

TERMS & CONDITIONS

Making use of our Services implies you agree with and abide by the Terms & Conditions stated below. We highly recommend you consult with the following Terms & Conditions before making use of the services provided on the website. Registering a new account will bind you to the General Terms & Conditions, Privacy Policy, Bonus Terms & Conditions, Game Rules and any miscellaneous Terms & Conditions related to both recurring and ad-hoc promotions, offers and bonuses advertised either on the website or through the official communication channels.

Please be aware that online gambling might not be permitted in some jurisdictions. For this reason, it falls under your responsibility to consult with the local regulations before making use of the website and inherent services. We cannot be held accountable if players do not consult with or ignore the local regulations and make illegal use of the website and services. As service providers spanning multiple jurisdictions, we make no claim to the legality of using our website and its features in your particular area. Players found not abiding by the correct use of the services and custom guidelines of the website will not receive any assurances or legal counsel.

General Terms of Service

1.1. These Terms and Conditions are a legal and binding agreement between You and the Website operator ("Spin Madness", "we", "us" or "our"), and apply to any access or use of the website (www.spinmadness.com) and all the Services provided through it, including all of the available games (the "Website").

1.2 This website provides online gaming services and related resources hereinafter referred to as Services. These extend to product information regarding the games, download areas, communication, functionality and more. Making the object of the beneficiary, "You", the "Player/s" and/or "User/s" agree to be legally bound to the Terms & Conditions presented to you on this website and/or other entities operated, licensed or controlled by us and/or its authorized sub-licensees. Using our Services and/or registering an account, you agree to be bound by the aforementioned Terms & Conditions in their entirety and without reservation. Please make sure to immediately stop using the Services if you do not agree with the Terms & Conditions presented to you.

1.3 The Terms & Conditions presented on the website are subject to change at our sole discretion. Any and all updated Terms & Conditions will be published on the website following each change and it falls under your responsibility to check them regularly. Continuing to make use of our Services following such modifications means you took under advisement and consequently agreed with the latest version of the Terms & Conditions presented on the website.

1.4 You must be at least 18 years of age to legally make use of the Services presented on our website. Providing false personal information constitutes a legal offence and we reserve the right to report any fraudulent behavior to the relevant authorities.

1.5 It falls under your sole responsibility to ensure your use of the Services are completely legal in your particular jurisdiction.

1.6 Take into consideration the fact that not all players are eligible to register for an account. Such exceptions include players from: Aruba, Belgium, Bonaire, Curacao, Czech Republic, Denmark, France and the French Territories, Hungary, Ireland, Israel, Netherlands, Romania, Saba, Serbia, Singapore, Spain, St Martin, Statia, United Kingdom and United States. Also, we reserve the right to modify the list of eligible players and jurisdictions at any time.

1.7 Players residing in jurisdictions where our access is limited and who manage to register an account with our expressed accord might encounter restrictions set in place by the game providers. These include and are not limited to blocked access to certain games. Players resorting to this option will have no claim against either the provider or us.

1.8 By making use of the Services and website you hereby express your consent to receive promotional materials as well as any communication from us by Phone, SMS, E-mail, and Push Notifications. You may unsubscribe at any time by contacting our Customer Support team.

1.9 Players gaining access to our Services will be able to make use of any updates, new features, enhancements, software, and/or the addition of new websites, all of which are subjected to the Terms & Conditions, guidelines, codes of conduct and license agreements. Any and all conflicts between the applicable License Agreement for Services and the Terms & Conditions shall be resolved at our own discretion.

1.10 The Services alongside the website and any other websites controlled by us together with software, features and system requirements are subject to change at our sole discretion and without prior notice. We shall not be held accountable for any damage or loss suffered by the players as a result of the aforementioned potential changes.

1.11 It falls under the sole responsibility of the players to familiarize themselves and consequently agree with the rules of the games advertised on the website, as well as with Service procedures, features and guidelines before taking any action on the website.

Account Registration, Duplicate Accounts, Account Recovery

2.1 Players are solely responsible to assess the legal environment in their own particular jurisdiction and act accordingly. Users staking real money on games advertised on the website are warranting they abide by the local regulations regarding online gambling and directly express it is legally allowed to do so within the respective jurisdiction.

2.2 In order to be able to participate in the games advertised on the website and consequently place your bets, players need to register an account.

2.3 It falls under the sole responsibility of the players who want to register an account with us to check the local regulations regarding online gambling and ensure making use of our Services takes place in a lawful environment, as online gambling is strictly prohibited in some jurisdictions. We will provide no assurance or legal advice for players failing to comply.

2.4 We shall not be held accountable for the actions of the players who forfeit their obligation to check whether engaging in online gambling incurs legal issues. If there are doubts, please consult with legal experts about engaging in online gambling within your particular jurisdiction before making use of our Services.

2.5 No personal information is to be shared with third parties, other than specified in the Privacy Policy. Please consult with the Privacy Policy in order to better understand how your personal information is being processed.

2.6 The website supports both “Fiat” and “Crypto” currencies. Fiat refers to government-issued currencies such as EUR, USD, AUD, etc while Crypto refers to the digital currencies such as BTC, ETH XRP, etc.

