined below);
- opening any Duplicate Accounts; and/or
- undertaking fraudulent practice or criminal activity (as defined below),

constitute “Prohibited Practices” and are not permitted and will constitute a material breach of the Terms and Conditions. We will take all reasonable steps to prevent and detect such practices and to identify the relevant players concerned if they do occur. Subject to the above, however, we will not be liable for any loss or damage which You may incur as a result of any Prohibited Practices, and any action we take in respect of the same will be at our sole discretion.

13.2 If You suspect a person is engaged in any Prohibited Practice, You shall as soon as reasonably practicable report it to us by e-mailing us or telephoning (if available) Customer Services.

13.3 You agree that You shall not participate in or be connected with any form of Prohibited Practice in connection with Your access to or use of the Services.

13.4 Where:

13.4.1 we have reasonable grounds to believe that You have participated in or have been connected with any form of Prohibited Practice (and the basis of our belief shall include the use by us (and by our gaming partners and our other suppliers) of any fraud, cheating and collusion detection practices which are used in the gambling and gaming industry at the relevant time); or

13.4.2 You have placed bets and/or played online games with any other online provider of gambling services and are suspected (as a result of such play) of any Prohibited Practice or otherwise improper activity; or

13.4.3 we become aware that You have “charged back” or denied any of the purchases or deposits that You made to Your Account; or

13.4.4 in our reasonable opinion your continued use of the Services may be detrimental to our regulated status, including our continued ability to be licensed by the Licensing Authority; or

13.4.5 You become bankrupt or suffer analogous proceedings anywhere in the world, then, (including in connection with any suspension and/or termination of Your Account)

we shall have the right, in respect of Your Account (and/or any other account held by You with an Operator) to withhold the whole or part of the balance and/or recover from the account the amount of any deposits, pay-outs, bonuses or winnings which have been affected by or are in any way attributable to any of the event(s) contemplated in this paragraph 13.4. The rights set out in this paragraph 13.4 are without prejudice to any other rights (including any common law rights) that we may have against You, whether under the Terms and Conditions or otherwise.

13.5 For the purposes of this paragraph 12:

13.5.1 “fraudulent practice” means any fraudulent activity engaged in by You or by any person acting on Your behalf or in collusion with You, and shall include, without limitation: (a) fraudulent charge-backs and rake-back activity; (b) the use by You or any other person who was participating in the same game as You at any time, of a stolen, cloned or otherwise unauthorized credit or debit card, as a source of funds; (c) the collusion by You with others in order to gain an unfair advantage (including through bonus schemes or similar incentives offered by us); (d) any attempt to register false or misleading account information; and (e) any actual or attempted act by You which is reasonably deemed by us to be illegal in any applicable jurisdiction, made in bad faith, or intended to defraud us and/or circumvent any contractual or legal restrictions, regardless of whether such act or attempted act actually causes us any damage or harm;

13.5.2 “criminal activity” shall include, without limitation, money laundering and any offence under any law or regulation in Your country, where you are playing from or where your IP has been registered; and

13.5.3 “unfair advantage” shall include, without limitation:

13.5.3.1 the exploitation of a fault, loophole or error in our or any third party’s software used by You in connection with the Services (including in respect of any game);

13.5.3.2 the use of third party software or analysis systems; or

13.5.3.3 the exploitation by You, of an Error as defined below, in any case either to Your advantage and/or to the disadvantage of us or others.

13.6 In exercising any of our rights under paragraph 13.4 in relation to a Prohibited Practice, we shall use all reasonable endeavours to ensure that, while complying with our regulatory and other legal obligations, we exercise such rights in a manner which is fair to You and to our other customers.

13.7 We reserve the right to inform relevant authorities, other online gaming or gambling operators, other online service providers and banks, credit card companies, electronic payment providers or other financial institutions of Your identity and of any suspected Prohibited Practice by You, and You shall cooperate fully with us to investigate any such activity.

## **14. CLOSURE OF YOUR ACCOUNT; TERMINATION OF THE TERMS AND CONDITIONS**

### **CLOSURE AND TERMINATION BY YOU**

14.1 Provided that Your Account does not show that a balance is due to us, You are entitled to close Your Account and terminate the Terms and Conditions on not less than twenty four hours' notice to us at any time, by contacting us through [support@easymoney-support.com](mailto:support@easymoney-support.com):

14.1.1 indicating Your wish to close Your Account; and

14.1.2 stating the reasons why You wish to close Your Account, in particular if You are doing so because of concerns about Responsible Gaming.

