Contents

1. General Terms
2. Self-Exclusion
3. Dispute Resolution
4. Accounts, Payouts & Bonuses
   4.1. ACCOUNTS
   4.2. DEPOSITS AND PAYOUTS
   4.3. Withdrawal Processing Time
   4.4. Refund Policy
   4.5. BONUSES
5. Casino
   5.1. Promotions
   5.2. Stop list of wagering games
   5.3. Errors Or Omissions
   5.4. Force Majeure Events
6. FAIRNESS & RNG TESTING METHODS
   6.1. DEFINITION OF FAIR CASINOS
   6.2. DEFINITION OF FAIR AND SAFE CASINOS
7. Privacy & Management of Personal Data
   7.1. Privacy
   7.2. Consent To Personal Data Processing
   7.3. Objectives Of Information Collection
   7.4. Means Of Gathering And Processing Data
   7.5. The Use Of Data
   7.6. Information Disclosure
   7.7. Access
   7.8. Cookies
   7.9. Consent To Use Of Electronic Service Providers
   7.10. Consent To Security Reviews
   7.11. Security
   7.12. Protection Of Minors
   7.13. International Transfers
   7.14. Third-Party Relationships
   7.15. Legal Disclaimer
   7.16. Consent To Privacy Policy
8. Anti-Money Laundering
9. Responsible Gaming
10. KYC POLICIES

1. General Terms

1. Bets may only be placed by individuals who are 18 years of age or the age of majority in their state (if the age of majority is over 18) and agree to the Betting Rules offered by the Casino. The customer shall be held liable for violation of this regulation. By registering and playing on the website, you confirm that you do not suffer from a gambling addiction.
2. The right to access and/or use the Website (including any or all of the products offered through the Website) may be considered illegal in certain countries (including, for example, the USA, the United Kingdom, Cyprus, the Netherlands, etc.). We do not intend for our Website to be used for playing in casino or other purposes by people who reside in countries or jurisdictions in which such types of activity are illegal.
3. The fact that our website is available in such a country and/or jurisdiction or that it can be displayed in the official language of any of those countries cannot be considered official authorization or legal grounds for using our Website and depositing funds into your account or withdrawing your winnings. The availability of the Website does not mean that it contains any proposals, incitement or invitation to use or subscribe of playing in casino or any of the other services in any jurisdiction where such activity is illegal.
4. You are responsible for determining whether your accessing and/or use of the Website is compliant with applicable laws in your jurisdiction and you warrant to us that Casino is legal in the territory where you reside. When opening an account and/or using our Website you must make sure that your actions are legal in the territory in which you reside. You also guarantee and agree that you have received legal advice before registering on our Website. If we become aware that you are a resident in a country where the use of our Website is considered illegal, we will have the right to close your account and refund any remaining balance on your account at the moment of its closure (after the deduction of any winnings credited after your most recent deposit was made). Players from Israel, United States of America, United Kingdom, France and its overseas territories (Guadeloupe, Martinique, French Guiana, Réunion, Mayotte, St. Martin, French Polynesia, Wallis and Futuna, New Caledonia), Netherlands, Malta, United Arab Emirates, Turkey, Latvia, Dutch West Indies, Estonia, Belarus, Lithuania, Gibraltar, Jersey, Ukraine, Belgium, Curacao, Cyprus, Angola, Albania, Iraq, Jamaica, Uganda, Islamic Republic of Iran, Lebanon, Zimbabwe, Mauritius, Nicaragua, Yemen , Central African Republic, Côte d'Ivoire, Sudan, Liberia, Syrian Arab Republic, Cayman Islands, Somalia, Congo, Eritrea , Haiti, Sierra Leone, Ethiopia, Myanmar, South Sudan, Burkina Faso, Libya, Mali, Barbados, Rwanda, Montserrat, Cuba, North Korea, Russia, Afghanistan, Canadian Province of New Brunswick, China, Cuba, Central African Republic, Democratic Republic of Congo, Haiti, Iran, Iraq, Israel, Libya, Myanmar, N. Korea, Russia, Somalia, South Sudan, Syria, UK, USA, Yemen, Venezuela are prohibited from playing real money wagering games at 22casino. The Casino cannot guarantee successful processing of withdrawals or refunds if the player breaches this Restricted Countries policy.
5. The Casino shall be entitled to refuse bets from customers who fail to abide by these Rules. The Casino reserves the right to refuse to accept a bet of any type from any customer should they violate social standards of conduct and public order.
6. The Casino reserves the right to refuse to accept a bet from any individual without giving a reason.
7. Winnings shall be paid to the bettor within 30 (thirty) calendar days from the date of the results of the latest bet.
8. No connection failure while receiving confirmation of a bet shall entail the cancellation of such bet.
9. Placing a bet acts as proof that the Customer agrees to and accepts these terms of services.
10. The Casino reserves the right to update these terms of services and add new provisions at any

time. Such new rules or amendments shall take effect immediately after publication on the website.

