ROOBET TERMS OF SERVICE

# 1. INTRODUCTION

Roobet.com is operated by Raw Entertainment B.V., (hereinafter “Roobet”, “Company”, “We” or “Us”), is a company duly incorporated under the laws of Curaçao with Company number 157205, and registered office at Korporaalweg 10, Curacao, Curaçao, that operates the website www.roobet.com under the license OGL/2024/687/0427 issued by the Government of Curacao.

All Fiat transactions are processed by Raw Entertainment Ltd, Reg No HE421735, having its registered address at Voukourestiou, 25, Neptune House, 1st Floor, Flat/Office11, Zakaki, 3045, Limassol, Cyprus which is a company of the Roobet group that acts as a paying and operational agent on behalf of Raw Entertainment B.V.

# 2. ACCEPTANCE

BY REGISTERING AN ACCOUNT AT WWW.ROOBET.COM (THE “WEBSITE”), YOU ENTER INTO AN AGREEMENT WITH ROOBET, AND AGREE TO BE BOUND BY THESE TERMS OF SERVICE (THE “AGREEMENT”) AND BY OUR TERMS TO OUR BETTING OR GAMING PRODUCTS AS FURTHER REFERENCED IN THIS AGREEMENT.

PLEASE READ THIS TERMS CAREFULLY TO UNDERSTAND THE RULES AND CONDITIONS THAT APPLY TO YOU, ACCESSING AND USING THE WEBSITE OR ANY OF THE SERVICES OFFERED. IF YOU HAVE ANY DOUBTS REGARDING YOUR OBLIGATIONS UNDER THIS TERMS, PLEASE SEEK LEGAL ADVICE ON THE JURISDICTION FROM WHICH YOU ARE ACCESSING THE WEBSITE.

IF YOU DISAGREE WITH THIS TERMS, PLEASE REFRAIN YOURSELF FROM ACCESSING THE WEBSITE, REGISTERING/CREATING AN ACCOUNT OR USE ANY SERVICE OFFERED ON THE WEBSITE.

# 3. DEFINITIONS

3.1. Account or User Account: refers to a Your User Account created on https://roobet.com/

3.2. Bet and Wager: refer to every participation in any game on the Website.

3.3. Game and Games: refers to any gambling Services on the Website, including games of skill, games of chance, games of risk and sports bets, and esports.

3.4. Iron Pouch: refers to your on-site wallet where your funds are stored.

3.5. Restricted Territories: Refers to all Jurisdictions banned from the Website. Residents of the following jurisdictions and territories may not access the Website or register an Account on it: Aruba, Australia, Bonaire, Cuba, Curacao, Cyprus, Gibraltar, Haiti, Iran, Iraq, Malta, Myanmar, Netherlands, Nicaragua, North Korea, Saba, Saint Maarten, Saint Martin, South Sudan, Statia, Syria, United States, United Kingdoms, Yemen and Zimbabwe.

3.6. Service(s): refer to services made available on the website, namely all Games, chat rooms, support interactions, and other features such as deposits, tips, withdrawals and bonus that are available on the Website or associated with it.

3.7. Terms: refers to this agreement which is made up of the Terms of Service, Privacy Policy, AML Policy, Responsible Gambling Policy, Bonus and Promotion Policy, Game and Sportsbook Policy, and Roobet Chat Rules.

3.8. You, User or Player: refers to each natural individual that has an Account at https://roobet.com/

# 4. USER ACCOUNT

### Registration

4.1. In order to use any of the Services on the Website, You must first register an Account. Registration can be done by filling out and submitting the registration form available on the Website.

4.2. When filling out the registration form You must enter all mandatory information requested into Your registration form, namely Your, Name, Date of birth, Address and E-mail.

4.3. Where the information stipulated in 4.2. is not provided and/or is not deemed to be complete, and/or accurate, We will not be able to process your application and you will not be able to open an Account.

## Username

4.4. When registering your Account You will have to set a Username. The Username may not contain offensive expressions or be offensive to specific group(s), to Roobet, or any of its staff.

4.5. Roobet reserves the right to reject the registration of any User Account that in its opinion has an offensive Username.