We will respond to Your request, confirming closure of Your Account and the date on which such closure will be effective, within a reasonable time, provided that You continue to assume responsibility for all activity on Your Account until such closure has been carried out by us (at which point the Terms and Conditions shall terminate).

14.2 When You request closure of Your Account under paragraph 14.1 we will, subject to paragraph 13.3, return any outstanding balance in Your Account to You.

14.3 Upon any termination of Your Account under this paragraph 14 we shall be entitled (without limiting our rights under paragraph 14.6) to withhold, from the repayment of the outstanding balance on Your Account, any monies: (a) pursuant to Collusion, Cheating, Fraud and Criminal Activity); (b) pursuant to Breach of the Terms and Conditions; (c) as otherwise provided by the Terms and Conditions; or (d) as required by law or regulation.

14.4 When repaying the outstanding balance on Your Account, we shall use the same method of payment which You provided upon registration of Your Account, or such other payment method as we may reasonably select.

14.5 Where You have closed Your Account, we may in certain circumstances be able to re-open Your Account with the same account details as before if You request us to do so. In such circumstances, while Your Account will have the same account details as before, it will be subject to the Terms and Conditions which are in force at the date of any such re-opening and any prior entitlements (including, but without limitation, to bonuses or contingent winnings) will no longer be valid.

### **CLOSURE AND TERMINATION BY US**

14.6 We are, at any time (and notwithstanding any other provisions contained in the Terms and Conditions), entitled to close Your Account and terminate the Terms and Conditions on written notice (or attempted notice) to You using Your Contact Details. In the event of any such termination by us we shall, subject to paragraph 14.7, as soon as reasonably practicable following a request by You, refund the balance of Your Account.

14.7 Where we close Your Account and terminate the Terms and Conditions pursuant

to Collusion, Cheating, Fraud and Criminal Activity or Breach of the Terms and Conditions, the balance of Your Account will be non-refundable and deemed to be forfeited by You to the extent of any claim that we may have against You as at the date of such closure (whether under Your Account, a Duplicate Account or otherwise). Closure of Your Account and Termination of the Terms and Conditions, other than pursuant to paragraphs 12 or 21 of these General Terms, will not affect any outstanding bets, provided that such outstanding bets are valid and You are not in breach of the Terms and Conditions in any way. For the avoidance of doubt, we will not credit any bonuses into Your Account, nor will You be entitled to any contingent winnings, at any time after the date on which it has been closed (whether by us pursuant to the Terms and Conditions, or in response to Your request).

14.8 The following paragraphs shall survive any termination of the Terms and Conditions: 20, 21, 22, 23, 24, 26, 27, 29, 30, 31, 32, 33 and 35 and any other paragraphs which are required for the purposes of interpretation; together with any relevant sections of the Rules, the Privacy Policy and the Additional Terms.

#### **SUSPENSION BY US**

14.9 We shall be entitled to suspend Your Account in the circumstances expressly set out in the Terms and Conditions. Upon the suspension of Your Account: (a) no activity shall be permitted (including deposits, withdrawals, betting or gaming) until the date upon which it is re-activated by us; (b) no bonuses or contingent winnings will be credited to the Account; and (c) we shall address the issue that has given rise to the Account suspension with a view to resolving it as soon as reasonably practicable so that the Account can, as appropriate, either be re-activated or closed.

### **15. ACCESS TO, AND USE OF, THE SERVICES**

15.1 You are solely responsible for the supply and maintenance of all of Your Access Devices and related equipment, networks and internet access services that You need to use in order to access the Services. We will not be liable in any way whatsoever for any losses caused to You (whether resulting from loss of service, poor internet connectivity, insufficient bandwidth or otherwise) by the internet or any telecommunications service provider that You have engaged in order to access the Services. For the avoidance of doubt, the Operator does not make any representation or give any warranty as to the compatibility of the Services with any particular third party software or hardware, including (for the avoidance of doubt) third party analysis which promise certain results from any of the Services.

15.2 Under no circumstances should You use the Services for any purpose which is or is likely to be considered to be defamatory, abusive, obscene, unlawful, of a racist, sexist or other discriminatory nature, or which could cause offence. You must not use any abusive or aggressive language or images, swear, threaten, harass or abuse any other person, including other users, via the Website, or attempt to pass Yourself off as

being any other person, or behave in such a manner towards any Operator staff used to provide the Services, Customer Services, or any helpdesk or support function which we make available to You.