11. 22Casino customers are informed about the odds of winning and of the potential consequences and risks of losing. Your withdrawals and deposits can be accessed through the "My Account" section.
12. In case there are other language versions of the Terms & Conditions available, the English version will always prevail.
    12.1 **CHANGES TO THE GENERAL TERMS:** Due to changes in legislative and regulatory frameworks and as dictated by operating conditions, and when the need arises, the Company may from time to time be required to amend its General Terms. Earlier bets shall remain unchanged. Where possible, the Company will notify players of any significant changes; however, please visit the Terms and Conditions page regularly to check and familiarize yourself with any changes. **Last updated:** 08.05.2026, 09:35

2. Self-Exclusion

1. 22Casino offers a self-restricting option which allows you to close your account for up to 5 years. Your account will be blocked only after your request to self-exclude has been fully verified. If you activate this feature you will be unable to gamble at 22Casino.
2. If you want to set any kind of limits on your online activity then contact us at block@22casino.com.
3. Once any kind of limits has been applied on your account, it will be in force until the selected time period has elapsed. Once the limit period has ended, you will be able to recommence your use of any Services on the website.
4. During the self-exclusion or cool-off period you must not attempt to open a new Account and you must accept that the Company shall have no financial liability and shall not be held otherwise accountable if you continue gambling or using a new Account with the Service under a different name or address. In exceptional cases, a customer's account may be unblocked before the self-exclusion period expires.

3. Dispute Resolution

In the event of a dispute, it is advisable that the Client lodges a written complaint to 22Casino Client Support service support-en@22casino.com.
The customer must file a complaint within ten (10) days of the day they believe that their rights had been violated. Enclosed must be supporting and substantiating documents for the complaint. If the complaint does not have enough merit, it will be returned without investigation.
Within one week of receiving a complaint, the Company will:

1. Confirm receipt of the complaint in writing via email or preferred communication method.
2. Provide an explanation of how the complaint will be processed
3. Expected timeline for resolution.

Response and Resolution

The Company will assess and respond to complaints within four weeks. If necessary due to complexity or lack of information, this period may be extended once by an additional four weeks, with prior written notice to the complainant.

A player will always receive a final determination of their complaint in writing.

The response will be either:

A reasoned final assessment of the outcome/resolution of the complaint with supporting evidence if necessary or applicable.

1. Detailed reasons for not handling the complaint. If additional information is reasonably required to address the complaint fully, the Company shall request this information within the initial four week time period. Should the complainant not provide the necessary information within that time period, the operator may reject the complaint.

The customer acknowledges and accepts that each complaint will be reviewed on a case-by-case basis and is ready to provide any additional information upon the request of the Support Service officer if this is necessary in order to provide a reasonable answer. In some cases, it can take more time to provide an answer to the customer and the customer will be notified of this.

Direct communication with 22Casino should be the first step in any disputes regarding payouts, blocked accounts, delays, malfunctioning features, and other issues with the Company.

If you are not satisfied with the manner in which your complaint has been addressed by the company, you can refer your complaint directly to the Commission, found on the link below.

Kahnawake Gaming commission

If you are an existing Casino account holder please include your username/account number/alias, Name, Surname and contact information in all correspondence.

4. Accounts, Payouts & Bonuses

4.1. ACCOUNTS

1. Each registered customer is allowed to have only one account. Customers are allowed to register only one account per family, address, e-mail address, IP address, credit/debit card, e-wallet or electronic payment method. Persons otherwise associated with a customer will not be allowed to register on the website.
2. No registered customer is allowed to be re-registered as a new customer (under a new name, with a new email address, etc.).
3. In the event of
    - duplicate registration (including registering under a new name), the submission of someone else's, invalid, or forged documents (including those that have been edited by using any kind of software or graphic editor)
    - multiple breaches of the Casino Company’s Terms of services
    - doubts about the identity of the customer or the information they have provided (i.e. address, credit/debit card details, other data)
    - any types of fraud committed either by you or by another person acting in your interests or in collusion with you, including but not limited to:
        - a) refund or rake fraud
        - b) your use of a stolen or unverified bank card as a source of funds
        - c) any actions you have carried out or attempted to carry out which may reasonably be considered illegal in any applicable jurisdiction, which were committed deliberately or with the intention to deceive and/or circumvent constraints set in law regardless of whether this action or attempt ultimately causes loss or damage to your account
    - when the customer placed the bet, they had information about the result of that event
    - the customer was able to influence the outcome of an event due to their direct participation in the game.
    - bets were placed by a group of bettors acting in concert (as a syndicate) in order to exceed the limits set by the casino, as well as colluding with others in order to obtain an unfair advantage through bonus schemes or any other promotions offered by us
    - the bettor is suspected of using special software or hardware which facilitate automated betting, including but not limited to the use of glitches, faults or errors in our software in connection with the Services we offer (including betting); your use of rogue equipment and programs or analytical systems, including but not limited to software that allows you to place bets without human intervention (for example, bots), etc.
    - unfair means of any kind were used to obtain information or circumvent restrictions imposed by the company.
      The company’s management is entitled to request at their discretion any documents from the bettor substantiating their identity or other data they have provided (for example, passport details, residential address), as well as to cancel any payments until all such details have been verified.
      The company’s management reserves the right to conduct a video conference as a part of the identity verification process, and/or request for the documents to be sent by post. Verification may take up to 72 hours from the receipt of the documents. The outcome of the video conference can be provided to the customer within 5 working days after a video conference takes place. If it is proven that the data that was provided is not valid, the company is entitled to take any reasonable measures including but not limited to

cancelling all bets and suspending all transactions for the duration of their investigation, and to proceed with full verification of the account once any documents required for the verification procedure have been requested.

