



## Betting rules

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### Terms and concepts.

1. Name of the company, the organizational and legal form, location, and conduct of activities. All services of the Website are provided by the Company, which is governed by the laws and legal norms of Curacao.

2. Brand name (brand).

Name: slottica.com, slottica.com Company.

3. Type of activity.

This website serves as an online betting service.

4. Organization and conduct of activities.

4.1. The Company accepts bets from Clients on the basis of a pre-game - a list of events with certain winning odds.

The terms in these regulations have the following meanings:

**Company (the bookmaking service)** is a legal entity that carries out gambling activities in accordance with the licensing and legislative requirements of the countries it operates in.

**Client** is an individual who has reached the age of majority and uses products and services provided on the Website.

**Pre-game (schedule)** is a list of events and their outcomes, for betting, with odds of winning offered by the Company.

**Bet** is the amount of money that the Client chooses to bet on an outcome of any event or group of events included in a pre-game and, in the case of a loss, loses the right to demand its return (loses it).

**Bet:** based on an agreement between the Customer and the Company and whose outcome depends on whether an event happens or not.

**An Outcome of an Event** is a possible result of a match, sport, or socially significant (or other) event, to which the Company provides a ratio to.

**Winning Odd** is the number by which the bet participant's bet amount is multiplied when determining the payout amount. Odds can be changed after each bet, but only on the condition

that bets made before that remain in force and are not revised.

**Winnings** cash that is payable to the Client based on a guess that a bet was placed on.

**The Web Company stands for** (slottica.com) an online resource where the Customer, after registration, can contribute money to their account and use it to place bets.

**Personal Data** surname, name, patronymic; year, month, date and place of birth, as well as other documents or information provided by the Client to the Company.

**Gaming Account**, the Customer's account opened by the Sports Betting Company to record money received from the Client, to enter bets and make other transactions necessary for participation in bets and payouts of the winnings.

**Payment System** is an organization that provides for settlements and payment transactions between the Client and the Bookmaker.

The payment system is an organization independent of the Company (a legal entity acting in accordance with the legislative acts of its own jurisdiction) rendering services to the Clients and the Company on the basis of the relevant Agreements. The Company shall not be liable for the failure or improper performance of the Payment System or obligations to fulfill Client orders, transactions' timeliness, completion of payments and the performance by the Payment System as well as other contractual obligations.

**Login** is the email address (or mobile phone number) used by the Client to log in to the website.

**Password** is a designation of letters, numbers, and symbols used by the Customer for authorization of a personal account.

**Betslip** is an element of the Company's website through which the Client can bet on the selected outcomes of events and set their bet amount within certain guidelines available for viewing in the betslip itself.

**Verification** is the procedure for verifying the identity of the Client by reconciling the data indicated during registration with the data of passport and other documents of the Client. This procedure is carried out by the Company.

#### **4.2. The procedure for bet acceptance.**

##### **The Procedure for Client Registration:**

4.2.1. The Company's clients must be all capable persons who have reached the age of 18 or the minimum age allowed for participation in gambling, in accordance with the legislation of the country in which they are located.

4.2.2. In order to make bets on the Company's website, the Customer must register. Register by entering your e-mail, choosing a currency, and a password. You can also register by signing in through a social network. Upon successful registration, a link to activate your account will be sent to the email specified by you during sign-up.

4.2.3. To participate in bonuses and other promotions conducted in the bookmaker section of the Company's website, the Customer must fill out the registration form, specifying their name and surname, date of birth, place of residence, email address and telephone number,

as well as other information to allow us to identify them. All the information provided must be reliable and coincide with the client's passport data. In case of false or inaccurate data, the Company reserves the right to block the account and/or cancel all winnings gained on said account. When the account is blocked, the Customer must contact our support team to clarify its status.

4.2.4. The client is fully responsible for keeping their password secure and secret, as well as all actions on the account. In case of loss or disclosure of their password, the Customer is required to change the password or contact the support team for assistance.

4.2.5. Each Customer may only have one account. If a Customer with more than one account is identified, the Company reserves the right to block the account/invoice and all its winnings. Re-registration is only allowed with the permission of the Company.

4.2.6. If you do not use your game account for betting on sports or in the casino for more than 12 months, your game account is recognized as an "inactive game account". Inactive game accounts with zero balances can be closed. If the balance of the game account is positive, then no later than 28 days before the expiry of the 12-month period, you will be informed of the impending change in the status of the game account to inactive. With inactive gambling accounts with positive balances, a commission may also be written off, in an amount decided by the Company.

#### 4.3. Calculation of the results of events and sources of information.

○ If the initial result of the completed event was later canceled for any reason, the cancellation is not taken into account and the rates are to be paid according to the initial (actual) result. The result declared on the basis of official protocols and other official sources of information immediately after the event is deemed to be actual. In the absence of results in official sources, the Company has the right to use alternative sources of information, including the information of its representatives at the match.

<b>Manchester City-West Ham Utd</b>					
Win1	1.50	Draw	4.20	Win2	7.50
<b>Manchester Utd-Crystal Palace</b>					
Win1	1.75	Draw	3.00	Win2	5.50
<b>Gijs Brouwer-Maxime Cressy</b>					
Win1	1.45	Draw	-	Win2	2.50

The types of betting options.

#### 4.4. Types of bets.

Single Bet is a bet on the forecasted outcome for one event. The "single bet" win is equal to the product of the bet amount and the odds set for the given outcome of the event.

Accumulator Bet is a bet for a simultaneous forecast of the outcomes of several independent events. The "accumulator bet" win is equal to the product of the bet amount and the "accumulator" odds, obtained by multiplying the outcome odds of each event included in the "accumulator". In the "accumulator" you can include any combination of outcomes of non-interconnected events in any sports. The "accumulator bet" is considered won if all events included in it are correctly predicted.

Losing one of the outcomes means losing the entire bet of this type. The maximum number of events allowed in a multi bet is 30.

Multiple Bet is a combination of accumulator bets of a given size from a predetermined number of events (the maximum number of events in a multi bet is 16).

Each combination in the Multiple bet is settled as a separate Accumulator, according to the rules for the settlement of accumulator bets. When you place a Multiple bet, you must specify the total number of events for the Multiple bet and the number of events for one variant (multi bet). The bet for one variant in the Multiple bet is determined by dividing the total amount of the bet placed on the Multi bet by the number of variants (accumulators) of this Multiple bet. The winnings are equal to the sum of the wins for the "accumulator bets" that are included in the "Multiple bet".

It is forbidden to include dependent events, different events of the same match, bets on one player or a team within the same tournament (for example, to win a tournament and win a certain match) in Accumulator bets and Multi bets. If two or more dependent events are included in one event (Multi bet), events with the lowest odds from the given event (Multi bet) are excluded.