15.3 You shall use the Website for personal entertainment only and shall not be allowed to provide access or reproduce the Website or any part of it in any form whatsoever without our express consent, including creating links to it.

15.4 Any material (other than Software under paragraph 17) downloaded by You from the Website shall be downloaded entirely at Your own risk and the Operator shall not be liable in respect of any loss of data or other damage caused by any such download.

15.5 Where we have reason to believe that Your use of the Services is in breach of any of paragraphs 15.2, 15.3, 15.4 we shall, without prejudice to any of our other rights, be entitled forthwith to remove from the Website any offending content.

## **16. BETTING AND GAMING TERMS**

16.1 Expressions used in the betting and gaming industry are numerous. Should You be in any doubt as to the meaning of any expression, You should:

16.1.1 look up its meaning in relating to the event or game You are betting or gaming on;

16.1.2 if You are still in any doubt, contact [support@easymoney-support.com](mailto:support@easymoney-support.com) for clarification; and

16.1.3 not place any bet or game on any event until its meaning is understood to Your satisfaction, because we cannot accept any responsibility if You place a bet or game via the products offered via the Services in circumstances where You do not understand any of the terms involved in or relating to the bet or game.

## **17. ALTERATION OF THE WEBSITE**

We may, in our absolute discretion, alter or amend any product or service (including any prices offered) available through the Website at any time for the purpose of ensuring the ongoing provision of the Website, but without prejudice to any games and/or bets already in progress at the time of such amendment. From time to time, we may restrict You from accessing some parts of the Website for the purpose of maintenance of the Website and/or alteration or amendment of any of the games and/or products available through the Website.

## **18. THIRD PARTY SOFTWARE**

18.1 In order to use the products offered through the Services, You may be required to download and install software supplied by third parties on to Your Access Device ("Software"). Software may include, but is not limited to: Access Device applications,

our download Casino and Poker products and any promotional, marketing and/or facility applications, products and software.

18.2 In such circumstances, You may be required to enter into a separate agreement with the owner or licensor of such Software in respect of Your use of the same (a "Third Party Software Agreement"). In case of any inconsistency between the Terms and Conditions and any Third Party Software Agreement, the Terms and Conditions will prevail in so far as the inconsistency relates to the relationship between You and the Operator.

18.3 It is Your responsibility to ensure that any Software is downloaded onto Your Access Device in a manner compatible with Your own Access Device's specific set-up. For the avoidance of doubt, we shall not be liable to the extent that the incorrect downloading of any Software has an adverse effect on the operation of Your Access Device.

18.4 Notwithstanding that the Services provided via any Access Device application shall be subject to the Terms and Conditions, the terms under which any application ("App") is downloaded or installed onto Your Access Device shall be governed by the agreement entered into between You and the supplier of the relevant App but, in case of any inconsistency between the Terms and Conditions and any such agreement, the Terms and Conditions will prevail in so far as the inconsistency relates to the relationship between You and the Operator.

18.5. Under no circumstances we shall be liable for any services provided by any third parties.

## **19. IT FAILURE**

Where problems occur in the software or hardware used by us to provide the Services we will take all reasonable steps to remedy the problem as soon as reasonably practicable. Where such problems cause a game to be interrupted in circumstances where it cannot be restarted from exactly the same position without any detriment to You or other players, we will take all reasonable steps to treat You in a fair manner (which may include reinstating the balance on Your Account to the position existing following completion of the last bet or game logged on the Operator's server immediately prior to the occurrence of the problem).

## **20. ERRORS OR OMISSIONS**

20.1 A number of circumstances may arise where a bet or wager is accepted, or a payment is made, by us in error. A non-exhaustive list of such circumstances is as follows:

20.1.1 where we mis-state any odds or terms of a bet or gaming wager to You as a result of obvious error or omission in inputting the information or setting up a market,

or as a result of a computer malfunction;

20.1.2 where we have made a 'palpable error'. A palpable error occurs where:

20.1.2.1 in relation to bets placed prior to an event taking place, the prices/terms offered are materially different from those available in the general market; or

20.1.2.2 in relation to any event, the price/terms offered at the time the bet is placed are clearly incorrect given the probability of the event occurring;