4. If the customer refuses to undergo verification, the company reserves the right to void their bets (including bets placed from duplicate accounts). Furthermore, the management reserves the right to take any reasonable measures, including but not limited to blocking the account and freezing the available funds until the account holder is established and their deposit methods have been confirmed.
5. Upon completion of the investigation, the company can make any decision that it deems to be fair and reasonable:
    - to block (close) the account (including any duplicate accounts), which may entail:
        - all bonuses, free bets and winnings received from those bonuses and free bets when using this duplicate account becoming void and lost to you
        - at our sole discretion, to cancel all winnings and refund the balance of your account at the start of the investigation (minus any canceled winnings) made from your main and duplicate accounts. We also have the right to refund any amounts that are owed to us in connection with this duplicate account, directly from any of your accounts (including any other duplicate account).
    - At our sole discretion (in exceptional cases), to allow the continued use of the main account and recognize it as valid, while all bets placed by you from the duplicate account will be void, the duplicate account(s) will be blocked and/or canceled by decision of the company (the decision is made for each particular case individually, according to the extent of the violation).
6. The Customer shall be responsible for keeping their password and account number received at registration confidential. All bets registered with the Casino shall be valid. Bet cancellation shall be subject to these Rules. Should the Customer’s login details come into the possession of a third party, the casino should be informed, the Customer should change their username and password and their email password to stronger ones. You must not disclose any cash withdrawal codes or codes for changing your phone number to any third party.
7. The account holder confirms that any activities on the account are performed by themselves. If the account is managed by a third party, the account holder shall take exclusive responsibility for access to the account.
8. If an account is inactive for 3 months, the Company reserves the right to block it. To unblock an account, please contact our Security Team.
9. DORMANT ACCOUNTS
    - An inactive (dormant) account is a Player Account which a player has not logged into or logged out of for twelve (12) consecutive months. If your Player Account is deemed to be inactive, the Casino reserves the right to charge a monthly administrative fee of 10 EUR or the equivalent in another currency (or the current balance of your account, if less) as long as the balance of your account remains positive.
    - You authorise the Casino to debit this fee from your Player Account at the beginning of the month following the day on which your account is deemed inactive, and at the beginning of every subsequent month that your account remains inactive. The Casino will stop deducting the fee if the account balance is zero or if the account is re-activated.

Withdrawals from Dormant Accounts

- Where a Player Account has previously been deemed dormant and is subsequently reactivated, any withdrawal request submitted from such account will be subject to the Casino’s Account Closure and Processing (ACP) procedure.
- As part of the ACP, the Casino will first verify the Player’s identity and ensure that the account has been fully reactivated in accordance with applicable Know Your Customer (KYC) and Anti-Money Laundering (AML) requirements.

- Once verification and reactivation are successfully completed, and any applicable dormant account fees have been deducted or settled in accordance with this Clause, the withdrawal request will be processed in accordance with the Casino's standard withdrawal procedures, including applicable limits, security checks, and processing times.
- The Casino reserves the right to delay or suspend a withdrawal request where additional verification is required or where there are reasonable grounds to suspect fraud, abuse, or a breach of these Terms and Conditions.

4.2. DEPOSITS AND PAYOUTS

1. There are various ways of depositing and withdrawing funds from the Customer's account. All deposit and withdrawal methods can be found in the "Payments" section.
2. All withdrawal requests are processed 24/7.
3. Customer requests for withdrawal of funds shall be processed within 5 (five) business days from the date of submission, provided that no disputes or restrictions stipulated by these Terms and Conditions exist.
4. The 22Casino security team reserves the right to:
   - refuse to process withdrawals via any available payment methods if the amount being withdrawn or deposited does not match the amount placed in bets. The amount you can withdraw depends on the amount wagered since your previous
   - deposit (must be at least 100% of your total deposit amount). Multiple bets placed on events to minimize losses to your balance, including, but not limited to, bets on opposite outcomes in games such as roulette, baccarat, craps, and dice, are not included.
     refuse withdrawals if the Customer's account is used inappropriately. In such cases, the Customer must verify their account before they can make withdrawals.
5. The 22Casino Security Service does not recommend Customers:
   - transfer funds from one payment system to another;
   - deposit and withdraw funds without placing bets;
   - In the foregoing events, funds will be returned to your account.
6. You can only withdraw funds using the same payment details that were used for depositing funds into your account. If you use different methods to make a deposit, withdrawals should be proportionate to the deposits made using any particular method.
7. 22Casino may refuse withdrawals via payment systems or in cash and offer a bank transfer as a substitute.
8. ATTENTION! Our administration does not recommend making deposits and withdrawing funds using someone else's electronic wallet.
   - Our Security Team reserves the right to deem such deposits to be fraudulent and block users' transactions without prior notification.
   - Our administration is entitled to deny withdrawals of funds using payment details which do not belong to the account holder.
9. In certain circumstances and in respect to certain customers 22Casino may decide not to reimburse service charges imposed by payment systems on deposits or withdrawals, which 22Casino usually reimburses.
10. In certain cases, the company has the right to unilaterally initiate the verification procedure of a customer's payments and request additional information from the payment system.
    The customer's account may be blocked for financial procedure purposes during the verification process.
    According to the terms of some payment systems, the verification procedure can last up to a maximum of 180 days.
11. If a customer doesn't comply with the Company's rules (for example by breaching the Terms of

services, not placing a bet before requesting a withdrawal, etc.), the Company reserves the right to refuse to allow that customer to make a withdrawal.

12. service charge is imposed if monies are deposited into or withdrawn from User's account in BTC currency using the Bitcoin payment system.

Your credit card statement will read "Betting_deposit".

4.3. Withdrawal Processing Time

Withdrawals processed back to previous deposits to CFT eligible Visa cards will be processed immediately. Please allow 3-10 business days after your withdrawal has been processed for the funds to appear on your statement.

Withdrawals processed to CFT eligible Visa cards that are above the total amount deposited will usually be processed within one hour. Please allow 3-10 business days after your withdrawal has been processed for the funds to appear on your statement.