2.7 In order to register an account, the players who use Fiat will need to provide genuine personal information such as name & surname, date & place of birth, telephone number, current address, e-mail address and method/s of payment. It falls under the players' responsibility to update any changes in their personal information originally provided.

2.8 Players registering for a new account warrant that they are at least 18 years of age, share genuine personal information, are the rightful owners of the real money funds circulating through their

respective Player Accounts, participate in games, offers, promotions and bonuses on their own behalf and not as intermediaries, do not own more than a singular account on the website (otherwise referred to as a "Duplicate Account").

2.9 Duplicate Accounts are those accounts which include but are not limited to the following identical features: e-mail address, phone/mobile number, IP address, billing/household address, device used for registration, deposit, login and gameplay.

2.10 We reserve the right to perform targeted or random background checks on our Fiat player base to prevent any fraudulent behavior without prior notice. Consequently, the players undergoing such checks will be asked for various personal information, depending on the case. The basis of a background check includes and is not limited to: verifying the players' identities, registration details, gaming activity, financial standing and transactions. Third party entities may be asked to join in on a background check only if necessary. If found suspect or guilty of fraud, the players will be locked out of their respective Player Account, restricted from withdrawing, excluded from bonuses, promotions and offers. If the background check yields a negative or uncertain result, the Player Account will be shut down and all funds withheld. Players who refuse to provide the requested documentation while undergoing a background check will be locked out of their respective Player Accounts until the necessary information is provided or can be permanently locked out of the Player Account altogether.

2.11 Failure to provide enough information to determine players are of legal age in order to use our Services will result in immediate suspension of the Fiat Players' Accounts. If it is revealed that players have been engaging in gambling activities before coming of legal age to do so the Player Account will be closed down, all deposited funds and online transactions made while underage shall be refunded in full, all bets will be declared void and all winnings both generated as well as withdrawn will have to be refunded by the player in question in their entirety.

2.12 Both the personal Player Account as well as the guidelines for using it have been designed to protect players from fraud and/or damage, financial or otherwise, while using our Services. It is strictly forbidden for third parties to access and use a personal Player Account on the player's behalf. On the contrary, the players will be solely responsible for any damage incurred while allowing third party entities to access and use their personal Player Accounts. All information used for creating and validating a Player Account shall remain confidential at all times and is not to be shared with foreign entities and/or persons. Please address any suspect behavior and/or malfunction in regards to your Player Account at your earliest convenience. In case of forgotten password, please make use of the "Forgot your Password" link situated below the login portal or contact Customer Support for further assistance.

Player Account, Dormant Account

3.1 Each Fiat player is entitled to a single, unique Player Account. Players found to have registered multiple Player Accounts, otherwise referred to as Duplicate Accounts, using the same or different personal information will have their accounts closed and all winnings generated withheld with immediate effect. All transactions with the intent of cheating or defrauding the Casino will be cancelled at our own discretion.

3.2 Upon making a deposit and/or transaction, players have to use the currency of the country of residence provided during the registration process. If there is no such option available, all funds will be automatically converted into Euros at an exchange rate comparable with the exchange rate used for the day in course by banks and credit card companies.

3.3 Player Accounts are not to be used as bank accounts. There is no insurance, guarantee or sponsorship set in place by any bank in question to protect your funds through an official banking insurance policy. Moreover, unused funds do not accrue interest. Ultimately, players will not be able to stake more funds than already present in their respective Player Accounts.

3.4 It falls under the sole responsibility of the players to maintain their Fiat Player Accounts up to date at all times, including but not limited to name/surname, current address and country of residence, e-mail, phone number and any other piece of personal information used to validate the players' identity.

3.5 It falls under the sole responsibility of the players to report and pay any gambling tax that applies to winnings received from the Casino. For Crypto, it is the player's sole responsibility to pay all transaction fees, commissions, and/or taxes required by his jurisdiction.

3.6 Players have the option to close their Player Accounts at any time, including Dormant or otherwise. Any and all funds will be refunded to the players following the deduction of applicable fees, withdrawal charges and other billing services that apply. All outstanding bets must be cancelled before a Player Account can be closed.

3.7 Player Accounts going inactive for a period of time equal to or greater than 3 months will be flagged as inactive and consequently charged a \$10 maintenance fee for each month the Account stays out of use. The first monthly maintenance fee will come into effect at the end of the month following your Player Account inactivity. No fee will be charged if there are no funds in your Player Account. Alternatively, Player Accounts inactive for a period of time equal to or greater than 6 months will be flagged as Dormant Accounts. We reserve the right to void any available funds from Dormant Accounts.

4.1 In order to engage in the gambling activities advertised on the website, players have to make at least one real money deposit which will be used for future bets. Both Deposit and Withdrawal methods present on the site are subject to change and fees, procedures and terms vary from one banking option to the other. Players are allowed to make a deposit into their respective Player Accounts exclusively through our website.

4.2 You hereby waive your claims to any chargebacks and/or any type of reverse payment request in relation to your use of the Services. Failure to comply will result in all damages suffered by the Casino at the expense of such procedures being supported and consequently refunded by you.