For example, consider a Multiple bet of 2/3. We will accept a bet of approximately 300 rubles on this Multiple bet.

Manchester City West Ham Utd	1.50
Result: Win1	
Manchester Utd Crystal Palace	3.00
Result: Draw	
Gijs Brouwer Maxime Cressy	2.50
Result: Win2	

In this case we have 3 options:

Manchester City West Ham Utd	1.50	Manchester City West Ham Utd	1.50	Gijs Brouwer Maxime Cressy	2.50
Result: Win1		Result: Win1		Result: Win2	
Manchester Utd Crystal Palace	3.00	Gijs Brouwer Maxime Cressy	2.50	Manchester Utd Crystal Palace	3.00
Result: Draw		Result: Win2		Result: Draw	

Thus, the bet for one option (Accumulator) of the Multiple bet will be 100 rubles ( $300/3 = 100$ ). Winnings in this case will be: option 1 =  $1.5 \times 3 \times 100$  rubles = 450 rubles, option 2 =  $1.5 \times 2.5 \times 100$  rubles = 375 rubles, option 3 =  $2.5 \times 3 \times 100$  rubles = 750 rubles. The total winnings of the Multi bet will be equal to the sum of the winnings of all three options:  $450 + 375 + 750 = 1,575$  rubles.

In the case of an incorrect forecast of two or more events in of the Multi bet, the Multi bet is considered lost (all three variants lose). In the case of an erroneous forecast of only one of the events, one option wins in the Multi bet. For example, suppose that the previous example incorrectly predicted the outcome of the event Spartak M - Mordovia (the game ended in the victory of Mordovia), in this case, options 1 and 2 are considered lost, and the winnings of the Multi bet will be equal to the sum of the win of the third option - 750 rubles.

#### 4.5. The basic principles of placing bets

4.5.1. Bets are accepted only from users who agree with the rules established by the Company. Every placed bet is an unconditional confirmation that the Client understands these rules and fully agrees with them.

4.5.2. All bets are accepted before the actual start of the event, except live bets. Bets made after the actual start of the event, regardless of the reason, are recognized as invalid and are refundable, and are excluded from the Accumulator (pay out with the odds of "1"). The exception to this is betting on events during the match in live betting.

4.5.3. Live bets are bets that are accepted during an event at the discretion of the Company. In this case, bets can only be accepted before determining the outcome of the event. Bets made after determining the outcome of an event are considered invalid and voided. The information given by the Company during the reception of live bets (match account, played time, etc.) is only informative and can not serve as a basis for bet settlements or for claims against the Company.

4.5.4. The Company has the right to return the amount of a bet made at any time before the actual start of the event. In this case, the bet made (the bids made) are recognized as invalid, which the Company reports by appropriate changes in the pre-game or through other sources of information.

It is forbidden to bet on events by those who are participating or are directly related to said events in question.

For example: players, coaches, referees, club owners, etc. When making a bet, the client thereby confirms that he does not know the outcome of the event he has bet on. In the case of violation of these conditions, the Company has the right to withhold any winnings and declare the bet invalid.

4.5.5. In all cases when the bet is recognized as invalid, it is subject to return. If the bet is included in Accumulator bets or Multi bets, then it must be calculated with the odds of "1" (one), i.e. it will not affect the results of other events included in Accumulator bets or Multiple bets.

4.5.6. All bets are accepted based on the events of the proposed pre-game, according to the odds determined by the Company. For each event in the program a separate number is allocated, as well as the deadline and the time of accepting bets for the event. The date and time of the beginning of the event, indicated in the pre-game, are informative. A wrong date is not a substantial reason for canceling a bet. In the case that the event took place earlier or later than the originally announced date, the result is not considered void. In this case, bets are considered valid if they are made before the actual start of the event. Bets made after the actual start of the event are considered void (except live bets). To settle the bet, the time of the actual start of the event is taken, which is determined based on the information provided by the event organizers.

The Event column shows the names of competing teams or events to which bets are accepted. In the list of events, the home team is indicated in the first spot. In the case of a match on the field of the team listed in the second spot in the list of events, the bet for this match is calculated with the odds of "1" (one), except for the following cases:

- a) both teams are from the same city;
- b) games are held in the same city, in the case of international tournaments - in one country;
- c) the final round of the cup games of a country;

The transfer of games to a neutral field is not grounds for recognizing a bet as invalid.

There can also be other information in the pre-game that is of significant importance when making a bet, this allows the Client to correctly use the service, as well as to understand the meaning and essence of the conventional symbols used throughout the website.

4.5.7. In individual tennis tournaments, as well as in matches of the final stage of major tournaments held in one country, the order of opponents in a pair is not important.

4.5.8. If an event that has not yet started is postponed for no longer than 72 hours, the bets are retained, and if more than 72 hours, the bets are refundable, if nothing else is stipulated by this regulation. If within 72 hours it becomes known that the event is postponed for more than 72 hours, the final decision as to whether the stakes will remain in force or will be returned is up to the discretion of the Company's bookmaking office. If the NBA, NHL, NFL, MLB matches did not take place on the appointed days, then the bet amounts will be returned immediately the next day, except when in the case that the date was wrong.

4.5.9. An event that is in progress may be interrupted, i.e. be incomplete for any reason. An event is considered to be held if it is interrupted, not finished within 24 hours, and if it is played at least:

- Football - 70 minutes;

- Basketball (NBA) - 40 minutes;
- European basketball - 35 minutes;
- Hockey (NHL) - 54 minutes;
- European hockey - 50 minutes;
- Baseball (MLB) - 5 innings;
- American football - 50 minutes;
- Floorball - 60 minutes

and in all the cases listed above, the outcome (actual result) of an event deemed to be held is the result at the time of the event's interruption (with the exception of tennis). In all other cases, the event is considered invalid, including in the case of a tie at the time of the match stopping in those sports where the statute does not allow for a draw (basketball, baseball, American football, the NHL playoff series, etc.) and all bets (including live bets) are refundable.

If an event is interrupted and is considered to have not happened, then outcomes that have been definitely determined by the time the event stopped and which do not depend on the final result of the event (for example, a team will score a goal, who will score the first goal, results of the first half, etc.) are used to settle these bets (including live bets).

4.5.10. When setting the bets that were placed on the statistics of one game day or round, if the tour is considered to have failed at least one or several matches, then the bets for the rounded statistics are settled with the odds of 1, except for bets whose result is uniquely determined regardless of the fact of whether or not the matches took place.

For example. Suppose that in the championship of Italy in Series A, in one of the rounds, out of ten matches, two did not take place. Five matches ended with a victory of the hosts, two matches with the victory of the guests and one match ended with a score of 2:2.