4.6. Roobet reserves the right to reject any username change request at its sole discretion.

4.7. Roobet reserves the right to change your username at its own discretion.

## Know Your Customer

4.8. You represent and warrant that any information provided by You on your application form is true, updated and correct.

4.9. We reserve the right, at any time, to ask for any KYC documentation we deem necessary to determine Your identity and location. We reserve the right to restrict the Services, such as deposit and withdrawal functions until you have completed the identification process and provided Us with all the information that was requested to You.

4.10. If you realise that the information provided at registration on your account is incorrect, you must tell us immediately or immediately amend your information. The use of third party identities or alias upon registration, constitutes a breach of these Terms of Service and entitle Roobet to take the actions set in clause 6 of these Terms of Service.

## Multiple Accounts

4.11. You warrant to not have an existing Account on the Website, neither active nor banned. If you are uncertain if there is a connected/linked account, please contact our support team for assistance.

4.12. You must report any account created by yourself or a close relative that shares an electronic device, household, IP address or other with an already existing account without delay to the Roobet support team and thoroughly verify it. Failure to report an account will be considered an intentional circumvention and result in the termination of the accounts in question. You alone are responsible for the reporting of the additional account, which must be done immediately. Usage of a connected account is only allowed with the Company’s written consent.

## Security & Responsibility

4.13. You are solely responsible for safeguarding the access and your login credentials, including 2FA (2-Factor-Authentification), used to access the Website and your Account.

4.14. You warrant to notify Us immediately upon becoming aware of any security breach or unauthorised use of your Account or access to it.

4.15. We are not liable or responsible for any abuse or misuse of your Account by third parties due to your disclosure, whether intentional, accidental, active or passive, of your login details to any third party.

4.16. We shall not be liable for any loss or damage that you may suffer as a result of your failure to keep your login secure and private.

4.17. You are prohibited from borrowing, selling, transferring or acquiring Accounts to or from other Players.

4.18. You are responsible for all activities that occur under your account.

# 5. ACCEPTANCE POLICY

5.1. We reserve the right to refuse any application for an Account, at our sole discretion or that we understand that does not comply with the requirements mentioned on this Terms to open an Account.

# 6. ACCOUNT SUSPENSION AND CLOSURE

6.1. We reserve the right to close or suspend your account if:

a) We understand that You are using or have used the Website in a fraudulent or collusive manner or for illegal and/or unlawful or improper purposes;

b) We understand that You are using or have used the Website in an unfair manner, have deliberately cheated or taken unfair advantage of the Website or any of its User or if your Account is being used for the benefit of a third party;

c) You are in breach of these Terms, the applicable regulations or the fair use of our services, or we have reasonable concerns to believe that You are a compulsive problem gambler;

d) We suspect that your Account has been compromised or is being used in breach of our Terms.

6.2. If We close or suspend your account on the Terms set in the paragraph 6.1., You shall, to the extent permitted by applicable laws, be liable for any and all claims, direct losses, liabilities, damages, costs and expenses incurred or suffered by us (together, the “Claims”).

6.3. If We close or suspend your account on the Terms set in the paragraph 6.1., we are entitled to void any bets placed by You following such actions.

6.4. We reserve the right to close Your Account at any time at our own sole discretion and freeze all remaining funds on the Account.

# 7. INACTIVE ACCOUNTS

7.1. An inactive account is an account that has not been accessed or logged in to for an uninterrupted period of 6 months.

7.3. We reserve the right to close inactive accounts with zero balance at our own discretion.

# 8. PLAYER WARRANTIES

Prior to your use of the Service and on an ongoing basis you represent, warrant, covenant and agree that:

### Capacity

8.1. You are over 18 or such other legal age of majority as determined by any laws which are applicable to you, whichever age is greater;

8.2. You have full capacity to enter into a legally binding agreement with us and you are not restricted by any form of limited legal capacity;

8.3. Your use of the website is at your sole option, discretion and risk;

8.4. You participate in the games strictly in your personal and non-professional capacity and participate for recreational and entertainment purposes only;

8.5. You participate in the games on your own behalf and not on the behalf of a third party or individual;

8.6. You will not use the Services under the influence of drugs or strong medication or other substances that may affect your sense of judgement.