4.3 Player Accounts suspected of fraudulent behavior and/or chargebacks/returns will be temporarily shut down while the investigation into the matter is underway. We reserve the right to freeze the funds available in the Payer Account until the returns are settled or the investigation concludes.

4.4 A deposit via credit/debit card is successful only when the Casino receives payment confirmation together with the authorization code. Players depositing amounts larger than the predetermined maximum limit will be asked for additional personal information to complete the transaction.

4.5 Currency exchange is not possible on-site. That means that, once you deposit in one currency, you will only be able to play games that accept said currency. Games that use other currencies will not be playable. For Crypto, currency conversion of Crypto-Crypto, Fiat-Crypto & Crypto-Fiat will be done solely by Coinspaid.

4.6 Balances in Crypto player accounts comprise of two components: 1) "Active Balance/Playable Balance", 2) "Currency Equivalent":

Active Balance/Playable Balance – The balance which is chosen as the currently used balance in the player account. A player can choose to switch balances at any given time. Active/playable balance will be presented in Fiat and will be used for gameplay, wagering, bonuses, free spins, tournaments, and other features in the website. This balance, in Fiat currency, will only exist during the time the money is deposited in the site and will be converted back to the original Crypto coin upon withdrawal.

Currency Equivalent – Upon creation of the player account, the Fiat equivalent currency will be chosen by the player from the registration form. This "Currency Equivalent" will be used to exchange crypto coins to an "Active Balance/ Playable Balance".

4.7 When depositing Crypto in our website, the chosen Crypto coin will be converted at the time of deposit to your "Currency Equivalent" for your gaming convenience. This will be used to wager in all available games at all times. Upon withdrawal, your "Currency Equivalent" will be converted back to the

Crypto coin used for depositing (based on the current exchange rate) and will be processed to your wallet. For example: When depositing 1 ETH to account that chose "EUR" as "Currency Equivalent" the balance will be 4,000 EUR (if the current exchange rate is 1 ETH=4,000 EUR). When initiating a withdrawal, if the account has a total of 8,500 EUR, the amount will be converted back to ETH and 2.125 ETH will be credited to your account (if the current exchange rate at the time of withdrawal is 1 ETH=4,000).

4.8 This website supports multiple Crypto coins and a player can choose to use as many balances as desired. The balances are distinct and can only be used individually by choosing the "Active Balance". The selected "Active Balance" will be used for gameplay, bonuses, free spins tournaments and other features of the website. Transfers between balances is not supported.

4.9 All balances in the Crypto player account will not be influenced by the market fluctuations. When Crypto coin value is increasing or decreasing, the amount in the account will not be affected until it is withdrawn back to the wallet.

4.10 Players who use Fiat might be charged for depositing and/or withdrawal depending on the selected banking method and/or issuing bank.

4.11 For Fiat, winnings are processed back to the card that was used for depositing only. Withdrawals to a different card that was not initially used for depositing is strictly not allowed.

4.12 For Crypto, It is the player's responsibility to make sure that the wallet address provided is complete and accurate for both deposit and withdrawal. We will not be responsible for any loss incurred due to incorrectly given information.

4.13 The minimum deposit for each Crypto coin can be found in the cashier. It is the player's responsibility to make sure not to deposit less than the minimum amount as the funds will not reach the player account and will result into a loss.

4.14 We will credit your account with the Crypto deposit made once it is initiated in the blockchain and without waiting for the deposit to be fully confirmed. This approach is chosen to provide our players a fast and pleasant experience. While after crediting the funds to your account, the transfer was not confirmed by the blockchain (fake/cancelled initiated transaction), the account will be considered as fraudulent and abusive. We reserve the right to suspend the account, void all available balances and have our payment processor block the wallet address permanently.

4.15 For Crypto, each deposit will require a minimum of 2x turnover of the full amount in order to be available for withdrawal.

4.16 Refund requests will be submitted for analysis only if the amount requested is equal or greater than the cash balance held in the account. If the refund request is granted, all bonuses in the account will be deducted prior to calculating the amount to be refunded. Refund requests can be sent to support@spinmadness.com or via live chat with the corresponding reason of such request.

4.17 No refund request will be taken into consideration later than 1 month from the initial transaction date.

4.18 We reserve the right to withhold or deny any refund, until the AML and KYC procedures are completed for Fiat users. Depending on the analysis, we are not obligated to disclose the reason/s to deny refund requests, in order to avoid abuse.

4.19 We reserve the right to request additional personal information and employ various procedures in order to verify the identity of the players whenever a new deposit is made into their respective Fiat Player Accounts.

4.20 Funds available in the Player Account are divided in cash and bonus balance. Players are only able to withdraw funds from the cash balance. Before this procedure, however, all outstanding bets must be cancelled. Any and all remaining funds present in the bonus balance shall be voided upon withdrawal.

4.21 Withdrawals are processed solely via the website through an official notice of withdrawal and the amounts eligible for any one-time withdrawal are limited to predetermined weekly/monthly limits. Players asking for withdrawals over the phone or e-mail shall not be granted their request.