Withdrawals processed back to previous deposits with NETELLER, Skrill and PayPal will be processed immediately and the funds will appear in your account within a few minutes.

Withdrawals processed to NETELLER, Skrill and PayPal that are above the total amount deposited will usually be processed within one hour. Once processed, the funds will appear in your account within a few minutes.

Withdrawals processed via Wire Transfer and Direct Bank Transfer will be sent for processing within 24 hours except on weekends. Please allow 3-5 business days after your withdrawal has been processed for the funds to appear in your bank account.

4.4. Refund Policy

The following policy describes the refund practices for the Betting company. This refund policy is an attachment to our Terms and Conditions. Please read and ensure an understanding of both documents before placing bets.

1. No refund can be requested once the alleged deposit (including the bonus) has been played using the Services.
2. A refund request will only be considered if it is requested within the first twenty-four (24) hours of the alleged transaction, or within thirty (30) days if a Player alleges that another individual has accessed his/her Player Account.
3. If you have funded your account with a Credit Card we reserve the right to pay all withdrawal requests up to the total amount deposited as refunds against the purchases you have made. If your withdrawals exceed the total amount deposited, any excess amount will be paid to you via one of our alternative methods available in the cashier.
4. If any credit card purchases are considered to carry an unacceptable risk for security or legal reasons either by our credit card processors or by our betting managers, the operator will initiate refunds for all such transactions back to the credit card, and notify all the appropriate authorities and parties.
5. If, for any reason, you are not satisfied with our services and request to issue a refund for the balance currently held in your account. Before a refund is processed all bonuses and winnings in

your balance will be deducted before calculating the amount to be refunded.
6. Refunds can be made via the same deposit method player used to deposit money or via another method, if it could be used only for deposits and in the same deposited currency.
7. If the refund amount is less than the minimum processed by the payment provider, the company has the right to refuse the refund.
8. In the event of a breach of our Terms and Conditions, we reserve the right not to refund your deposit. Refunds of the deposit upon your request will be solely at the discretion of management. Refunds can be made no earlier than seven days after making a deposit.

4.5. BONUSES

1. This section covers the bonus programs offered by the casino.
2. The bonus is only available to registered customers.
3. All of the personal data fields in the customer’s account must be filled in.
4. The "Take part in bonus offers" box in My Account must be ticked.
5. The company reserves the right to review customers' transaction records and logs for any reason. If, upon such review, it appears that a customer or customers are participating in strategies that the company, at its sole discretion, deems to be abusive, the company reserves the right to revoke the entitlement of such customers to the promotion and void the bonus.
6. Only one bonus is allowed per customer, family, address, shared computer, shared IP address, and any identical account details including email address, bank account details, credit card information and payment system account. Any abuse of the bonus offer will lead to the closure of the account in question.
7. The customer must provide identification documents, if necessary, to confirm their identity (KYC). Failure to produce these documents when requested by the Security team will result in the forfeiture of any bonuses/winnings. The company reserves the right to request, at any time, that the customer provide photographic evidence of themselves holding their ID (the customer’s face must be clearly visible in the photo) or complete identity verification via telephone.
8. If the company discovers evidence of a bonus offer being abused, it reserves the right to take the following measures against the offending customer: cancel all current bonuses and bonus winnings, and block the customer's account.
9. The company reserves the right to alter the terms of a bonus offer, or to suspend or terminate it at any time.

REGISTRATION BONUS

- Make a deposit.
- The first deposit bonus must be redeemed by wagering the deposit amount.
- Once the validity period of a bonus has expired, it is considered lost.
- Full Terms of Service of the “First Deposit” bonus

DEPOSIT BONUSES

- Only active customers who make daily transactions using their account are eligible for this offer.
- Make a deposit.
- The bonus must be redeemed by wagering the deposit amount.
- Once the validity period of a bonus has expired, it is considered lost.

GIFTS

- A gift is a particular type of bonus that requires a deposit to be made (unless specified otherwise in the rules). Gifts include free spins with or without wagering requirements, as well as promo codes for free spins and bonus funds with or without real-money wagering requirements.
- Gifts may be covered by particular Terms of Service, so before activating them we strongly recommend that you carefully familiarize yourself with these rules (bonus amount, wagering requirements, etc.) in the relevant section of your account for more detailed information and to avoid any misunderstandings.
- A gift may be awarded in one of two ways: either made immediately available in the appropriate section of the customer's account (Bonuses and gifts) or sent to them as a promo code (through a partner site, in a personal message, etc.) which must be entered in the appropriate field in the Bonuses and gifts section.
- Using the gift itself does not require the customer to make a deposit. However, a number of conditions must often be met in order to use any funds won using a gift.
- Only one gift may be active at a time. Any others must be inactive, suspended or canceled.
- Promo codes and gifts credited as promo codes can only be activated on the customer's main wallet. Using promo codes on other currency wallets will result in the cancellation of the offer and the loss of any wagering progress.
- The gift and any winnings earned with it will be lost after the expiration date. The expiration date is displayed in the Bonuses and gifts section of the customer's account.
- When a gift is active, customers can still place bets using funds from their main account. Doing so will not cause an active gift offer to expire.
- Funds from gifts whose wagering requirements have been met will be credited to the customer's account balance within 24 (twenty-four) hours of the moment the wagering requirement is met, unless otherwise specified.