20.1.3 where we have continued to accept bets on a market which should have been suspended, including where the relevant event is in progress (except where 'in-running' bets are accepted) or had already finished (sometimes referred to as 'late bets');

20.1.4 where an error has been made as a result of a Prohibited Practice;

20.1.5 where we should not have accepted, or have the right to cancel or re-settle, a bet pursuant to the Betting Rules (for example due to 'Related Contingencies');

20.1.6 where an error is made by us as to the amount of winnings/returns that are paid to You, including as a result of a manual or computer input error; or

20.1.7 where an error has been made by us as to the amount of free bets and/or bonuses that are credited to Your Account,

such circumstances being referred to as an "Error"

20.2 We reserve the right to:

20.2.1 correct any Error made on a bet placed and re-settle the same at the correct price or terms which were available or should have been available through the Operator (absent the publishing error) at the time that the bet was placed and the bet will be deemed to have taken place on the terms which were usual for that bet; or

20.2.2 where it is not reasonably practicable to correct and re-settle under 20.2.1 above, to declare the bet void and return Your stake into Your Account; or

20.2.3 in circumstances where the Error has resulted from a Prohibited Practice, to take the steps set out in there Terms and Conditions.

20.3 Any monies which are credited to Your Account, or paid to You as a result of an Error shall be deemed to be held by You on trust for us and shall be immediately repaid to us when a demand for payment is made by us to You. Where such circumstances exist, if You have monies in Your Account we may reclaim these monies from Your Account pursuant Terms and Conditions. We agree that we shall use all reasonable endeavours to detect any Errors and inform You of them as soon as reasonably practicable.

20.4 Neither we (including our employees or agents) nor our partners or suppliers shall be liable for any loss, including loss of winnings, that results from any Error by us or an error by You.

20.5 You shall inform us as soon as reasonably practicable should You become aware of any Error.

20.6 Where You have used monies which have been credited to Your Account or awarded to You as a result of an Error to place subsequent bets or play games, we



may cancel such bets and/or withhold any winnings which You may have won with such monies, and if we have paid out on any such bets or gaming activities, such amounts shall be deemed to be held by You on trust for us and You shall immediately repay to us any such amounts when a demand for repayment is made by us to You.

## **21. EXCLUSION OF OUR LIABILITY**

21.1 Your access to and use of the Services is at Your sole option, discretion and risk. We shall not be liable for any attempts by You to use the Services by methods, means or ways not intended by us.

21.2 We will provide the Services with reasonable skill and care and substantially as described in the Terms and Conditions. We do not make any other promises or warranties regarding the Services, or any products or services forming a part of the Services, and hereby exclude (to the extent permitted by law) all implied warranties in respect of the same (including implied warranties as to satisfactory quality and/or fitness for Your purpose). In particular, we do not warrant that the Website will have uninterrupted availability or that it will be free of bugs, viruses or other errors.

21.3 WE (INCLUDING OPERATOR, PAYMENT PROCESSOR, AFFILIATES, OFFICERS, DIRECTORS, AGENTS AND EMPLOYEES) SHALL NOT BE LIABLE TO YOU, WHETHER SUCH LIABILITY ARISES IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, IN RESPECT OF ANY:

21.3.1 LOSS OF DATA;

21.3.2 LOSS OF PROFITS;

21.3.3 LOSS OF REVENUE;

21.3.4 LOSS OF BUSINESS OPPORTUNITY;

21.3.5 LOSS OF OR DAMAGE TO GOODWILL OR REPUTATION;

21.3.6 BUSINESS INTERRUPTION; OR

21.3.7 ANY INDIRECT, SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGE, EVEN WHERE SUCH LOSS OR DAMAGE HAS BEEN NOTIFIED TO US AS BEING POSSIBLE, ARISING OUT OF THE TERMS AND CONDITIONS OR ANY USE WHATSOEVER BY YOU OF THE SERVICES.

## **22. BREACH OF THE TERMS AND CONDITIONS**

22.1 You will fully indemnify, defend and hold us and our officers, directors, employees, agents, contractors and suppliers harmless from and against any and all losses, costs, expenses, claims, demands, liabilities and damages (including legal fees), however caused, that may arise, whether or not reasonably foreseeable, as a result of or in connection with:

22.1.1 the access to and use of the Services by You or by anyone else using Your username and password; and/or

22.1.2 any breach by You of any of the terms and provisions of the Terms and Conditions.