4.22 Upon withdrawal request of players who use Crypto, we require that all the deposits made by you (including the last deposit) are confirmed by the blockchain. In the event that a withdrawal is initiated and a deposit is not yet confirmed (pending confirmation), we reserve the right put the withdrawal on hold until the deposit is confirmed.

4.23 Unless specified otherwise, the minimum withdrawal amount per transaction is \$/€200. A player can request a withdrawal or multiple withdrawals totaling up to a maximum of \$/€5,000 only at a time.

Once a withdrawal/s are processed and paid the withdrawal limit will reset accordingly. For example: You can have \$/€5,000 in 5 pending withdrawals of \$/€1,000 each. Once we have paid 1 withdrawal of \$/€1,000, you will have another \$/€1,000 available to reach the limit.

4.24 For Fiat, depending on the selected banking option, withdrawals may incur additional processing fees. Alternatively, such fees might be charged by the issuing bank on top of the aforementioned ones. Players are able to withdraw only by using the banking option used initially for depositing.

4.25 Players who deposit with Fiat will be asked to provide identification documents upon requesting a withdrawal. The documents required include but are not limited to:

Government-issued ID with visible name, photo and signature (driver's license, ID card, Passport)

Proof of residency not older than 2 months (utility bill)

Front/Back photo of credit card (NOTE: make sure to cover the CVV number on the back and middle 8 digits on the front)

Others (may include bank reference, source of funds, notarized document attesting your identity, confirmation of deposit, etc.)

Once the documents have been received in an unambiguous format and processed within up to 5 business days, the players will be allowed to move forward and request a withdrawal.

4.26 Withdrawals will have a pending period of up to 48 hours. Players who fail to present any and all identification documents specified above within the 48 hours timeframe will have their withdrawal cancelled and the amount returned to the Player Account balance.

4.27 Your withdrawal might be the subject of an internal audit at any given point. This is done in order to protect both the players as well as the Casino from fraudulent behavior. During the course of the audit which can take up to 7 business days for amounts equal to or exceeding \$5,000, transaction records, gameplay and logs will be carefully vetted in relation to your withdrawal. Your withdrawal and all bonus funds can be rejected if you are found engaging in unlawful activities, collusion with other players or any other type of malicious behavior aimed at defrauding or cheating the Casino.

4.28 We are required by anti-money laundering regulations to verify your identity and the source of any funds deposited in your Fiat player account.

4.29 All transactions will be monitored in accordance to the anti-money laundering regulations. It is prohibited and unlawful to deposit money directly or indirectly acquired by unlawful means. Therefore, all transactions are checked to prevent money laundering and all suspicious transactions will be reported to our Money Laundering Reporting Officer (MLRO) who will report to the relevant authorities in accordance with our regulatory obligations. If, in a single instance, or over a period of time, we have reasonable grounds to suspect you are using your Player Account for purposes other than the lawful placing of a wager or bet, (e.g. if you request a withdrawal from a deposit without playing adequate number of games or bets which may indicate money laundering or other types of fraudulent or criminal activity) we reserve the right to:

to ask additional documents/questions

to return any non-wagered deposits or deposits balance to the originating deposit method or, where this is not possible, to a bank account held in your name

to withhold your balance without providing any reason;

to close or block your player account indefinitely without providing you with reasons and to report you to the relevant authorities; and/or

to assist in or initiate relevant criminal or civil proceedings against you.

4.30 If we no longer support any of the Crypto coins selected, or if we encounter problems beyond our control processing your withdrawal, we reserve the right to offer and release your funds to you in other currency or other payment channel per our discretion.

Gaming Activity

5.1 No transaction can be cancelled without our written consent once a bet has been confirmed.

5.2 In case of an unforeseen loss of connection while engaged in a game, players must resume playing the unfinished round/s upon their next login. A refund at our own discretion might be possible in case the round/s could not be completed.

5.3 Your bets will be cancelled and account credited for an unfinished game only in the event of a system error and at our sole discretion.

Fraudulent Activity

6.1 It is strictly forbidden to attempt to gain unauthorized access to the website and/or our services alongside any database, computer, server or software in relation to the website. Any attempts to breach our security or tamper with the property relating to the website and the Services will be reported to the

relevant authorities together with your personal information. In the event of such a breach, you will be denied access to the Services and the website effective immediately.

6.2 You hereby agree that the funds used for our Services have been obtained legally and there is no malicious intent in making use of the aforementioned Services such as using the Services and/or website for unlawful practices such as money laundering, fraud, or any other kind of criminal activity. Players found in contempt of the Terms of Service or to be engaging in suspect behavior and/or practices will be permanently banned from using our Services and any other website managed by us with no obligation on our part of refunding the affected individuals.

6.3 Taking into account all previous points, it constitutes a severe breach of the Terms of Service the following:

Using a VPN or masking the IP address

Making use of stolen property/funds in order to engage in gambling activities on our website

Colluding with third parties/individuals

Exploitation of a system/software error to your advantage

The use of automated players (bots)

Using our Services illicitly (including but not limited to money laundering or any other type of criminal activities)

6.4 In a bid to limit potential damage as much as possible, we will take all necessary steps to identify and stop any fraudulent activities as well as their perpetrators. The Casino is hereby exempt of any claim from players not abiding by the Terms of Service and who promote cheating, colluding, fraud or any other type of illegal activity.