If bets were made and:

- a) there were at least five wins for the hosts;
- b) there was one recorded 2:2, then such bets are considered to be winning bets.

If bets were made and:

- a) there were at least three wins for the guests,
- b) the total number of goals scored on the tour is even, then such bets are subject to return (settled with the odds of 1).

If you bet on the fact that the tour will not have a result of 2:2, then this bet would be considered a losing one.

4.5.11. Bets (including live bets) are considered canceled and refundable, regardless of whether or not they are winning or losing, if there are any errors committed due to a human factor or a software malfunction (including: obvious typos, inconsistencies of odds in different positions, knowingly erroneous odds that don't correspond to the given outcomes, etc.).

4.5.12. If a technical error occurs, but it can not affect the outcome of the event, such bets are settled based on the original odds. For example, if the match of the Russian championship "CSKA" - "Zenith" was in the list of games of the championship of Spain, the bet will be settled with the initial odds, unless, of course, in the championship of Spain there are no teams of the same name.

4.5.13. The company is not responsible for accurate translations of the names of players, teams, and cities where events will occur. In such cases, bets are considered valid.

4.5.14. In the event of fraudulent actions, falsifications when accepting bets, or when illegal financial transactions are discovered by the Company's employees, no winnings are paid, and violators are banned from the website.

If there are obvious signs of unsportsmanlike conduct or other cases of violation of these rules, the administration has the right to declare the bet invalid.

In case of suspicion of unsportsmanlike conduct from international organizations for their prevention (EWS-FIFA, Federbet and Tennis Integrity Unit, etc.), the administration has the right to block the account of the Client who made a suspicious bet before leaving the organization and recognize the bets as invalid, if any unsportsmanlike conduct is indeed uncovered. The administration is not obliged to provide proof to the Clients of the unsportsmanlike nature of the event.

4.5.15. Claims on contentious issues that are not solved in our technical support chat are accepted on the basis of an application to the Company's email so long as it is within 5 days from the date of completion of the event. When considering disputes that have no precedent and are unregulated in the text of these rules, the Company will make the final decision.

4.5.16. A buyout of a bet is a feature by which the Client has the opportunity to close his bet for the amount offered by the Company and to forego the possible loss or gain when the outcome of the event becomes known.

This feature will be available for all bets for which a special symbol of the "Bet Buyout" function is active in the "Bet History" section of the site. In this case, the Customer can click on the button and see the amount that the Company offers for the bid. The company can offer an amount that is lower, higher or equal to the possible winnings. The company also may not make offers.

If the Customer agrees to receive the proposed amount, they must confirm their decision by clicking on the appropriate button. They will receive the amount proposed by the Company, after which the bet will close. If the Customer does not use this function or agrees with the proposed amount, their bet will be deemed effective until the end of the selected event.

The feature may be available after the bet is completed before the end of the event, and the amount offered for the bet may vary depending on certain circumstances (for example, the amount of the bet, the bet odds, the event ratio determined at the time of use by the feature, and a discount determined by the Company, the latter of which is determined at the discretion of the Company).

4.5.17. The maximum possible win of one bet can not exceed 5,000,000 (five million) rubles or the equivalent in another currency that is accepted on the site.

4.5.18. Bets are accepted only for Clients who have come of age under the laws of their country of registration.

4.5.19. The minimum bet for Single bet and Accumulator bet players is 10 rubles or the equivalent in another currency. When placing Multiple bets - the minimum bet is 1 ruble (or the equivalent in another currency).

4.5.20. The maximum bet is determined by the bookmaking service for each separate event and depends on the sport and the event in question. If the Multi bet includes several events with different restrictions on the maximum bet, the maximum bet size is set equal to the minimum value. The maximum bid amount is available for viewing to the Customer in the website coupon.

4.5.21. Simultaneous bets, as well as bets that allow to circumvent the existing maximum bets or payments (limits), are not allowed for the same outcome from a group of persons (a syndicate of players, etc.). It is not allowed to place repeated bets on the same combination of outcomes in the event that the total potential payment exceeds the maximum. The administration has the right to declare such bets invalid and to block the accounts of owners of such accounts.

4.5.22. The bookmaker has the right to limit the maximum bet on individual events, as well as to limit or raise the maximum bet for a specific Customer without notification or explanation of its reasoning.

4.5.23. The bet is considered accepted after its registration on the Company's server and online confirmation in the "Betting History" section. Registered bets are not subject to cancellation. The reception time of the bet is the time of its registration on the server.

4.5.24. The bet amount can not exceed the current account balance. Bets on credit are not accepted. When registering a bet, the bet amount is debited from the Client's account. After settling the bet, the winnings are automatically credited to the account.

A bet is considered to be won by the Client if all the outcomes specified in such a bet are guessed correctly.

4.5.25. The fact of the accepted bet being won or not is determined by recording the fact of the chosen event or set of events having taken place, considering the outcome (result) of the event. The outcome (result) of the event is determined based on the information provided by the official Organizer and/or Organizers of the event. If the initial result of the event has been revoked for some reason later on, this fact isn't considered and the bets are payable according to the initial (actual) results except if the original published results of the event are amended within 24 hours of their initial publication. Initial (actual) result is the result which is announced by the official organizer and/or organizers of the event immediately after it is over. If the result of the event /events/ isn't announced by the official Organizer and/or organizers of the event during 72 hours after it is over, the organizer of

the lottery may use other information sources notifying the participants about the information source and results. While collecting the outcomes (results) of the events, the following websites in particular are taken as an information source  
If there is conflicting information on www.fifa.com and www.uefa.com sites, the report in PDF format is taken as a basis. If there is no information about the outcomes of any events in the above-mentioned sources, the Organizer provides the information about them notifying the information source.

#### **4.6. Basic types of bets.**

##### **4.6.1. Bets on the actual result of an event (Match):**

Match - in this bet it is necessary to guess how the match will end. In the pre-game, the hosts' victory can also be displayed as "1", Draw as "X", the victory of the guests as "2".

##### **4.6.2. Double chance - bet on the double choice of the outcome of the match:**

The victory of the first team or a draw (the first team will not lose) - is denoted by "1X". To win at a bet on such a choice, it is necessary that the first team wins or a draw occurs. The victory of the first team or the victory of the second team (no draw) will be denoted by "12". To win with a bet on such a choice, it is necessary that one of the rivals win, i.e. so that there are no draws.

The victory of the second team or a draw (the second team will not lose) - is denoted by "X2". To win a bet on such a choice, it is necessary that the second team wins or a draw occurs.