22.2 Where You are in breach of the Terms and Conditions, we may at our sole discretion, prior to any suspension or termination of Your Account, notify You (using Your Contact Details) that You are in breach, requiring You to stop the relevant act or failure to act, and/or requiring You to put right an act or fault on Your part and warning You of our intended action if You do not do so, provided always that such notification shall not be a pre-condition to any suspension or termination of Your Account.

22.3 We have the right to disable any user identification code or password, whether chosen by You or allocated by us, at any time, if in our reasonable opinion You have failed to comply with any of the provisions of the Terms and Conditions.

22.4 In addition to any other remedy available, if You breach any of the Terms and Conditions we shall be entitled to recover from Your Account any positive balance to the extent of any amount reasonably claimed against You pursuant to paragraph 21.1.

## **23. INTELLECTUAL PROPERTY RIGHTS**

23.1 All website design, text, graphics, music, sound, photographs, video, the selection and arrangement thereof, software compilations, underlying source code, software and all other material forming part of the Services are subject to copyright and other proprietary rights which are either owned by us or used under license from third party rights owners. To the extent that any material comprised within the Services may be downloaded or printed then such material may be downloaded to a single device only (and hard copies may be printed) solely for Your own personal, non-commercial use.

23.2 Under no circumstances shall the use of the Services grant to You any interest in any intellectual property rights (for example copyright, know-how or trade marks) owned by us or by any third party whatsoever, other than a personal, non-exclusive, non-sub-licensable license to use such intellectual property rights in connection with Your personal, non-commercial use of the Services pursuant to the Terms and Conditions.

23.3 No rights whatsoever are granted to use or reproduce any trade marks or logos which appear on the Website except as specifically permitted in accordance with the Terms and Conditions.

23.4 You must not, nor must You allow any other person to copy, store, publish, rent, license, sell, distribute, alter, add to, delete, remove or tamper with the Website or any part of it in any way or directly or indirectly disrupt or interfere (or attempt to disrupt or interfere) with or alter the Website, other than in the course of viewing or using the Website in accordance with the Terms and Conditions.

23.5 All intellectual property rights in the name “EasyMoney”, the logos, designs, trade marks and other distinctive brand features of the Operator and any content provided by the Operator or any third party for inclusion on the Website vest in the Operator or

the applicable third party. You agree not to display or use such logos, designs, trade marks and other distinctive brand features in any manner without our prior written consent.

## **24. VIRUSES, HACKING AND OTHER OFFENCES**

24.1 You shall not:

24.1.1 corrupt the Website;

24.1.2 attempt to gain unauthorised access to the Website, the servers on which the Website is stored or any server, computer or database connected to the Website;

24.1.3 flood the Website with information, multiple submissions or “spam”;

24.1.4 knowingly or negligently use any features which may affect the function of the Website in any way for example (but not limited to) releasing or propagating viruses, worms, trojans, logic bombs or similar material that is malicious or harmful;

24.1.5 interfere or tamper with, remove or otherwise alter in any way, any information in any form which is included on the Website;

24.1.6 attack the Website via a denial-of-service attack or a distributed denial-of-service attack. We will report any suspected breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing Your identity to them. In the event of such a breach, Your right to use the Website will cease immediately.

24.2 We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect Your Access Device and related equipment, computer programs, data or other proprietary material due to Your use of the Website or to Your downloading of any material posted on such Website, or on any website linked to the Website.

24.3 Website is free from malicious software.

## **25. YOUR PERSONAL INFORMATION**

25.1 All information on Your Account held by us is securely data warehoused and remains confidential except where otherwise stated in the Terms and Conditions (including, for the avoidance of doubt, the Privacy Policy).

25.2 We are required by law to comply with data protection requirements in the way in which we use any personal information collected from You in Your use of the Services. We therefore take very seriously our obligations in relation to the way in which we use Your personal information.

25.3 Prior to Your use of and when You use the Services it will be necessary for us to collect certain information about You, including Your name and date of birth, Your Contact Details, and may also include information about Your marketing preferences (all of which shall be known as “Your Personal Information”).

25.4 By providing us with Your Personal Information, You consent to our processing Your Personal Information, including any of the same which is particularly sensitive:

25.4.1 for the purposes set out in the Terms and Conditions (including the Privacy Policy); and

25.4.2 for other purposes where we (including Payment Processor) need to process Your Personal Information for the purposes of operating the Services, including by sharing it with our service providers, employees and agents for these purposes, for example to our providers of postal services, marketing services and Customer Services agents. We may also disclose Your Personal Information in order to comply with a legal or regulatory obligation.