6.5 You hereby agree to cooperate fully with the Casino and any other relevant authorities and third-party entities affected by your malicious behavior if you are found to be engaging in and/or promoting criminal activities while using our Services.

6.6 Players are strictly forbidden from using the website for defamatory purposes or engaging in violent behavior of any nature and/or origin, including but not limited to harassment, racial slurs, obscene, sexist, abusive, discriminatory or offensive speech whenever interacting with either other players while using the chat function or our staff.

6.7 Players suspecting or falling victim to criminal behavior have the obligation to report the incident as soon as possible by e-mail.

6.8 Tampering with the website and/or any other information presented on the website is strictly forbidden. Such behavior regarded as damaging includes but is not limited to any kind of cyber-attack directed at the website and/or multiple submissions (spam).

6.9 The website and Services provided are to be used for the players' personal entertainment only. Players are forbidden from replicating, copying or reproducing the website and its contents without our explicit consent.

Limitation of Obligation, Our Links and Rights

7.1 Anyone entering the website and engaging in the online gambling activities provided does so at their own risk. Both the website and Services are provided "as is".

7.2 You hereby acknowledge the risks of engaging in online gambling activities and agree with the possibility of losing money in the process. The Services and games advertised on the website come with no express or implied warranty relating to satisfactory quality, fitness for particular purposes, conditions of merchantability, accuracy or completeness or infringement of applicable laws and regulations in a particular jurisdiction. Any potential damage or loss suffered while making use of the website and/or our Services come at your own risk and you hereby agree to waive claims to compensation of any kind in regards to this aspect.

7.3 You hereby agree that not all Services, software features, games or the website itself will meet every individual's requirements in full, including yourself and warrant not to exploit unforeseen issues relating to the Services, website and/or the games provided. We offer no warranty in relation to the full functionality of the Services, website and/or the games, including but not limited to interruptions, malfunctions or unforeseen errors directly or indirectly affecting performance in any particular area. In case of a malfunction, all bets and payouts will be declared void.

7.4 We offer no warranty in relation to the reliability and accuracy of the materials presented on the website and/or any information derived from them and interpreted at one's own will.

7.5 We hereby exempt ourselves from issues relating to your internet service provider or any other third-party entity that grants you access to our website, Services and/or servers.

7.6 We hereby exempt ourselves from any damage or loss incurred by you through the use of the website and/or Services provided, including but not limited to revenue, loss of data, goodwill, business, failure to receive anticipated winnings, business interruption, opportunity, and more.

7.7 We offer no warranty against Dos (denial-of-service) or DDos (distributed denial-of-service) attacks, viruses, bugs, cyber attacks or any other technologically harmful materials that may negatively impact your hardware, data, programs or other proprietary materials through your use of the website or any affiliated websites as well as your handling of downloadable content related to the Casino.

7.8 You hereby waiver all claims for compensation in the event of losing funds through your use of the website and/or Services, acknowledging the fact online gambling carries risks of which outcome you are solely responsible of.

7.9 Any bet together with any potential limits that apply to the stakes can be restricted, canceled or refused at our own discretion. The Casino and all personnel tied to the Casino, including but not limited to employees, suppliers and partners shall not be held liable for any losses or damages supported by you at the expense of using the website and/or our Services.

7.10 You hereby agree to fully compensate the Casino and all affiliated personnel including but not limited to service providers, partners, directors and employees in the eventuality of liabilities or harmful claims against the Casino that arise from damage or loss experienced by you through making use of the website and/or our Services or a breach of the Terms of Service brought forth.

7.11 We reserve the right to terminate effective immediately any Player Account that does not abide by the Terms of Service or if there is enough reasonable grounds to suspect a player has been engaging in practices with ill intent towards the Casino, website, our Services and/or any and all branches related to the Casino. Such a measure will bring about the immediate Player Account suspension and confiscation of all available funds.

7.12 All visual, sound, software, written content and other proprietary materials presented on the website and in relation to our Services and Casino is protected under the copyright law or licensed for use by third-party providers and/or rights-owning entities. On these grounds, it is strictly forbidden to download, print, copy, duplicate and/or alter any and all goods in relation to the Casino for commercial use. Any material contained on the website may be downloaded only on a single machine at any given time and can be used exclusively for non-commercial purposes.

7.13 Foreign entities and individuals are strictly forbidden to claim compensation on behalf of self-appropriated copyrighted materials and/or intellectual property collected from the website, Services or third-party providers affiliated with the Casino. 7.13 Foreign entities and individuals are strictly forbidden to claim compensation on behalf of self-appropriated copyrighted materials and/or intellectual property collected from the website, Services or third-party providers affiliated with the Casino.

7.14 The use of the website and Services and all content in relation to the Casino is destined for non-commercial, personal use only. Any repercussions arising as a result of making illicit use of these resources will be supported solely by the perpetrators of such activities.