##### **4.6.3. Handicap Odds:**

The result of the event, taking into account the handicap, is determined by adding a handicap to the actual result of the match. The handicap is determined by the bookmaker's service and may be positive, negative or equal to zero. If the result is in favor of the selected team (athlete), the bet is considered won, otherwise, the bet is lost. If the result after adding a handicap is a draw, then the winning ratio for this choice will be "1" (Return or "Void").

##### **4.6.4. Total:**

It is necessary to guess the total number of goals, points, games (or other values that can be subjected to calculation); scored, scored, played, etc. teams (athletes). To win, you need to guess whether the total value will be scored/played, or less. When determining an individual total, only the goals scored in the opponent's goal are taken into account. If the result coincides with the total bookmaker's bid, the odds of wins at "less" or "higher" rates are considered equal to "1" (Return or "Void").

##### **4.6.5. Asian handicap or asian total betting:**

Bet on the win or total, taking into account the handicap, multiple of 0.25 (but not a multiple of 0.5). Such a bet is settled as two bets in the amount of half the sum, with the same odds, and with the nearest values of "ordinary odds" and "ordinary totals" (integer, or multiple 0.5). In the instance that the Asian handicap is included in the Accumulator bet or Multi bet, then the winning odds are used in settling this bet, which would be obtained when settling it in the single bet. In the case of winning both half bets, the settlement of the bet odds (K). If one half bet won as well as the other, the odds  $(K + 1) / 2$  are taken into account in the settlement. If one half bet is lost and another is lost, the odds are 0.5. If both half bets are lost, then the entire bet is lost.

4.6.6. A bet on the time remaining in a half / period / match: for such a bet, the customer has to predict the outcome of a game or match between teams for a specified period of

time, which starts when the bet is placed and ends when the match (or half, period, etc.) ends, without taking into account the score at the time the bet was placed.

4.6.7. The company may, at its discretion, offer other betting options.

4.6.8. Bets can be proposed to predict the outcomes of two or more events.

Example 1: the first team wins and total is over 2.5 goals;

Example 2: the first team wins, the number of warnings (yellow cards) will be more than 3.5 and the number of corner kicks - less than 10, etc.

Example 3: the first team will start the game from the center of the field, the second goal will be scored by the second team and the match will end in a draw.

1) A bet is considered won if the outcomes of all included events were correctly predicted.

2) A bet is considered lost if one of the outcomes of the included events was not predicted correctly.

3) The bet is subject to return if at least one of the outcomes of the included events is to be returned, and other outcomes are considered won. Suppose:

For example, the 1st match was interrupted when the score was 2:1 at the 15th minute and was not continued (the match is considered to be failed),

For example, the 1st match was interrupted when the score was 2:1 at the 15th minute and was not continued (the match is considered to be failed),

For example, the 2nd match ended with a score of 1:0, the number of warnings (yellow cards) - 5, and the number of corner kicks - 10.

4.6.9 Bets on the time when a certain event will take place○ E.g. when the first corner, first goal, etc. will take place. The seconds are not taken into account for calculating the bets. E.g. if the first goal was scored at 10 min. 07 sec. it is considered to be 11th min., 10 min. 59 sec. is considered 11th min., and 11 min. 00 sec. is considered 12th min.

## **Betting rules based on specific sports.**

### **4.7. Betting on Football**

4.7.1. Betting on the exact score in the match - it is suggested to choose the exact match score according to the possible options included in the program. If all other possible accounts that are not included in the program are selected, the outcome of "any other" is proposed for this event.

4.7.2. Bets on the result of the first half and the whole match - it is suggested to guess simultaneously the result of the first half and the whole match. The following nine options are possible:

1) W1/W1 - victory of the first team in the 1st half and in the match;

2) W1/X - victory of the first team in the 1st half and a draw in the match;

3) W1/W2 - the victory of the first team in the 1st half and the victory of the second team in the match;

4) X/W1 - a draw in the first half and the victory of the first team in the match;

5) X/X - draw in the 1st half and in the match;

6) X/W2 - a draw in the 1st half and the victory of the second team in the match;

7) W2/W1 - the victory of the second team in the 1st half and the victory of the first team in the match;

- 8) W2/X - victory of the second team in the 1st half and a draw in the match;
- 9) W2/W2 - the victory of the second team in the 1st half and in the match.

4.7.3. It is suggested to guess whether the first team will score a goal or not, whether the second team will score a goal or not, whether both teams will score or at least one will not score, at least one will score, whether the goal is in the first half or not, and whether or not there will be a goal in the second half or not.

4.7.4. It is suggested to guess which team will score the first goal in the match, in which time interval the first goal will be scored (the intervals of minutes are included inclusively), how the first goal in the match will be scored (with the game not with the head, with the head, with a penalty, against a penalty, an own goal, etc.). If the match ends with a score of 0:0, then the bets are considered lost.

4.7.5. It is proposed to guess which team will score the second goal in the match, in which time interval the second goal in the match will be scored (intervals of minutes are indicated inclusively). If the match ends with a score of 0:0, 1:0, or 0:1, then the bets are considered lost.

4.7.6. It is proposed to guess which team will score the last goal in the match or in the proposed period of time the last goal in the match will be scored (intervals of minutes are indicated inclusively). If the match ends with a score of 0:0, then the bets are considered lost.

4.7.7. An own goal is a goal scored on your own goal. The goal is scored as the goal of the team, on account of which the ball is recorded.

4.7.8. It is suggested to guess whether a penalty will be awarded or not.

4.7.9. It is proposed to guess whether there will be a removal (red card) in the match or not.

4.7.10. It is suggested to guess whether the total number of warnings (yellow cards) in the match is over or under the one specified in the total of the pre-game, which player will be given the first warning in the match (in case, according to the match protocol, the event occurred in both teams on the same minute, the bet is returned), if there are no warnings in the match, in which period of time the first warning will be issued (the intervals of minutes are indicated inclusively). If a player has been removed from the field as a result of two yellow cards, then only one of them is taken into account during the bet settlement.

4.7.11. When counting removals and warnings, only those cards that are presented to the team players during direct participation in the game are considered.

4.7.12. It is suggested to guess whether the total number of replacements made by the team is greater or less than the specified total value.

4.7.13. It is suggested to guess which team will make the first substitution (if according to the game protocol this event occurred at the same minute for both teams, the bet amount is to be returned), guess in what time interval the first substitution will occur in one of the teams (intervals of minutes are indicated inclusively), whether the player who came on the field for the substitution will score or not.

If the bet that there are no substitutions in the match was not expected in the pre-game, then in case there is no substitution in the match, the bets are settled with the odds of 1.

4.7.14. It is suggested to guess whether the total number of corners in the match is greater or less than the specified total value.