25.5 We may retain copies of any communications that You send to us (including copies of any emails) in order to maintain accurate records of the information that we have received from You.

## **26. USE OF 'COOKIES' ON THE WEBSITE**

26.1 The Website may use 'cookies' to track Your use of the internet and to assist the functionality of the Website. A cookie is a small file of text which is downloaded onto Your Access Device when You access the Website and it allows us to recognise when You come back to the Website. We use or shall use cookies for the operation of the Website, including (for example) to allow You to remain logged in as You browse between, and use Your Account to bet on or play games on, different parts of the Website. We also use cookies for our own analytical purposes so that we can identify where customers have encountered technical problems on the Website, and therefore help us improve our customers' experience.

26.2 If You object to cookies or want to delete any cookies that are already stored on Your Access Device, we recommend that You follow the instructions for deleting existing cookies and disabling future cookies on Your file management and internet browsing software. Further information on deleting or controlling cookies is available within our [Privacy Policy](#) or at [www.aboutcookies.org](http://www.aboutcookies.org). Please note that by deleting our cookies or disabling future cookies You may not be able to access certain areas or features of the Website.

## **27. COMPLAINTS AND NOTICES**

27.1 No claim or dispute with regard to:

27.1.1 the acceptance or settlement of a bet which You have made using the Services will be considered more than thirty days after the date of the original transaction; and

27.1.2 a game which You have played using the Services will be considered more than twelve weeks after the date on which the relevant transaction or game play took place.

27.2 Should You wish to make a complaint regarding the Services, as a first step You should, as soon as reasonably practicable, contact [support@easymoney-support.com](mailto:support@easymoney-support.com) about Your complaint, which will be escalated as necessary within our Support team until resolution.

27.3 You acknowledge that our random number generator will determine the outcome of the games played through the Services and You accept the outcomes of all such games. You further agree that in the unlikely event of a disagreement between the result that appears on Your screen and the game server used by the Operator, the result that appears on the game server will prevail, and You acknowledge and agree that our records will be the final authority in determining the terms and circumstances of Your participation in the relevant online gaming activity and the results of this participation.

27.4 When we wish to contact You, we may do so using any of Your Contact Details. Notices will be deemed to have been properly served and received by You immediately after an email is sent or after we have communicated with You directly by telephone (including where we leave You a voicemail), or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post; in the case of an email, that such email was sent to the specified email address (if any) in Your Contact Details at the time that any such email was sent.

27.5 If there is no reaction on your complaint or notice from us or in your opinion the issue is not yet resolved, you can file a complaint or notice to the licensing and supervision organization contacting [complaints@gaminglicences.com](mailto:complaints@gaminglicences.com).

## **28. TRANSFER OF RIGHTS AND OBLIGATIONS**

28.1 We reserve the right to transfer, assign, sublicense or pledge the Terms and Conditions (an “assignment”), in whole or in part, to any person without notice to You, provided that any such assignment will be on the same terms or terms that are no less advantageous to You.

28.2 You may not assign, sublicense or otherwise transfer in any manner whatsoever any of Your rights or obligations under the Terms and Conditions.

## **29. EVENTS OUTSIDE OUR CONTROL**

29.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under the Terms and Conditions that is caused by events outside our reasonable control, including (without limitation) any telecommunications network failures, power failures, failures in third party computer (or other) equipment, fire, lightning, explosion, flood, severe weather, industrial disputes or lock-outs, terrorist activity and acts of government or other competent

authorities (a “Force Majeure Event”).

29.2 Our performance is deemed to be suspended for the period that the Force Majeure Event continues, and we will have an extension of time for performance for the duration of that period. We will use our reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which our obligations may be performed despite the Force Majeure Event.

### **30. WAIVER**

30.1 If we fail to insist upon strict performance of any of Your obligations or if we fail to exercise any of the rights or remedies to which we are entitled, this shall not constitute a waiver of such rights or remedies and shall not relieve You from compliance with such obligations.

30.2 A waiver by us of any default shall not constitute a waiver of any subsequent default.

30.3 No waiver by us of any of the provisions of the Terms and Conditions shall be effective unless it is expressly stated to be a waiver and is communicated to You in writing in accordance with paragraph 27 (Complaints and Notices) above.