## Personal Information

8.7. All information that you provide to us during the term of validity of this agreement is true, complete, correct, and that you shall immediately notify us of any change of such information;

8.8. You will keep your information always up-to-date and you will inform us of any changes to the information that you have provided without delay.

## Responsible Gambling

8.9. You are not diagnosed or classified as a compulsive or problem gambler;

8.10. You are not currently self-excluded from any gambling site or premises. You will inform us immediately if you enter into a self-exclusion agreement with any gambling provider.

## Jurisdiction

8.11. You are not accessing the Website from a Restricted Territory or a jurisdiction in which it is illegal to do so;

8.12. You will not access the Website from a jurisdiction that prohibits gambling;

## Funds

8.13. You will not deposit funds which originate from criminal or other unauthorised activity. You will not deposit or withdraw funds from / to crypto wallets that are linked or categorized as illicit or connected to illicit activities;

8.14. You will not deposit or withdraw funds using payment methods that do not belong to You;

8.15. You will not deposit funds that are tainted with any illegality or originate from any illegal activity or source;

8.16. You will only deposit funds for the purpose of using it to place bets/wager on the Website;

8.17. You will not try to deposit funds to your Iron Pouch if your account is suspended, blocked or under self-exclusion;

8.18. You understand that by participating in the Services available on the Website, You take the risk of losing money deposited.

8.19. You acknowledge you are not allowed to borrow or lend funds to another User on the Website

8.20. You are fully and sole liable to ensure that all local tax obligations are met which are caused from your usage of the Website and associated Services, including winnings.

## Account Activity

8.21. You acknowledge that the Iron Pouch is not a bank account or other method to safely store funds or assets for a longer time or an investment.

8.22. You will not be involved in any fraudulent, collusive, fixing or other unlawful activity in relation to Your or any third parties' participation in any of the games and/or services on the Website, and shall not use any software-assisted methods or techniques or hardware devices for your participation in any of the games and/or services on the Website;

8.23. You will not conduct any criminal or illicit activities on your Account;

8.24. You are not allowed to operate a syndicate or other professional activities through your Roobet Account;

8.25. We reserve the right to close or suspend your account and void any active bets if You breach any of the warrants mentioned in Clause 7 or we have reasonable suspicions to believe that you might have breached any of the above mentioned warrants.

# 9. IRON POUCH DEPOSIT

9.1. In order to use the services available on the Website, You need to have funds available on your Iron Pouch. For that purpose You can deposit funds on your Iron Pouch through any of the payment methods made available to You on the Website.

9.2. You can only deposit funds on your Iron Pouch through using payment methods and crypto wallets that belong to You.

9.3. We reserve the right to set a minimum deposit value at our own discretion. The minimum deposit amount can be changed at all time and will be identified on the website. Please be aware that depending on the payment method used by You, additional fees might be charged by the payment providers.

9.4. The deposits are immediately processed and your balance updated. We do not take responsibility for any delays caused due to the payment providers.

9.5. We reserve the right to use additional procedures and means to verify your identity when processing deposits into your Iron Pouch.

9.6. We reserve the right to refuse any deposits at our own discretion.

9.7 You acknowledge that you must pay a 1% (one per cent) deposit fee for all successful FIAT deposits. The amount will be automatically deducted from the deposited amount.

# 10. IRON POUCH WITHDRAWALS

## General Rules

10.1. You can withdraw your funds from your Iron Pouch through the use of any payment methods made available to you on the Website. However, remember that you need to wager your deposit before you can withdraw.

10.2. We reserve the right to set a minimum withdrawal amount at our own discretion. The minimum withdrawal amount can be changed at all times and will be identified on the Website. Please be aware that depending on the payment method used by You, additional fees might be charged by the payment providers or Us.

10.3. If You have multiple withdrawals pending, we reserve the right to reject all withdrawals and request You to perform one withdrawal with the sum of all multiple withdrawals.

10.4. Before processing any withdrawal, we reserve the right to perform enhanced due diligence and investigate Your account and gaming activity. If we reasonably suspect that Your account or gaming activity has violated these Terms or applicable laws or regulations, we may, in our sole discretion, delay or decline further deposits, withdrawals and/or game play while we conduct our investigation. You acknowledge and accept that we may not be in a position to provide an explanation as to the nature of its investigation.