4.7.15. It is suggested to guess which team will give the first corner in the match, in which of the proposed time intervals will be the first corner. If the pre-game was not offered a bet on the fact that there will not be any corner kicks in the match, then in the event that there are no corner kicks in the match, the bets are settled with the odds of 1.

4.7.16. It is suggested to guess whether the total number of penalties in the match will be greater or less than the specified total value.

4.7.17. It is suggested to guess whether the total number of positions outside the game in the match is greater or less than the specified total value.

4.7.18. It is suggested to guess whether the time of possession of the ball by one of the teams (in percent) is greater or less than the specified total value in percent.

4.7.19. It is suggested to guess whether this player will score a goal or not. If the player did not enter the field (did not participate in the game), then the bet is subject to return. Own goals are not taken into account.

4.7.20. It is suggested to guess whether the game will include:

- a double - 2 goals scored into the opponent's goal by the same player,
- hat-trick - 3 goals scored into the opponent's goal by the same player,
- poker - 4 goals scored into the opponent's goal by the same player.

The outcomes of these events are calculated as follows: guessing the bet on a hat-trick, does not mean also guessing the bet on a double or placing a bet on poker, does not also mean the placement of a bet on a double and/or hat-trick.

4.7.21. It is suggested to guess whether this team will win a strong-willed victory. A strong-willed victory is when the team wins after it missed the first goal in its opponents net.

4.7.22. It is suggested to guess which team will start the match from the center of the field.

4.7.23. It is suggested to guess how many minutes the referee will add.

If the compensated time actually played on the field does not correspond to the shown added time, then the calculated compensated time is used to settle the odds. If the information about the added times shown by the alternate arbitrator on the light scoreboard subsequently for any reason changes (increases or decreases), then the bets are settled according to the originally (first) displayed information.

4.7.24. Bets on football matches are accepted for regular time, except for specially stipulated cases. The time added by the referee to the main time is a compensated time. Goals, substitutions and other events of the game that occurred during the compensated time are considered part of the regular time (the compensated time of the 1st half is considered the 45th minute, the compensated time of the 2nd half is considered the 90th minute).

4.7.25. Other types of betting on football may be offered, which will be presented and seen in the pre-game.

#### **4.8. Betting on Hockey and Bandy**

4.8.1. Hockey and ice hockey bets are accepted taking into account only the main time (without overtime), except for cases specially stipulated in the pre-game.

4.8.2. In hockey matches, you can make the following types of bets:

- The first team's (participant) victory of the event (designated as W1 in the pre-game);
- Draw (in the pre-game designated as X);
- The victory of the second team (participant) of the event (designated as W2 in the pre-game );
- The first team (participant) of the event will not lose (designated as 1X in the pre-game);
- One of the teams (participants) of the event will win (designated as 12 in the pre-game);
- The second team (participant) of the event will not lose (designated as X2 in the pre-game).

4.8.3. Bets on the winner of the event (handicap include):

- The victory of the first team (participant) of the event taking into account the handicap (in the "H1" column, the handicap is indicated, and in the column "Odds1" the winning odds are indicated);
- The victory of the second team (participant) of the event taking into account the handicap (in the "H2" column, the handicap is indicated, and in the column "Odds2" the winning odds are indicated).

4.8.4. In hockey bets you may also buy odds for half a goal. In this case, the odds decrease accordingly.

4.8.5. Bets on the number of goals scored, points scored, etc. participant or participants of the event.

4.8.6. The total number of goals in the match is more than the specified numberThe total number of goals in the match is more than the specified number (in the "Total" column of the pre-game the total number of goals is indicated, and in the "More" column you will see the winning ratio).

4.8.7. The total number of goals in a match is less than the specified number (in the "Total" column the total number of goals is indicated, and in the "Less" column you will see the winning ratio).

4.8.8. In hockey matches you may also buy half of a goal. In this case, the odds decrease accordingly.

4.8.9. The total number of goals in the match will be even or odd (if the score 0:0 it is considered even).

4.8.10. Bets on the result of the first half (period) and the whole match. It is proposed to simultaneously guess the result of the first period and the whole match. The following 9 variants are possible:

- W1/W1 - the victory of the first team in the 1st period and in the match;
- W1/X - victory of the first team in the 1st period and a draw in the match;
- W1/W2 - the victory of the first team in the 1st period and the victory of the second team in the match;

- X/W1 - a draw in the first period and the victory of the first team in the match;
- X/X - draw in the 1st period and in the match;
- X/W2 - a draw in the 1st period and the victory of the second team in the match;
- W2/W1 - the victory of the second team in the 1st period and the victory of the first team in the match;
- W2/X - the victory of the second team in the 1st period and draw in the match;
- W2/W2 - the victory of the second team in the 1st period and in the match.

4.8.11. It is proposed to guess which team will score the first goal in the match, as well as in what time interval the first goal will be scored (the intervals of minutes are indicated inclusively).

4.8.12. Bets on points scored by players - to make this bet play, you need to guess the total number of points scored by the specified player in the regular time of the match. The calculation is made by the system "goal + assists"

4.8.13. Total penalty time is determined only by final ranking data. All penalty time are taken into consideration. Penalty time set up before beginning of or after ending of a period (a match) and considered in final ranking is accepted for bet calculations. Penalty minutes are taken for calculation for the period when they were received.

4.8.14. Bets may be accepted for other events in hockey, which will otherwise be presented in the pre-game.

#### 4.9. Betting on Basketball

4.9.1. All bets are accepted taking into account extra time (overtime).

The exception is events for which the outcome of the draw is "X" in the pre-game: in this case, the main time is taken into account for betting settlement.

4.9.2. In basketball, you can make the following types of bets:

- Victory of the first team (participant) of the event (is designated as W1 in the pre-game);
- Draw (in the pre-game designated as X);
- The victory of the second team (participant) of the event (designated as W2 in the pre-game);
- The victory of the first team (participant) of the event taking into account the handicap (in the "H1" column, the handicap is indicated, and in the "Odds1" column the winning odds are indicated);
- The victory of the second team (participant) of the event taking into account the handicap (in the "H2" column, the handicap is indicated, and in the "Odds" column the winning odds are indicated).

4.9.3. In basketball games, you can increase or reduce a handicap. In this case, the odds decrease according to the value given in the supplementary table.

4.9.4. The total number of points in the match is more than the specified number (the total number of points is indicated in the "Total" column of the pre-game, and the winning ratio can be found in the "More" column).

4.9.5. The total number of points in the match is less than the specified number (in the "Total" column the total number of points is indicated, and in the "Less" column - the

winning ratio).

4.9.6. You can change the total amount when playing "More" (decrease the indicated number of overall performance) or "Less" (increase the number).