7.15 Any and all links to the website and any pages it contains may be used exclusively through our written consent.

Player Complaints

8.1 Any disputes or claims are to be addressed within 7 business days, starting with the date the issue arose. Once this period of time has elapsed, the dispute/claim will be declared void.

8.2 In order to submit a complaint, contact Customer Support at your earliest convenience and provide the support agents with all necessary documents/materials/information for a proper review. The result of the investigation into the matter will be presented to the reporting party within 14 business days.

8.3 In case of a dispute, the data stored on the server will prevail in settling the claim. In case of discrepancy between server data and data output offered by one's personal machine, the result generated by the server will serve as sufficient grounds for settling the claim.

8.4 If disputes or complaints, of any nature, will move past direct mediation (User – Company) into legal environment, they will be resolved in Cyprus/ EU court.

Miscellaneous Terms of Service

9.1 The Casino is exempt from any liability or claims regarding performance failure and/or delays caused by unforeseen events outside reasonable control. This can include but not be limited to cyber-attacks, acts of God, civil commotion, industrial disputes, war, widespread network and/or communication shutdowns, or any other occurrences of similar magnitude. Throughout any of the potential scenarios mentioned above, the website and Services will be suspended with all efforts concentrated around finding a solution in order to fulfill our obligations and restarting activity as soon as possible.

9.2 The Terms & Conditions together with every other notice or documentation in relation to them have been originally redacted in English and if any misinterpretation arises as a result of faulty translation into other languages, the English version will prevail in settling any potential claims and/or disputes.

9.3 Any and all terms, conditions or provisions that prove to be faulty, unlawful, unenforceable or invalid to any extent shall be immediately amended to fit our original intention, without carrying a negative impact to the rest of the Terms & Conditions brought forth which will continue to remain valid and enforceable to the full extent of the law.

9.4 The headings used throughout the Terms & Conditions have been inserted for convenience only.

9.5 The Terms & Conditions can be transferred, assigned or sublicensed to any individual and/or entity with the sole condition of remaining the same or not growing increasingly more disadvantageous to you. To the extent of applicable laws and regulations, we reserve the right to outsource any or all Services to third-party entities.

9.6 Failing to stress matters further, under any circumstance and in relation to any point that makes the object of the present Terms & Conditions does not constitute grounds for you to waive your obligations in regards to the website and/or the Services provided.

9.7 Any waiver in relation to the Terms & Conditions shall be considered valid only in the form of a written notice and it only applies to a singular event without including any subsequent defaults.

9.8 The Terms & Conditions brought forth serve as the only viable agreement between “us” and your use of the website and Services.

9.9 Unless explicitly stated otherwise, the Terms & Conditions have been designed specifically in such a way as to not benefit or extend any rights to third-party entities.

9.10 No element, context, point or section constituting the Terms & Conditions may serve as grounds for engaging in any type of fiduciary arrangement between you and us at any point in time.

General Bonus-related Rules

1. Some or all bonuses advertised cannot be accessed by players residing in: Brazil, China, Dominican Republic, Indonesia, Macau, Malaysia, Mexico, Pakistan, Thailand, India, Hungary, Portugal, Poland, Mauritius, Peru, Bangladesh and Tunisia, unless stated otherwise. Alternatively, there is the option to limit users native to other jurisdictions from getting access to any bonus or bonus subsets at our own discretion.

2. Unless stated otherwise, in the relevant casino sections, in order to benefit from any deposit-related bonus, the minimum deposit amount fixed for each currency available is as follows:

EUR - €30

USD - \$30

CAD - \$30

AUD - \$30

NZD - \$30

SEK – kr 300

NOK – kr 300

3. Unless specified otherwise, the bonus types present on the website have been designed to include:

Free bonus – players can claim this type of bonus without being required to make a deposit beforehand

Free spins – players can claim this type of bonus with or without being required to make a deposit beforehand

Deposit bonus – players can claim this type of bonus only after making a deposit

Loyalty points – will be granted to players following their respective conversion

Cashback – players claiming this type of bonus can be subjected or not to wagering requirements

4. Unless otherwise stated, the players' total balance is made up of both the Cash Balance, as well as the Bonus Balance. Individually, these can be defined as:

Cash Balance

The withdrawable sum total of both the cash amount deposited by the player and/or accumulated cash winnings, as long as no Active Bonus is in effect.

Bonus Balance

The sum total of bonus funds available and/or accumulated bonus winnings which will be available for withdrawal only once the players complete the wagering requirements.

5. All bets will be deducted from the players' Cash Balance first, even if there's an Active Bonus in effect. Only when there are not enough funds in the Cash Balance will the bets be deducted from the Bonus Balance.

6. Unless otherwise stated, all players claiming any type of Bonus, also known as "Active Bonus" will subject themselves to wagering requirements. These, in turn, refer to the total amount the players have to wager while the Bonus is still in effect before any profits/winnings can be withdrawn.

7. Unless specifically mentioned otherwise, the final amount that the players are able to withdraw, also known as Withdrawable Balance, refers to the total funds available after bonus deduction, considering there is no Active Bonus in effect at the time of the withdrawal.

8. If players are granted two consecutive bonuses, they must complete the wagering requirements linked to the first bonus claimed in their entirety before being able to start working towards meeting the second set of wagering requirements linked to the second bonus.