10.5. We reserve the right to refuse any withdrawals until:

a) Your identity has been fully verified by us;

b) We confirmed the payment method used to withdrawal belongs to You;

c) You have completed all additional information requested made by Us;

d) You have complied with the minimum wager requirement for each deposit.

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

### FIAT Withdrawals

10.7. All withdrawals must be done through the same payment method chosen by you when placing a deposit. If not possible, We allow You to withdraw to another payment method, as long as you provide proof that the same belongs to You.

10.8. You acknowledge if you reach 10 (ten) or more fiat withdrawals in a 30 (thirty) day running period, You must pay a 2% (two percent) withdrawal fee for each additional withdrawal, including the tenth withdrawal.

10.9. If you deposit using a number of payment methods, we reserve the right to split your withdrawal across such payment methods and process each part through the respective payment method at our discretion.

### Crypto Withdrawals

10.10. Crypto withdrawals will be made to your stated cryptocurrency wallet address when making a valid withdrawal request.

10.11. In cases where you have introduced the wrong wallet address or the wallet is not valid for any reason, We will not be liable for such errors, neither we will be liable for you for those errors. You are solely responsible for selecting and providing the wallet address to which you want to withdraw.

## 11. CARDS & CHARGEBACKS

11.1. Card deposits may, from time to time, be partially and/or fully declined subject to certain security systems managed in collaboration with a payment provider and/or a financial institution. Such security measures may decline legitimate cards, which nevertheless, at a particular time, may not be possible to process. We do not control the said systems, nor do We have any knowledge of the reasons for any deposits being declined.

11.2. We may request documents to verify the identity and/or authorisation to use a specific card and/or other facts provided by You before expediting deposits and/or withdrawals. This may cause slight delays.

11.3. If We incur any charge-backs, reversals or denial of payments or any loss suffered by Us as a consequence thereof due to causes attributable to You in respect of your Account, We reserve the right to charge You for the relevant amounts incurred.

11.4. We may, at any time, set off any positive balance on your Account against any amounts owed by You to Us.

11.5. If a chargeback on a card or depositing method you have used is requested by the payment method provider, we may take the following steps:a) We may block Your Account;b) We may take any such action as we are entitled to by law;c) A chargeback notice may be issued and sent to you, using your registration details;d) We will use the same payment method as chosen by you when placing a deposit in order to issue the chargeback.

11.6. The balance of Your Account may turn negative in cases of chargeback.

11.7. You agree that initiating a Chargeback without prior authorization constitutes a breach of these Terms of Service, and we reserve the right to take appropriate action, including but not limited to suspension or termination of your account and pursuit of legal remedies.

11.8. If you have any concerns or disputes regarding transactions on our Site, you agree to contact us directly and attempt to resolve the issue in good faith before initiating any Chargebacks.

## 12. PLACING BETS/WAGERS

12.1. We reserve the right to decline all, or part, of any bet/wager requested at our sole and absolute discretion. All bets/wagers are placed at your own risk and discretion.

12.2. It is your responsibility to ensure that the details of your bets/wagers are correct. Once bets/wagers have been placed they cannot be cancelled. Bets can only be changed by You using the edit features, where this is available.

12.3. Your funds will be allocated to bets/wagers in the order they are placed and will not be available for any other use.

12.4. We reserve the right to cancel fraudulent bets or bets made on wrong odds or odds affected by technical errors.

12.5. You acknowledge you may not place any bets on the Sportsbook section as long as you have an active wager requirement from a deposit bonus.

# 13. BET/WAGER CONFIRMATION

13.1. Bets/wagers will not be valid if there are insufficient funds in your Account.

13.2. A bet/wager that you request will only be valid once accepted by our servers.

13.3. Each valid bet/wager will receive a unique transaction code. We shall not be liable for the settlement of any bets/wagers which are not issued with a unique transaction code. If you are unsure about the validity of a bet/wager, please check your account history, or contact Us.