### **31. SEVERABILITY**

31.1 If any of the Terms and Conditions are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

31.2 In such cases, the part deemed invalid or unenforceable shall be amended in a manner consistent with the applicable law to reflect, as closely as possible, the Operator’s original intent.

### **32. ENTIRE AGREEMENT**

32.1 The Terms and Conditions and any document expressly referred to in them represent the entire agreement between You and us and supersede any prior agreement, understanding or arrangement between You and us, whether oral or in writing.

32.2 We each acknowledge that neither of us has relied on any representation, undertaking or promise given by the other or implied from anything said or written in negotiations between us except as expressly stated in the Terms and Conditions.

32.3 Neither party shall have any remedy in respect of any untrue statement made by the other, whether orally or in writing, prior to the date of the contract (unless such untrue statement was made fraudulently) and the other party’s only remedy shall be

for breach of contract as provided in the Terms and Conditions.

### **33. THIRD PARTY RIGHTS**

33.1 Unless these Terms and Conditions expressly state otherwise a person who is not a party to these Terms and Conditions has no right to enforce any of the terms. It is expressly forbidden for End Users to transfer any assets of the value of any kind to a third party, including but not limited, it is forbidden to transfer ownership of account(s), winnings, deposits, bets, rights and/or claims in connection with these assets, legal, commercial or of any other character. Such prohibition includes, but is not limited to encumbrance, pledging, assigning, usufruct, trading, brokering, hypothecation and/or gifting either separately or in cooperation with a fiduciary or any other third party, company, natural or legal individual, foundation and/or association in any way or shape of form.

### **34. LAW AND JURISDICTION**

34.1 These Terms and Conditions shall (subject to paragraph 25.2) be governed by and interpreted in accordance with the laws of Scotland, UK.

### **35. RESPONSIBLE GAMING/GAMBLING**

35.1 For those customers who wish to restrict their gambling, we provide a voluntary self-exclusion policy, which enables You to close Your Account or restrict Your ability to place bets or game on the Website for a minimum period of six months. Once Your Account has been self-excluded You will be unable to reactivate the Account under any circumstances until the expiry of the period chosen under this paragraph. At the expiry of the self-exclusion period You will be entitled to re-commence use of the Services by contacting [support@easymoney-support.com](mailto:support@easymoney-support.com).

35.2 In case you are concerned about your gambling practices there are a number of guidelines you may find useful:

35.2.1 try and establish limits for the amounts you want to wager or deposit.

35.2.2 consider how long you wish any wagering session to last before commencing and be sure to keep an eye on the clock.

35.2.3 try not to let gambling interfere with your daily responsibilities.

35.3 Mind that gambling is not advised if you are recovering for any form of dependency or if you are under the influence of alcohol or any other substance including some prescription medication.

35.4 You should always be aware, that gambling is a form of recreation and should not be viewed as an alternative source of income or a way to recoup debt. Recognising that you may be developing a gambling problem is the first step to regaining control.

35.5 Please bear in mind, that:

35.5.1 Gambling should be entertaining and not seen as a way of making money

35.5.2 you should avoid chasing losses

35.5.3 Only gamble what you can afford to lose

35.5.4 Keep track of time and the amount you spend gambling

35.6 If You require any information relating to this contact our Support support@easymoney-support.com or view our [Responsible Gaming](#) section.

35.7 The Operator is committed to supporting Responsible Gambling initiatives. We suggest to visit [www.responsiblegambling.org](http://www.responsiblegambling.org) for further help, if you feel that gambling starts to become a problem for you.

## **36. LINKS**

Where we provide hyperlinks to other websites, we do so for information purposes only. You use any such links at your own risk and we accept no responsibility for the content or use of such websites, or for the information contained on them. You may not link to this site, nor frame it without our express written permission.

## **37. CONTACTING US**

The Operator can be contacted by e-mail support@easymoney-support.com and/or telephone . Please note that all calls may be recorded for training and security purposes.

If You are concerned about your gambling practices there are a number of guidelines you may find useful:

- Consider how long you wish any wagering session to last before commencing and be sure to keep an eye on the clock.
- Try not to let gambling interfere with your daily responsibilities.
- Gambling is not advised if you are recovering for any form of dependency or if you are under the influence of alcohol or any other substance including some prescription medication. We recommend that you consult your GP for more information.
- Gambling is a form of recreation and should not be viewed as an alternative source of income or a way to recoup debt.