9. Players will be required to make a minimum deposit of EUR 30, USD 30, CAD 30, AUD 30, NZD 30, SEK 300 or NOK 300 (as applicable) as well as meet the wagering requirements before being able to withdraw the winnings earned from playing with a free no-deposit bonus.

10. All winnings eligible for withdrawal and earned through cashback bonus will be capped at either 15 times the initial cashback bonus granted or a maximum of EUR/USD/AUD/CAD/NZD/ 10,000, SEK/NOK 100,000 (as applicable).

11. All winnings eligible for withdrawal and earned through converted loyalty to bonus amount points will be capped at either 10 times the initial converted bonus amount or a maximum of EUR/USD/AUD/CAD/NZD 5,000, SEK/NOK 50,000. For loyalty points converted by VIPs, the maximum withdrawal amount is 10 times (10x) the initial converted bonus amount or a maximum of EUR/USD/AUD/CAD/NZD 10,000, SEK/NOK 100,000. Please note that your VIP level is defined by the casino's own discretion.

12. Unless explicitly stated otherwise in the relevant sections of the website or through the usual communication channels, bonuses and ensuing winnings have to meet the wagering requirements within a time frame of 7 days from the date the player/s have been credited with the bonus. On the contrary, any and all winnings, available bonus amount or promotional offers will be cancelled and subsequently removed from the player/s' Bonus Balance if they are not used within the aforementioned time interval and before the wagering requirements have been fulfilled. For additional information, we suggest you consult in depth with the Wagering Requirements section.

13. Players are allowed to place single bets lower than 20% of the total value of the Active Bonus credited and should not exceed 8 EUR, 8 USD, 8 AUD, 8 CAD, 8 NZD, 80 SEK, 80 NOK, (as applicable). Therefore, placing a bet of 8 EUR while there's an Active Bonus of 100 EUR in effect is considered acceptable practice.

14. Please note that some titles allow in-game bonus feature purchases, as well as "gamble" and "double" features. Once completed, such a transaction is regarded as a one-time bet of the same amount as the cost of the bonus, gamble, and/or double feature. For example: buying a bonus feature of €20 in a game will be considered as a bet of €20.

15. Unless explicitly stated otherwise, all players are eligible to claim the Welcome Offer, (also referred to as the 1st deposit bonus) within an interval of 7 days, following the account registration. At the same time, we reserve the right to modify the Welcome Offer after 7 days, at our sole discretion. Users registered with a duplicate account are not eligible to claim the Welcome Offer. For more information, please consult with the Duplicate Accounts section presented in the General Term and Conditions.

16. Players making bets with Bonus Funds will have their potential winnings returned to the Bonus Balance. As soon as the wagering requirements are met, the aforementioned winnings will be transferred to the Cash Balance. Players making bets with Cash Funds will not be able to withdraw the potential winnings returned to the Cash Balance until the wagering requirements are met.

17. Unless specifically stated otherwise, all bonuses will be deducted from the players' accounts following a withdrawal request.

18. Unless specifically stated otherwise, all Free Spins (both credited to players following a deposit and without deposit) come with an expiration date of 7 days from the moment they have been credited to the players' accounts. If the players choose not to make use of the Free Spins (both credited to players following a deposit and without deposit) within the specified timeframe, the Free Spins (both credited to players following a deposit and without deposit) will be declared void and removed from the players' accounts.

19. The maximum withdrawal amount for any free bonus and free spins, is \$100 unless mentioned otherwise. For bonuses issued for VIPs, the maximum withdrawal amount is 10 times (10x) the bonus amount up to \$5,000. Please note that your VIP level is defined by the casino's own discretion. Unused winnings for a period of 30 days or more will be voided.

20. Players wishing to withdraw their balance while an Active Bonus is in effect have the option of contacting the Customer Support Team. However, the Active Bonus and all winnings associated with it from both the Cash Balance as well as the Bonus Balance will be declared void.

21. Given the wide availability and ease of access to forums hosting links to no-deposit bonuses advertised on this website, we reserve the right to vet each individual applicant in order to determine the player's eligibility for the bonus in question. If found ineligible, the withdrawal request will not be granted, even if the wagering requirements have been met.

22. While undergoing a withdrawal process, players become ineligible for receiving any bonuses and/or promotions. Players are free to make deposits during a withdrawal process, but cannot claim any bonus or promotion. Players are free to cancel the withdrawal process at any point in time in order to become eligible for claiming a bonus and/or promotion. On the off chance a player claimed a bonus and/or promotion during an ongoing withdrawal process, we reserve the right to void any bonuses and/or promotions and any winnings associated with them.

Bonus Wagering

1. In general, there is a 35x (times) wagering requirement linked to all bonuses which also extends to the qualifying deposit amount. Unless specifically stated otherwise, this translates into the following example: Player deposits \$30 and receives a 100% deposit bonus worth of \$30. In order to meet the wagering requirements, the player has to stake $\$60 (\text{deposit} + \text{bonus}) \times 35 = \$2,100$. Then, the player can

withdraw the bonus money and any potential winnings made from it. In regards to players from Sweden, Finland and Norway, a 45x (times) wagering requirement will be applied.