13.4. Notwithstanding the above, if bets/wagers are placed via a credit or debit card they are not valid until we have received payment in full. The bet/wager will be automatically void if We have not received the payment prior to the relevant event commencing.

13.5. We will declare a bet partially or fully void (and / or close Your Account) if we believe that any of the following apply:a) You, or people associated with you may have directly or indirectly influenced the outcome of an event;b)You, or people associated with you may have access to insider knowledge that can influence the outcome of an event;c) You, or people associated with you are engaged in arbitrage or matched betting;d) You and or people associated with you directly or indirectly ignore the Rules;e) The result of an event has been directly or indirectly affected by criminal activity;f) A significant change in odds happened, for example due to a public announcement in relation to an event;g) Bets have been offered, placed and/or accepted that we would not have accepted, due to a technical issue affecting the Site at that point in time or a mistake, misprint and/or anything which is outside our control;h) We have reason to believe automated systems or players have placed the bet;i) We have received erroneous information from feeds in connection with the event/s;j) Irregular or unusual betting patterns have taken place;

13.6. Evidence of the above may (without limitation) be based on the size, volume or pattern of Transactions placed with us across any or all of our betting channels. If no fraudulent or unlawful conduct is found to have occurred following completion of our investigation (and/or, if applicable, the investigation of the relevant governing body of the sport in question (if any)), settlement of the relevant Transactions will be completed. A decision given by the relevant governing body will be conclusive.

13.7. Where there is evidence of a series of Transactions each containing the same selection(s) having been placed by or for the same individual, groups, or syndicate of individuals, we are entitled to make Transactions void or withhold payment of returns pending the outcome of any subsequent investigation.

# 14. BONUS & PROMOTIONS

14.1. We might offer bonus and promotions from time to time and at our own discretion. The bonus and promotions will be ruled by the Bonus and Promotions Policy and the Conditions of each bonus or promotion.

14.2. All Bonuses and Promotions must be claimed within 30 (thirty) days, otherwise they are forfeit and can no longer be claimed.

14.3. All Referral program earnings/commissions must be claimed within 365 (three hundred sixty-five) days, otherwise they are forfeit and can no longer be claimed.

14.4. If we suspect You are a bonus abuser or if You have abused any bonus in the past, we reserve the right to prohibit You from participating in any promotion and remove your eligibility to receive any bonus.

# 15. SOFTWARE AND ERRORS

15.1. In order for You to use certain products offered on the Website You may need to download some software. Also, certain third party product providers may require you to agree to additional terms and conditions governing the use of their products. If you do not accept those third party terms and conditions, do not use the relevant third party software. We do not accept any liability in respect of any third party software.

15.2. You are only permitted to use any and all software made available to you via the Website for the purpose of using products on the Website and, save to the extent permitted by applicable law, for no other purposes whatsoever.

15.3. We hereby grant to you a personal, non-exclusive, non-transferable right to use the relevant software, for the sole purpose of using/playing products on the Website, in accordance with the following provisions:

a) You are not permitted to: (i) install or load the software onto a server or other networked device or take other steps to make the software available via any form of "bulletin board", online service or remote dial-in or network to any other person; (ii) sub-license, assign, rent, lease, loan, transfer or copy (except as expressly provided elsewhere in these terms and conditions) your licence to use the software or make or distribute copies of the software; (iii) enter, access or attempt to enter or access or otherwise bypass Roobet’s security system or interfere in any way (including, but not limited to, robots, or similar devices) with the relevant products or the Website or attempt to make any changes to the software and/or any features or components thereof; or (iv) copy or translate any user documentation provided 'online' or in electronic format.

b) In addition, and except to the minimum extent permitted by applicable law in relation to computer programs, you are not permitted to: (i) translate, reverse engineer, decompile, disassemble, modify, create derivative works based on, or otherwise modify the software; or (ii) reverse engineer, decompile, disassemble, modify, adapt, translate, make any attempt to discover the source code of the software or to create derivative works based on the whole or on any part of the software.

15.4. You do not own the software. The software is owned and is the exclusive property of Roobet or third party software provider company (the “Software Provider”). Any software and accompanying documentation which have been licensed to us are proprietary products of the Software Provider and protected throughout the world by copyright law. Your use of the software does not give you ownership of any intellectual property rights in the software.