4.9.7. Bet on whether the total number of points in the match is even or odd.

4.9.8. Bets are accepted for other events in basketball that may at some point be presented in the pre-game.

#### 4.10. Betting on Tennis

4.10.1 Declared in advance format of tennis match can be changed before match starts (e.g. in a single match super tie-break is played instead of the decisive 3-rd set or 3 sets are played instead of 5). In such cases, bets made on Win1 and Win2 outcomes of match are subject to calculation according to final result, and all the other bets are calculated with the odds 1 (one).

4.10.2 If in the started tennis match one of the tennis players (one of the teams) is disqualified for some reason, refuses to play or is unable to continue the match, the match ends untimely, the bets made on the outcomes of that match are calculated in the following way:

The bets (including bets made on statistical data), the outcomes of which are definitely determined at the moment of interruption based on the match format, are considered completed and are subject to calculation. The bets on the other outcomes are calculated with the odds 1 (one).

For example, a tennis player (a tennis team) refuses to continue the match when the score is 4:4 (15:0). In this case, the bets made on the following outcomes of the first set are calculated with the odds 1 (one): Win1 and Win2, Total over (under) 10.5, Total over (under) 12.5, Handicap 1(+1.5), Handicap 2(-1.5), Handicap 1(-1.5), Handicap 2(+1.5), as well as the bets made on the following outcomes of match: Win 1 and Win2, Total over(under) 21.5, Handicap 1(+3.5), Handicap 2(-3.5), Handicap 1(-3.5), Handicap 2(+3.5). Bets on the outcomes total to be even (odd) number made on the first set and the match are also calculated with the odds 1 (one). The bets made on the following outcomes of the first set are subject to calculation: Total over(under) 6.5, Total over(under) 7.5, Total over(under) 8.5, Handicap 1 (+2.5), Handicap 2 (-2.5), Handicap 1 (-2.5), Handicap 2 (+2.5), as well as the bets made on the outcomes of the games starting from the 1-st to 8-th. The bets made on the outcome Win1 and Win2 of the 9-th game are calculated with the odds 1 (one), and the bets made on the outcomes Win1 and Win2 of the first point of the 9-th game are subject to calculation.

If the decisive set is played as super tie-break, the bets made on Total and Handicap of that set are calculated in points, and the set super tie-break is calculated as one game during the calculation of the bets made on Total and Handicap of match. Thus, the set is considered to be finished with the score 1:0 or 0:1.

For example, the match was finished with the score 6:3, 4:6, and 5:10. Super tie-break was played as the decisive third set. In this case, while calculating the bets, the final score of the match is considered to be 6:3, 4:6, and 0:1, that is, the number of games is 20.

Tie-break played at the end of set is also calculated as one game (for example, the tie-break, which is played when the set's score is 6:6, is considered to be the 13-th game of that set and the set ends with either 6:7 or 7:6 score).

If one of the sides refuses to participate in the match before its start, the bets made on the match outcomes are calculated with odds 1 (one). If during tennis team (doubles) match, in which the participants' names are specified by team (country) name (for example, Spain-Switzerland), the change of tennis player (team) is performed (in advance announced tennis player or tennis team for which the bets were offered), the bets on all outcomes of the match remain valid.

4.10.3 The bets offered on the outcomes of tennis matches:

- Victory of the first tennis player (team) in match (set or game) Win1.
- Victory of the second tennis player (team) in match (set or game) Win2.
- The first tennis player (team) will win (not lose) match (set) with the handicap taken into account Handicap1.
- The second tennis player (team) will win (not lose) match (set) with the handicap taken into account Handicap2.

4.10.4 Bets on total number of games in match (set) Total over (under) the value of bet argument.

4.10.5 Bets on total number of games in match (set) to be even or odd.

4.10.6 Bets on results of the first set and the full match:

It is offered to predict the winner of both the first set and the full match simultaneously. The following 4 betting options are available:

- Win1 Win1 victory of the first tennis player (team) in both the first set and the full match.
- Win1 Win2 victory of the first tennis player (team) in the first set and victory of the second tennis player (team) in the full match.
- Win2 Win1 victory of the second tennis player (team) in the first set and victory of the first tennis player (team) in the full match.
- Win2 Win2 victory of the second tennis player (team) in both the first set and the full match.

4.10.7 Bets on the final score of match (set):

It is offered to select the precise score registered in the end of the match (set) from the options available in the program (line).

4.10.8 Bets on tie-break to happen (not to happen).

4.10.9 Bets: Who will score the next point. The information provided by the official websites of tournaments and championships, which are included in the table, is taken as basis during calculation of bets on tennis matches.

In case of wrong indication of court coverage or place of tournament and incorrespondence in tournament's name made by the provider in the program (line), the bets made on the outcomes of the given tournament remain valid.

Penalty point (points) awarded by referee to a tennis player (team) are taken into account during calculation of the bets.

For example, during the score (6:4), (3:2), (0:40) the referee awarded 1 penalty point to the

second player and the score became (6:4), (3:3).

In this case, the second player is considered to win the 6-th game of the second set.

4.10.10. The bets made on the outcomes of tennis matches, which were postponed or interrupted, remain valid until the end of the tournament, which they belong to.

#### **4.11. Betting on Volleyball**

4.11.1. The handicap and the total for the volleyball match shall be indicated in points.

4.11.2. In volleyball you can make the following types of bets:

- The victory of the first team (participant) of the event (designated as "W1" in the pre-game);
- The victory of the second team (participant) of the event (designated as "W2" in the pre-game);
- The victory of the first team (participant) of the event taking into account the handicap (in the "H1" column, the handicap is indicated, and in the "Odds.1" column the winning odds are indicated);
- The victory of the second team (participant) of the event taking into account the handicap (in the "H2" column, the handicap is indicated, and in the "Odds2" column the winning odds are indicated);
- The total number of points in the match is more than the specified number (in the "Total" column of the pre-game the total number of points is indicated, and in the "More" column the winning ratio is displayed);
- The total number of points in the match is less than the specified number (in the "Total" column the total number of points is indicated, and in the "Less" column - the winning ratio);
- Betting on a set of sets in a volleyball match. In the pre-game, these are respectively designated as 3:0; 3:1, and so on.

4.11.3. Bets may be accepted for other events in volleyball, which may be presented in the pre-game.

#### **4.12. Betting on car racing**

4.12.1. A warm-up circle is included in the standings of the race.

4.12.2. If both drivers are off, then the winner of the pair is the one who has passed more laps.

4.12.3. If the racer is classified, it means he finished the race.

4.12.4. The following types of bets are also available:

- Victory in the race;
- The participant will place from the 1st to 3rd;
- The participant will finish the race (will be classified);
- The participant will not finish the race (will not be classified);
- The participant will pass the fastest lap in the race;
- The first participant in the results of the race will take a higher place than the second (designated as "1" in the pre-game);
- The second participant in the results of the race will take a higher place than the first (designated as "2" in the pre-game).