TOURNAMENTS

- To participate in tournaments, you must register by pressing the "Take part" button on the offer page.
- All prizes are credited to the tournament winners within 72 hours of the end of the relevant tournament.
- In the event that a prize winning place is occupied by two customers, the winner will be the first customer to have satisfied the conditions of the tournament.
- When calculating the results, only bets placed with real funds will be counted.

5. Casino

1. The industry of gambling, betting, and eGaming is an area where a variety of special words and terms are used. If the Customer has any doubts regarding the meaning of a particular term, they should refrain from placing bets in the games that apply this term.
   Hence, the Customer should make bets only when he/she clearly understands what each word means exactly. The Bookmaker explicitly disclaims any responsibility for situations when the Customer misunderstands the meaning of words used in games they play.
2. Before proceeding with any game, the Customer is strongly advised to read and carefully examine its rules to the fullest extent possible.
3. The Customer participating in a tournament, live table game or game of any kind on the platform, acknowledges that they fully understand, accept and agree to comply with the Terms & Conditions (hereinafter referred to as “T&C”) of each respective tournament, live table game or game of any kind.
4. The Customer is not allowed to enter into collusion with other Customers. Whether it is a direct or indirect collusion scheme, any action of this kind is strictly prohibited. This statement is valid concerning any games made available by the Bookmaker, both now and in the future, without any exceptions.
5. If the Customer is intending to start playing and place bets, he/she is obliged to examine whether it is legal to take part in gambling activities in their jurisdiction. They are also obliged to clarify whether it is legal to use the required software to join any game made available by the Bookmaker. Thus, the Customer must first dispel any possible doubts that his/her actions may be violating any applicable laws, norms, and regulations in their respective jurisdictions.
6. All winnings exceeding €10,000 are viewed and processed as Big Wins. In accordance with this policy, such winnings are to be approved and confirmed by the Bookmaker’s partners before they can be added to the Customer's account and withdrawn.
7. Any bet is treated as an accepted one only after it is registered by the Bookmaker’s server. Corresponding online confirmations are also needed. After that, registered bets can be neither canceled nor changed.
8. The Customer's stakes can never exceed their account balances. Once the bets have been registered, those stakes will be debited from the Customer's account. As for winning, these funds will be credited to the Customer's account after the bets have been properly settled in compliance with these Terms of Services.
9. The Casino explicitly rejects any complaints or disputes related to any facts or events concerning bets made more than 10 (ten) days prior.
10. If the Customer wants to submit a complaint related to the way the Casino's service functions, he/she must immediately contact the Customer Support Service. If such a complaint is found to be valid, it will then be submitted for further consideration to the Casino’s responsible department so that the final decision can be made.
11. Fairness & RNG Testing Methods
    All online products and other offerings made available by the Casino are licensed from Curaçao eGaming. It means that thorough testing and QA rounds - together with comprehensive verification - are always run and successfully accomplished before products go live onto the eGaming platform.
    Using the platform, means that the Customer confirms that he/she is fully informed that independent third-party testing organizations carry out external compliance QA and testing rounds to ensure accurate functionalities, proper display, and flawless processing of transactions, together with the strictest adherence to the legally applicable and mandatory rules and math.
    The Return to Player (RTP) rates mean a theoretical calculation of the expected percentage

concerning the wagers that a specific game will return to the Customer after a reasonable amount of gaming rounds and/or spins. That is to say, while the gameplay and outcomes can never be predicted or foreseen - and the Customer can both win or lose large amounts of money - the average return of any game will universally be reflected by its theoretical RTP indicator. An RTP indicator is calculated either via theoretical calculations or on the basis of virtual approaches fitting the method of the particular type of game. By playing any game, the Customer explicitly agrees to that.

12. The Customer taking part in the Casino's games and bets realizes and agrees that the result of such activities is determined by a random number generator only. As an outcome, the Customer is ready to accept any result of this kind. In addition, the Customer accepts the fact that, in the unlikely event of discrepancies between the results displayed on the screen and the results recorded by the server, the game server will take precedence. Thus, the Customer agrees that the tech records kept by the server will be the ultimate source to determine any conditions, circumstances, and game results.
13. The Customer can get in touch and communicate with the Customer Support Service. The Customer can discuss any questions he/she might have via both an Live chat or email at support-en@22casino.com.

5.1. Promotions

BONUSES

1. Any bonus is viewed and treated as a special deal between the Casino and the Customer. Under this deal, the Casino provides the Customer with certain funds to be used for playing and placing bets. At the same time, the Customer assumes full responsibility to meet the wagering requirements before he/she can request to withdraw his/her respective funds.
2. The Casino's bonuses might imply special the Terms of Service. That is why the Company urges the Customer to read the Terms of Service carefully, in order to stay informed to the fullest extent possible and prevent any misunderstandings.
3. Bonuses can be used exclusively by a single individual Customer, via a single unique device, at a single IP address, and via the same single Internet browser.
4. Any individual account is permitted to have only one single activated bonus at a time. Deposit-specific bonuses are not of the cumulative type. Hence, they can only be used in the order of precedence, i.e. one after another. That is to say, the Customer's next bonus becomes available only after his/her preceding bonus is already revoked or, alternatively, redeemed.
5. Bonuses provided by the Casino are exclusively available only to the Customer who has already entered all the required personal data via his/her Account. The Customer's telephone phone number must be activated as well. The Customer is also required to agree to the Terms of Service of the bonus program during the registration process. The minimum amount of the Customer’s deposit needed to take part in the bonus program is contingent on a particular bonus.
6. As for the Customer's bonus amount, it is placed into his/her Bonus Balance. It means that the bonus amount will be separated from the Cash Balance.
7. Both the Customer's bonus and winnings generated with it will be lost as soon the bonus expires. The typical validity period associated with bonuses lasts for 30 (thirty) days starting from the day of crediting. The Customer is responsible to carefully study the Terms of Service of any given bonus.
8. As for the validity periods of various bonus freespins, the time frames depend on particular providers. Hence, they are not and cannot be regulated by the Casino.
9. The Casino reserves the right to alter the Terms of Service related to all the bonuses, to

temporarily suspend them, or even indefinitely terminate them at any moment in time.
10. The General Terms of Service stipulated by the Casino always apply with no exceptions.