15.5. The software is provided “as is” without any warranties, conditions, undertakings or representations. We do not warrant that: (i) the software will meet your requirements; (ii) the software will not infringe any third party’s intellectual property rights; (iii) the operation of the software will be error free or uninterrupted; (iv) any defects in the software will be corrected; or (v) the software or the servers are virus-free.

15.6. In the event of system errors occurring in connection with the settlement of accounts or other features or components of the software, neither us nor the Software Provider will have any liability to you or to any third party in respect of such errors. We reserve the right in the event of such errors to remove all relevant products from the Website and take any other action to correct such errors.

15.7. You hereby acknowledge that how you use the software is outside of our control. Accordingly, you load and use the software at your own risk. We will not have any liability to you or to any third party in respect of your receipt of and/or use of the software.

15.8. The software may include confidential information which is secret and valuable to the Software Provider and/or us. You are not entitled to use or disclose that confidential information other than strictly in accordance with these Terms.

15.9. While We endeavour to ensure that the Website is available 24 hours a day, We shall not be liable if for any reason the Website is unavailable at any time or for any period. We reserve the right to make changes or corrections to or to alter, suspend or discontinue any aspect of the Website and the content or services or products available through it, including your access to it.

15.10. You must not misuse the Website by introducing viruses, Trojans, worms, logic bombs or other material which is malicious or technologically harmful. In particular, you must not access without authority, interfere with, damage or disrupt the Website or any part of it; any equipment or network on which the Website is stored; any software used in connection

with the provision of the Website; or any equipment, software or website owned or used by a third party. You must not attack our Website via a denial-of-service attack. We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of the Website, software or to your downloading of any material posted on it, or on any website linked to it.

15.11. We will not be liable in the event You try to or obtain an advantage from any errors in respect of bets or wagers on the Website if You were deliberately acting in bad-faith, including where: (i) there is an obvious error in the relevant odds, spreads, handicap, totals, cash-out; (ii) we continue to accept bets or wagers on closed or suspended markets; (iii) we incorrectly calculates or pays a settlement amount, including where a bet is Cashed Out for the full settlement amount, or a bet is made void incorrectly, where 'Void if player does not start' was selected at bet placement; or (iv) any error occurs in a random number generator or pay tables included, incorporated or used in any game or product.

# 16. YOUR EQUIPMENT

16.1. Your computer equipment or mobile device and internet connection may affect the performance and/or operation of the Website. We do not guarantee that the Website will operate without faults or errors or that our services will be provided without interruption. We do not accept any liability for any failures or issues that arise due to Your equipment, internet connection or internet or telecommunication service provider (including, for example, if You are unable to place bets or wagers or to view or receive certain information in relation to particular events).

16.2. For Users using a mobile device for the placing of bets/wagers, please note that We will not be responsible for any damage to, or loss of data from the mobile device that the software is installed on, and will also not be responsible for any call, data or other charges incurred whilst using the software.

16.3. Due to limited display sizes on mobile devices, the mobile experience might differ slightly from other platforms. Differences might include, but are not limited to, the location of certain information on the platform and game names not being visible on all game pages.

# 17. THIRD PARTY CONTENT

17.1. We receive feeds, commentaries and content from a number of suppliers. Certain third party product providers may require You to agree to additional terms and conditions governing the use of their feeds, commentaries and content. If You do not accept the relevant third party terms and conditions, You agree to not use the relevant feeds, commentaries or content.

17.2. We do not accept any liability in respect of any third party feeds, commentaries and content.

17.3. Where the Website contains links to third party websites and resources, these links are provided for Your information only. We have no control over the content of these sites or resources, and accepts no liability for them or for any loss or damage that may arise from Your use of them. The inclusion of a link to a third party website does not constitute an endorsement of that third party's website, product or services, if applicable.

# 18. LIABILITY

18.1. Without prejudice to any other rights, if you breach in whole or in part any provision contained herein, We reserve the right to take such action as it sees fit, including closing your User Account and/or taking legal action against You.