2. No-deposit bonuses come with a 50x (times) wagering requirement, unless stated otherwise.

3. Deposit free spins come with a 35x (times) wagering requirement, unless stated otherwise. In regards to players from Sweden, Finland and Norway, a 45x (times) wagering requirement will be applied.

4. It does not count towards meeting the wagering requirements when players use the “double” or “gamble” feature when playing any video/power poker games or slots.

5. The only bets that count towards meeting the wagering requirements are the settled ones.

6. Playing a variety of games will count differently towards meeting the wagering requirements.

7. If the wagering requirements are not met, the Active Bonus will be removed from the players' accounts when the sum total of both cash and bonus balance reaches EUR 1, USD 1, CAD 1, AUD 1, NZD 1, SEK 1, NOK 1 and there are no unfinished games or pending actions at that time.

Restricted Games

1. It counts 100% towards meeting the wagering requirements all slot games excepting:

Enter game name here

Contribution

Index	Game name	Contribution
1	Buffalo Power: Hold and Win	100%
2	Legend of Cleopatra: Megaways	100%
3	Green Chilli	100%

4	Joker's Super Win	100%
5	Expanding Wild Leprechaun	100%
6	Electro Reels	100%
7	Aztec Fire	100%
8	Candy Boom	100%
9	Treasures of Fire	100%
10	Magic Hot 4	100%

1 – 10 of 859

2. It counts 10% towards meeting the wagering requirements all table games.

3. It counts 0% towards meeting the wagering requirements all versions of Craps, Video Poker, Rummy and Keno, all Live Casino games and all Progressive games.

4. Any winnings generated on any games not contributing towards meeting the wagering requirements can be declared void at our sole discretion when the players have failed to meet their respective wagering requirements.

Miscellaneous Bonus Terms of Service

1. Under no circumstances are we liable for software, hardware or technical issues, as well as unfavorable network conditions which can alter the players' experience or may hinder their access altogether to any promotions or bonuses.

2. Under no circumstances are we accountable for any losses or damages players experience as a direct result of claiming any promotions or bonuses.

3. Any and all promotions or bonuses can be subject to change or cancellation at our sole discretion on the following grounds: security reasons, legal or regulatory requirements, promotional abuse, human error, attempted fraud, other valid reasons.

4. In the eventuality of failed payment or cancelled funds, we reserve the right to void any and all promotions or bonuses together with the winnings made from them.

Abusive Behavior

1. The bonuses and promotions advertised on the website have been specifically designed as a reward for valued players and are not to be abused in any way and under no circumstances. If we identify this is the case and certain players overlook this aspect, we reserve the right to open an internal investigation into the matter and take all the necessary steps to ensure promotional integrity.
2. If found guilty of promotional abuse, the player can be subjected to exclusion from receiving bonuses, promotions and any offers, cancelling all pending bonuses and/or removal of all winnings from the player's account and/or any other account associated with the player, as well as instant termination of the account, altogether.
3. It constitutes promotional abuse when players control or maintain multiple accounts without management consent.
4. It constitutes promotional abuse when a player (by oneself or as part of a larger group) registers more than one account in order to claim extensively a promotion, offer or bonus.
5. It constitutes promotional abuse whenever a player willingly exits a gaming session while a bonus round is being played for the purpose of gaining wager outcome advantage.
6. It constitutes promotional abuse when players intentionally delay any regular game round, bonus round, free spins round or bonus feature, playing with or without an Active Bonus and/or depositing while having free spins features or bonus features still available in the game.
7. It constitutes promotional abuse when players decrease their bet amounts by 60% or more while there's an Active Bonus in effect in order to meet the wagering requirements. For example, once a bet has been settled as won on a stake of EUR 100 on any spin, including a double up, ultimately yielding winnings worth of EUR 500, the staked cannot be dropped to EUR 40.
8. It constitutes promotional abuse when players claim and stack a multitude of bonuses before meeting the wagering requirements of the first bonus claimed.
9. It constitutes promotional abuse when players switch from a game with a low wagering requirement contribution to another slot with a higher wagering requirement contribution shortly after a win and with the sole purpose of meeting the wagering requirements faster. Not limited to, but this applies also

to the situation where a player switches from roulette to slots right after generating winnings on the former.

10. It constitutes promotional abuse when players betting with an Active Bonus in effect place wagers equal to or higher than 20% of the total value of the bonus, which can also be translated into stakes equal to or more than EUR 8 of the total value of the initial bonus claimed.

11. It constitutes promotional abuse when players betting with a non-deposit bonus in effect place wagers equal to or more than 10% of the total value of the bonus claimed.

12. It constitutes promotional abuse when players place even money bets on Blackjack, Roulette and Baccarat.

13. It constitutes promotional abuse when players use the double-up feature in excess in order to increase winnings.

14. It constitutes promotional abuse taking advantage of affiliate CPA or revenue share.

15. It constitutes promotional abuse when players create different accounts by making use of a VPN, proxy or by masking their IP address with the purpose of claiming multiple promotions, bonuses and/or offers.