4.12.5. Bets may also be accepted for other events that are possible in auto racing, which will be presented in the pre-game.

#### **4.13. Betting on Baseball**

4.13.1. Bets are accepted for the final result of the match including all possible additional periods (inning). If the match is moved or canceled, the bets are returned. If in one day there were two identical matches that were included in the pre-game of the given day, then the result of the first of them is taken into account. If the game has started and has not been completed, then the settlement of bets is made in accordance with paragraph 20 of the basic rules for receiving bets.

4.13.2. In baseball, you can make the following types of bets:

- The victory of the second team (participant) of the event (designated as "W2" in the pre-game);
- The victory of the first team (participant) of the event taking into account the handicap (in the "H1" column, the handicap is indicated, and in the "Odds1" column the winning odds are indicated);
- The victory of the second team (participant) of the event taking into account the handicap (in the "H2" column, the handicap is indicated, and in the "Odds2" column the winning odds are indicated);
- The victory of the first team (participant) of the event (designated as "W1" in the pre-game);
- The total number of points in the match is more than the specified number (in the "Total" column the total number of points is indicated, and in the "More" column - the winning ratio);
- The total number of points in the match is less than the specified number (in the "Total" column the total number of points is indicated, and in the "Less" column - the winning ratio);
- We accept bets on whether the total number of points in the match is even or odd.

4.13.3. Other types of baseball betting may be presented in the pre-game. Bets may also be accepted for other events in volleyball, which will be presented in the pre-game.

#### **4.14. Betting on Snooker**

4.14.1. In general, the handicap and total are appointed by the number of games, and in individual games by the points of each game. According to the rules of snooker, a stalemate is possible, in which case, by the judge's decision, the match is replayed. Bets in this lot are settled with the odds of 1.

Other information related to the game: events, the time of their passage, possible outcomes to which the Company assigns a certain winning factor, types of rates, type, etc. are promulgated in the program.

#### **4.15. Betting on the TV game: "What? Where? When?"**

4.15.1. According to the rules of the TV show, "What? Where? When?", experts can take advantage of a decisive round", in which case the game ends with a score of 6:0 or 0:6. In such cases, the bets are settled according to the final result, and the handicap and total are calculated by the number of questions asked (played rounds). Other information related to the game: events, the time of their passage, possible outcomes to which the Company assigns a certain winning factor, types of bets, etc. are promulgated in the program.

#### 4.16. Betting on Dog and horse racing, and racing in motorsports

4.16.1. Bets are accepted for the final outcome of the race according to the following guidelines:

- The selected participant will take first place (will be recognized as the winner of the race);
- The selected participant will take first or second place;
- The selected participant will take first, second or third place;
- The selected two participants will take first and second place in the specified sequence (the winning pair);
- The selected three participants will take first, second and third place in the specified sequence (the winning three).

#### 4.17. Boxing, Mixed Martial Arts

4.17.1. "Fight Duration" is indicated in "Rounds Total". For "Total" counting, all rounds that have started are taken into account.

4.17.2. "Victory of the first/second fighter" is indicated as "W1" or "W2" and includes these circumstances:

- "Victory by points" (PTS), including Points Technical Victory
- "Knockout" (KO)
- "Technical Knockout" (TKO)
- "Victory by submission"
- "Opponent Disqualification" (DQ) (RTD)

4.17.3. "Draw" is indicated as "X" and is set by the officiates.

4.17.4. If officiates justify the fight outcome as "No contest" (NC), all bets set on such event get the coefficient of 1.

4.17.5. "Victory by Points" means that the victory is justified by the officiates.

4.17.6. "Inside distance victory" includes KO, TKO, Submission or Disqualification.

4.17.7. If the Rounds Total is changed within the bout, all bets on Total are recalculated with the coefficient of 1. The "Main Result" bets are not affected.

4.17.8. "Round of Victory" takes into account only Inside Distance Victory types happening in an exact Round.

4.17.9. For "Points Technical Victory" only "Victory by Points" is counted.

4.17.10. If a fighter was not released to the square/octagon after an indication, the fight is counted as finished in the previous round.

4.17.11. "KO Yes/No". "TKO" or Technical Knockout is not counted. Set by the officiates.

#### 4.18. Betting on long-term events.

4.18.1. Long-term events are the bets in which the user predicts the winner of a championship, tournament, part/stage of the tournament, a winner of a musical or other contest, a winner in elections, nominations or other events that may occur.

The bets are settled after the official announcement of the results by the organizer of the event.

If, for any reason, the participant, the team, or the player does not take part in the match, then all bets placed on them are settled as a loss.

4.18.2. If, among the proposed variants of bets on a long-term event, there is no one or several possible options for the outcome of the event, the client can contact the company and make a request for the addition of an appropriate outcome to the pre-game.

#### **4.19. Other bets**

According to the terms of these rules, the Company may offer bets on events that are not mentioned in these rules. In this case, taking into account the features of each event, the pre-game specifies the outcome (outcomes) of the event(s) to which the Company offers the bet.

### **5. Bonuses and Promotions.**

The company provides bonuses and the opportunity to participate in current promotions to those customers who use the Company's services for entertainment purposes. Free bets, bonuses and access to shares will be canceled or withdrawn from those Customers who abuse these offers. The company reserves the right to cancel a bonus offer at any time, in case of abuse of the offer and immediately close the account of the offender. "Abuse" includes, but is not limited to opening multiple accounts to receive multiple bonuses. The Company reserves the right to cancel the bonus given to the Client in the case that a deposit was not used for any bets. The company also has the right to cancel bonuses and winnings from the bets in full or in part of the bonus amount, if it suspected that there was a misuse of the bonus.

The client can receive or use only those offers that are available to him/her. The company reserves the right at any time and for any reason to change the conditions for the issuance of bonuses and the circle of Clients who receive said bonuses. The Company also has the right, at its discretion and at any time, to offer a special bonus to a specific Customer or group of Customers, cancel the bonus offer without any warning or compensation, change the terms of the bonus offer and/or replace one bonus offer with another.

In the framework of such actions (including but not limited to the "Cashout", "First Deposit Bonus", "Multi Bet Bonus" and "Cashback Express"), each e-mail address, credit card and Internet payment account is only allowed one bonus.

### **6. Sending messages.**

Customers registering on the Company's website give their consent to receive newsletters to their email address specified during registration.

Messages can include the latest Company news, information on added payment systems, new sports events, information on new services, changes in regulations and/or other conditions, and so on.