18.2. You agree to fully indemnify, defend and hold harmless Roobet and its shareholders, directors, agents and employees from and against all claims, demands, liabilities, damages, losses, costs and expenses, including legal fees and any other charges whatsoever, howsoever caused, that may arise as a result of:

a) your breach of this Terms, in whole or in part;b) violation by you of any law or any third party rights; andc) use by you of the Service.

18.3. Under no circumstances, including negligence, shall We be liable for any special, incidental, direct, indirect or consequential damages whatsoever (including, without limitation, damages for loss of business profits, business

interruption, loss of business information, or any other pecuniary loss) arising out of the use (or misuse) of the Service even if We had prior knowledge of the possibility of such damages.

# 19. INTELLECTUAL PROPERTY

19.1. The contents of the Website are protected by international copyright laws and other intellectual property rights.

19.2. All product and company names and logos mentioned on the Website are the trade marks, service marks or trading names of their respective owners, including Roobet.

19.3. Except to the extent required to use a product for the purpose of placing bets or wagers, no part of the Website may be reproduced or stored, modified, copied, republished, uploaded, posted, transmitted or distributed, by any means or in any manner, or included in any other website or in any public or private electronic retrieval system or service including text, graphics, video, messages, code and/or software without our express prior written consent.

19.4. Any commercial use or exploitation of the Website or its content is strictly prohibited.

# 20. AMENDMENT

20.1. We may need to change the Terms from time to time. All changes will be published on the Website and the most up to date Terms will be available on the Website.

20.2. When a material change is carried out on the Terms the customer will be informed of such changes. However, we advise you to regularly check our Terms on the Website.

# 21. GOVERNING LAW & DISPUTES

21.1. These Terms and any dispute or claim arising out of or in connection with it or its subject matter, whether of a contractual or non-contractual nature, shall be governed by and construed in accordance with the laws of Curaçao.

21.2. In case of any dispute you warrant to first contact our Support Team about any potential dispute. If you dispute is not resolved within 30 days or you do not agree with the result of the Dispute, you agree that before starting a lawsuit you will start a Arbitration procedure in accordance with Curaçao law.

# 22. ADR Clause

22.1. Any complaint or dispute arising from or relating to these Terms, a transaction or otherwise shall be resolved through Roobets complaints procedure prior to pursuing any other legal or equitable remedy.

22.2. If a complaint or dispute is not resolved through the internal complaints procedure, such unresolved complaint or dispute may be referred by either party to Resolvo Curaçao to be settled by binding alternative dispute resolution. The alternative dispute resolution proceedings are free of cost for the player.

22.3. For information regarding the alternative dispute resolution procedure and Resolvo Curaçao, visit www.resolvocuracao.com or send an email to info@resolvocuracao.com.

# 23. SEVERABILITY

23.1. If any provision of these Terms is found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of these Terms which shall remain in full force and effect.

# 24. MISCELLANEOUS

24.1. We reserve the right to assign this Terms, in whole or in part, at any time without notice. You may not assign any of his/her rights or obligations under this Terms.

24.2. No waiver by us of any breach of any provision of this Terms (including the failure of to require strict and literal performance of or compliance with any provision of this Terms) shall in any way be construed as a waiver of any subsequent breach of such provision or of any breach of any other provision of this Terms.

24.3. Nothing in this Terms shall create or be deemed to create a partnership, agency, trust arrangement, fiduciary relationship or joint venture between you and us.

24.4. This Terms constitute the entire understanding and agreement between you and us regarding the Service and supersedes any prior agreement, understanding, or arrangement between you and us.

# 25. ENTIRE AGREEMENT

25.1. You acknowledge that any translation provided by Roobet shall only assist you to understand the English Terms better. Roobet provides no warranty that the translation is error free.

25.2. The English Terms and all English Sub-Policies shall exclusively govern the relationship between you and Roobet.

25.3. You acknowledge that the original English Terms shall prevail in the case of a dispute. Therefore, no translated forms of the Terms may be used in a court of law or any other dispute.

# 26. CONTACTS & COMPLAINTS

If you have any questions regarding this terms and conditions or you want to present a complaint as per the dispute resolution provisions above, please contact us on the following e-mails:

General Questions: support@roobet.com

Complaints: CS@roobet.com