REQUIREMENTS RELATED TO BONUS WAGERING

1. While playing with an activated bonus, the Customer is authorized to place his/her bets with funds from both his/her bonus account and the main personal account. At the same time, the Customer needs to be aware of the fact that having an active bonus on his/her account prevents him/her from withdrawing money. Such requests are declined until the requirements related to bonus wagering are fully complied with. Alternatively, the Customer may reject bonuses available to him/her.
2. As for redeeming a bonus, the Customer is ought to place a required amount of money in bets. Unless it is explicitly stipulated otherwise by the bonus Terms of Service, the Customer is to place enough bets to reach the total bonus amount multiplied by a specified number of times. That is to say, the rule is as follows: wagering requirement = bonus amount X required number of times
3. Any deposit bonus is subject to being redeemed by wagering a corresponding bonus amount.
4. Until the Customer's bonus is redeemed, the stakes are not allowed to be higher than €5.
5. Once the Customer's bonus has been redeemed, the main personal account is to be credited with the remaining bonus funds. They cannot exceed the Customer's total bonus amount. In case the Customer's bonus account balance is still below the minimum possible stake after his/her bonus becomes redeemed, such a bonus is treated as a lost one.
6. All bets place in the games under the categories of Table Games, Baccarat, Roulette, Blackjack, Keno, Scratch, Bingo, Poker, and “Others" are not subject to the wagering rule.
   The applicable list of games, excluded from bonus offers, can always be downloaded by the Player p. 25.2. In addition to the explicitly excluded games, that range also covers all the games taking part in any tournament at the moment the wageing takes place. The Casino reserves the right to impose restrictions concerning any possible participation in individual bonuses. All the relevant information can be found on the individual bonus cards in the "Bonuses and Gifts" section.
   However, please note that this list may be subject to change from time to time. To find out the most recent list of games, please contact Customer Support at support-en@22casino.com
7. The Customer is authorized to request for withdrawal before his/her bonus becomes redeemed. At the same time, in this case, both the bonus amount and the winnings received while redeeming this bonus are subject to cancellation.
8. Any winning obtained with bonus funds and requested to be withdrawn will be checked and verified by the Casino. It is only after that when such payments can be processed. In some cases, that are conditional to the results of a verification process, the Casino has the full right to and will request personal data from the Customer and additional details to confirm his/her payment methods.

CANCELLATION OF BONUSES

1. The Customer has the full right to give up all the bonuses or any single bonus promotion. It can be done via contacting the Casino’s Customer Support at support-en@22casino.com, through an online chat, or by taking the necessary measures in their Personal Accounts.
2. If the Customer rejects or wishes to cancel a bonus, the corresponding bonus balance will become 0 (zero). As a result, the Customer is no loner required to meet wagering requirements.
3. The Customer has the right to stop continuing to meet bonus wagering requirements. It can be done in the Customer's Account. It should be noted that if a bonus is declined after being partially redeemed, any winnings made while redeeming such a bonus are subject to cancellation.

ABUSE OF BONUSES

1. The Customer is strictly prohibited from abusing bonuses. As for the definition of “abuse” in this context, the following ratios of bonuses received, in their relation to deposits, are defined as abuse. 70% bonus funds obtained on between 5 and 9 deposits; 50% bonus funds obtained on 10 or more deposits. If any kind of abuse takes place, the Casino has the full right to ban the Customer from obtaining any bonuses. It can also annul any winnings received with bonus funds both in the course of wagering and after it ends.
2. The Casino is always fully authorized to examine and scrutinize transaction histories and the Customer's accounts and logs at any moment and for any reason. If such checks detect any kind of bonus misuse done by the Customer, the Casino reserves the full right to nullify the bonuses provided by the Customer.
3. If the Casino detects that the Customer resorts to the gaming strategies prohibited by the Casino when redeeming a bonus, the Casino reserve the right to take penalty measures and exclude the Customer from both currently available promotions and all the future ones.
4. The following are some of the examples of possible strategies viewed as prohibited by the Casino when it comes to clearing bonuses’ wagering requirements:
    - Placing high volume of bets without any serious impact on the Customer's balance. This strategy can be exemplified by placing bets on every roulette number or placing bets on red and black simultaneously.
    - Placing big bets (i.e. those exceeding €5 (five euros)) with the goal to increase the Cusomer's bonus balance quickly and then seriously reducing the volume of stakes made (i.e. over twofold) for no clear reason while having an appropriate account balance. Each of the aforementioned cases will be thoroughly examined by the Casino.
    - Betting big in those games that presuppose a low contribution (i.e. stake percentage that counts towards the requirements related to wagering) and then betting small in those games that presuppose a larger contribution
    - Postponing any game round, concerning bonuses and freespins, to a later moment while facing no wagering requirements and/or imposed limits on making new deposits, with freespins and bonuses being still available
    - Any combinations of the aforementioned gaming techniques and strategies.
5. Whenever any case of bonus abuse committed by the Customer is revealed and identified, the Casino has the full right to take the following measures: canceling and nullifying all available bonuses together with winnings generated from those bonuses as well as blocking the Customer’s account completely.
6. The Casino recommends the Customer to enter his/her real phone number while registering: the Casino may use it later to confirm the Customer's true identity. In case it turns out to be impossible to contact the Customer, the Casino has the full right to restrict the Customer's use of bonuses and even totally block his/her personal account.