### **7. Adverts.**

The company has the right to place public announcements in the news section on its website, with helpful information informing users about changes in the current regulations and/or other conditions. The company can send changes in the current regulations and/or other conditions to the personal email address of the user on the site and, if necessary, to their personal email address. The customer, while registering or continuing to use the website's web services, agrees to the above notification methods.

## 8. Claiming winnings.

8.1. The client can request an amount only in the amount of the balance of his/her account.

8.2. When making payments, the Company has the right to request documents from the Customer for identification purposes. The company is guided by the international principles of KYC (Know Your Customer), which oblige to identify the Client's identity, before allowing the withdrawal operation.

8.3. The client may attach copies (scans) of their identity documents at any time (immediately after registration, before or after the request for withdrawal of funds) in the section "Account" - "My Profile".

8.4. The Company reserves the right to close the Customer's account and cancel any Customer's bets in the event of violations by the Customer of the General Provisions and Rules for the acceptance of bets, including in the following cases:

- Identification of forgery of identity documents with the help of any photo editors
- Opening of the account by a person who has not reached the age of majority according to the laws of the country of registration;
- If the registration data of the Customer does not coincide with the documents attached in the personal area;
- Repeated registrations of the same person;
- When using the same bank card or other means of payment on different gaming accounts;
- When using a bank card or other means of payment not belonging to the owner of the game account;
- In the event that a document attached to a gaming account is posted on the Internet in free access;
- In any other cases of fraud.

8.5. The application for withdrawal of funds is available in the section "Personal account" - "Casdesk".

Before processing the request by a specialist, you can cancel it by clicking the "Cancel" button on the "All Transactions" tab.

After processing the request, the button becomes inactive and cannot be undone. Examination of the application for withdrawal of funds takes no more than 48 hours. The minimum amount for withdrawal in one application is 300 rubles / 15 dollars / 15 euros.

8.6. In the withdrawal of funds, in addition to the identification document, the Company may require the provision of a copy of the bank card from which the money transfer was made to the gaming account. The name of the cardholder, the issuing bank, as well as the first 6 and the last 4 digits of the card number should be visible on the image of the card's front side, the remaining figures can be closed. For unnamed or virtual cards that do not have physical media, it is necessary to send a copy of the agreement for opening the card, where the full name and card number (or statement of transactions on the card with the full name and card number) will be indicated. In the event of a discrepancy between the Customer's name on the site and the name of the holder of the bank card, the Company is entitled to refuse withdrawal of funds and to block the Customer's account before providing the Customer with payment details that meet the requirements of the Company. The Company reserves the right to require the Customer to go through additional identification methods, including, but not limited to, video identification, a photograph of the person together with an identity document and other methods.

8.7. All electronic copies of the Client's documents are stored and used in accordance with the Terms of Use of Personal Data.

8.8. In accordance with international rules for combating money laundering and fraud prevention, cash is paid in the same way as replenishment of the game account. In the event that the withdrawal of funds can not be affected by the same method, the Company will propose another method.

8.9. In the event that the Customer's identity can not be established, and also in the event of fraudulent documents identification, bet fraud, money laundering and other offenses, the Company has the right to block the account, report to the appropriate authorities and refuse to pay the funds.

8.10. The Company is not a banking institution and, therefore, no interest is accrued on the account, and no guarantees of insurance deposits or other forms of bank insurance are effective for them.

8.11. Only bets with coefficient higher than 1.2 are taken into account in wagering a deposit wager.

- a) bets with coefficient of 1.2 or higher are taken into account;
- b) when forming the multiple bets, the single bet coefficient should not be less than 1.2;
- c) redemption of bets via CashOut is not taken into account in wagering a deposit wager.

8.12. When withdrawing funds in mBTC currency, the Client is obliged to specify only those Bitcoin ewallets that belong to him personally. The company is not responsible for the mistakes made in the payment data and the withdrawal of funds to other BTC ewallets.

8.13. The Company reserves the right to change the Deposit and withdrawal rules, as well as the list of available payment systems.

## 9. Claims and Complaints.

9.1. Acceptance of claims from Clients, as well as access to information about the Client's game account, is made by request via e-mail from the e-mail address specified at registration or through the section "Personal area" - "Feedback".

9.2. Claims on the results of events shall be accepted within 30 calendar days from the moment of completion of the event, in the presence of official documents of the result or a link to the site of the event organizer, confirming the validity of the claim.

9.3. Claims and complaints are processed promptly by the customer support department (technical support chat). In more complex cases, the question is addressed to the Company's management team (via e-mail or through "feedback" in the personal account).

9.4. For all claims related to the movement of funds on the account, the only evidence is logs in the Company's system.

9.5. The Company's liability does not exceed the amount of the bet or winnings to be paid (whichever is higher).

9.6. In situations not covered by these rules, the final decision will be made by administration.

9.7. If, as a result of the recalculation of the outcome of the event, the balance on the Customer's account is negative, which may occur as a result of typographical errors or technical errors (for example, the balance on the game account is 5,000 cu, the actual win of the Client is 2,500 cu, but on the account was erroneously registered with a winnings of 25.000 cu, which was paid to the client. As a result of recalculation, the negative balance is -17.500 cu), the Customer can not place bets until he replenishes his account.

9.8. All claims for the calculation of bets are accepted, in writing, within 5 days after the announcement of the results of the event.

## 10. Rights and obligations of the Company to the Client.

10.1. Do not accept bets from persons who do not agree with the terms of these rules.

10.2. Without any reasoning, at any time, refuse to accept any bid

In the case of bets made on the Internet, if for reasons (for example, a network problem, an unlawful intrusion on the Company's Internet page, etc.) independent of the Company, the bet made was not recorded by the Company, or was fixed incorrectly, or was recorded late, the Company shall not be liable for damages caused to the Client. The company in such cases is liable only in case of its fault. The Company shall not be liable for any damage incurred by the Customer if it is due to the Client's failure to fulfill its obligations to maintain the secrecy of the game account, login and password..

10.3. Refuse to pay winnings if it is proved that the Client knew the outcome of the event in advance.

### Rights and Obligations of the Client:

- 1) To fully familiarize yourself with the conditions for accepting bets, which will enable them to make a meaningful choice from the types of bets available.
- 2) To get acquainted with the formula for the calculation of winnings, and also to demand winnings within the specified terms.
- 3) In case of disagreement with the settlement of bets, file a complaint with the Company.

### The Client Must:

- 1) Familiarize themselves with all changes made in the pre-game before making a bet.
- 2) Adhere to an appropriate form of communication when communicating with the technical support service and with other employees of the Company.



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Support

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### Slottica Casino

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