WELCOME PACKAGES FOR CUSTOMERS

1. Before the Customer can add a deposit into his/her account, they are required to agree to receive casino bonuses. It can be done on the ‘Account Settings’ page under the ‘My Account’ section. Alternatively, it can be done on the ‘Deposit’ page directly.
2. The bonus is subject to automatic activation and will be credited to the Customer’s account within 1 day, i,e, 24 (twenty-four) hours after the moment when all the requirements associated with the Casino’s offer and stipulated in paragraph 27.1 are met.
3. Being entitled to receive the 1st Deposit Bonus requires making a deposit equal to or exceeding €10 (ten euros); as for the 2nd, 3rd, and 4th Deposit Bonuses, the deposit amount is to be equal to or to exceed €15 (fifteen euros).

4. The ceiling for the 1st Deposit Bonus to be claimed is equal to €300 (three hundred euros); for the 2nd Deposit Bonus it is €350 (three hundred and fifty euros); for the third Deposit Bonus it is €400 (four hundred euros); as for the 4th Deposit Bonus, it is €450 (four hundred and fifty euros).
5. All deposit bonuses are to be redeemed by wagering the bonus amount 35 (thirty-five) times.
6. Any activated bonus is subject to being redeemed within 7 (seven) days.
7. Freespins can be granted exclusively after the Customer's deposit bonus becomes redeemed.
8. Winnings gained from freespins will be credited to the main account. Hence, it is not necessary to redeem them.
9. Until the bonus is redeemed, stakes are not allowed to exceed €5 (five euros).
10. In case the Customer switches between different types of bonuses (although he/she has already made a choices), drop them, or get an opposite sort of bonus, such users cease to be entitled to take part in the Casino's bonus offers covering their subsequent deposits. This rule fully applies to welcome packages as well as to a 50% 10th deposit bonus.

TENTH DEPOSIT WITH THE 50% BONUS ON IT

1. In case the Customer switches between different types of bonuses (although he/she has already made a choices), drop them, or get an opposite sort of bonus, such users cease to be entitled to take part in the Casino's bonus offers covering their subsequent deposits. This rule fully applies to welcome packages as well as to a 50% 10th deposit bonus.
2. Bonuses are subject to automatic activation as well as to being credited to the Customer's account within 1 (one) day or 24 (twenty-four) hours since the moment all the requirements related to the bonus offer (described in paragraph 27.1) have been satisfied.
3. Being eligible for receiving a bonus on the 10th Deposit requires the Customer to add a deposit of at least €10 (ten euros).
4. When it comes to the maximum bonus amount that the Customer can possibly claim, it is €300 (three hundred euros).
5. The bonus is subject to being redeemed by wagering the bonus amount 35 (thirty-five) times.
6. As for the time limits, any activated bonus is subject to being mandatory redeemed within 2 (two) days, or 48 (forty-eight) hours.
7. The number of available freespins is defined on the basis of the Customer's balance account at the moment of time he/she makes the deposit. The Customer receives 1 (one) freespin per every €5 (five euros) of their main account balances. It is noteworthy that the deposit itself is not taken into consideration while calculating the number of freespins to be granted. Freespins are granted within 15 (fifteen) minutes after the deposit is made (to actually get freespins, the Customer must simultaneously meet all requirements of the Casino’s bonus offer in their entirety).
8. As for the winnings gained from the Customers’ freespins, they will be credited to the main account. Hence, it is not necessary to redeem them.
9. Until the bonus is redeemed, stakes are not allowed to exceed €5 (five euros).

GIFTS

1. A gift must be understood as a special sort of bonus. As such, it requires no deposit and is exclusively available to those Customers who agree to take part in the bonus offers made available by the Casino.
2. At the same time, some special Terms of Service may be applied to such gifts. That is why the Casino urges the Customer to carefully examine those Terms of Service before activating available gifts (such Terms of Service may describe bonus amounts, requirements related to wagering, etc.). The Customer should visit the corresponding section of “My Account” to read those Terms of Service so that complete information regarding gifts can be obtained and avoid

any possible misconceptions, miscommunications, and misunderstandings.

3. At any moment of time, only one single gift per one gaming account is allowed to be active. Hence, gifts are not subject to accumulation. Consequently, gifts can only be used on the basis of the so-called “queuing principle”. That is to say, every next gift becomes available only after the preceding one becomes redeemed. Alternatively, the preceding gift may also be either canceled or suspended during wagering.
4. Any gift, together with any winnings obtained using it, will be lost once this gift has expired. If the Customer wants to be sure about the applicable validity periods, he/she should visit the 'My Account' page (which can be found under the “Bonuses and Gifts” website section). Any gift becomes active starting exactly from the moment it is awarded to a Customer. Please note that suspending the wagering bonus will not extend the validity period of a gift offer made available.
5. Even while having an activated gift, the Customer has the right to place his/her bets with the funds available with their main accounts.
6. All the Casino's Terms of Service in their entirety, including all the other Terms of Service of the Casino's bonus policy always apply as long as they do not contradict the aforementioned stipulations.

5.2. Stop list of wagering games

In order to redeem winnings from a bonus, players are subject to wagering the amount won depending on the terms of every individual bonus. Players can wager the winnings in various video slot games with a list of exceptions. The following list includes games to which the wagering norms do not apply.

10c Min - European Roulette, 10P Roulette, 12 Number Roulette, 1429 Uncharted Seas, 1524 Golden Quest, 20 Flaring Fruits, 20 Super Stars, 21 Burn Blackjack, 3 Amigos, 3 Card Blackjack, 3 Card Poker, 3-Hand Casino Hold'em, 3- Hand Casino Hold’em, 300 Carat BJ, 300 Carat European Roulette, 3D Baccarat, 3D Blackjack, 3D European Roulette, 3D Lucky Number, 4 Dragon Kings, 4 of a Kind Bonus Poker, 4H Steam Joker Poker, 5 Flaring Fruits, 50 Flaring Fruits, 6 Bingo, 6 Card Poker, 7 11 21, 7 Days Anotherland, 7 Fruits, 7 Handed Blackjack (European), 7 Handed Blackjack American, 7 Solitaire, 7-UP, 777, 8 Leprechauns: Scratch Card, 88 Bingo 88, 88 Golden 88, 88 Riches, 888 Dragons™, 888 Gems 3x3, 888 Gems Pull Tabs, 8th Wonder, 9 Pots of Gold HyperSpins™, A Christmas Carol, A Night In Paris JP, Ace Bonus, Aces & Deuces Bonus Poker, Aces & Eights, Aces & faces poker, Aces and Eights 1 Hand, Aces and Eights 10 Hand, Aces and Eights 100 Hand, Aces and Eights 5 Hand, Aces and Eights 50 Hand, Aces And Eights Poker, Aces and Faces, Aces And Faces HD, Aces and Faces Poker, Aces&Faces, Acey Deucey, Action!, Africa, After Night Falls, Age of Asgard, Age of Knights, AirCombat 1942, Aladdin's Lamp, Alchemy Blast, Alchymedes, Alien Hunter, Alkemor's Tower, All Aces, All American, All American 4 Hands, All American HD, All American Poker 1 Hand, All American Poker 10 Hand, All American Poker 100 Hand, All American Poker 5 Hand, All American Poker 50 Hand, Allstar Knockout, Alter World, Amaterasu Keno, Amazing Link Riches, American Blackjack, American Gold Poker, American Poker II, American Poker V, American Roulette, American Roulette 3D, American Roulette Gold Series, American Roulette High Stakes, American Roulette Privee, American Roulette Pro, Ancient Magic, Andar Bahar, Andar Nights, Angel & Devil, Animal Fishing, Apollo, Aquarium, Arabeska, Arabian, Arabic Roulette, Argentina League, Argo, Asia Wins, Astro Legends: Lyra & Erion, AstroBoomers: To The Moon!, AstroBoomers: TURBO!, At The Copa, Atlantic City Blackjack, Atlantic City Blackjack Elite Edition, Atlantic City Blackjack Gold, Atlantis, Atlantis Bingo, Atom, Aura of Jupiter, Auto-Roulette, Auto-Roulette La Partage, Auto-Roulette VIP, Avalon Scratch, Awesome Money, Aztec, Baccarat, Baccarat - Punto Banco, Baccarat 777, Baccarat Babes, Baccarat Deluxe, Baccarat Mini, Baccarat No Commission, Baccarat Pro, Baccarat Super 6, Baccarat Supreme, Baccarat Supreme No Commission, Baccarat VIP, Baccarat Wheel, Baccarat Zero Commission, Back Blackjack, Back to the

Fruits Respins of Amun Re, Balloon, Balloon Run, Banana Bingo, Bank Job, Bank of Gold, Bank Robbers, Barn Ville, Baron Samedi, Basketball, Basketball Strike, Battleships, Beauty and the Beast, Bee Fab Pull Tab, Beer Party, Beer Tycoon, Belangkai, Bet Velodrom 3D, Biergarten Fest Scratch Card, Big Apple Wins, Big Win Baccarat, Bikini Party, Billion Llama, Bingo 3, Bingo 37, Bingo 37 Ticket, Bingo 75, Bingo 90, Bingo Bruxaria, Bingo Cientista Doidão, Bingo Gatinho, Bingo Gênio, Bingo Halloween, Bingo Hortinha, Bingo Iglu, Bingo Pilipino, Bingo Pirata, Bingo Pop, Bingo Saga Loca, Bingo Samba Rio, Bingo Señor Taco, Bingo Señorita Calavera, Bingo Soccer, Bingo Trevo da Sorte, Bingole, Bingolícia, Bingote, Birds and Animals, Birds Slot, Birds!, Bit BlackJack, Bit Holdem, Black Beauty, Black Jack, Black Jack 21, Black Jack VIP, Blackjack, Blackjack (3 Hand), Blackjack - Multi-hand, Blackjack - Single Deck™, Blackjack 21 + 3, Blackjack Atlantic City, Blackjack Bonus, Blackjack Classic, BlackJack Classic™, Blackjack Double, Blackjack Double Exposure, Blackjack Double Exposure 3 Hand, Blackjack European, Blackjack Fast , Last updated: June 2022 Blackjack Gold 5, BlackJack High, BlackJack Lucky Sevens, Blackjack Mh, Blackjack Multihand, Blackjack Perfect Pairs, Blackjack Platinum 1, Blackjack Royal Pairs, Blackjack Single Deck, Blackjack Supreme Multi Hand, Blackjack Supreme Single Hand, Blackjack Surrender, Blackjack Switch, Blackjack Touch - Single Deck, Blackjack Vegas Strip, Blackjack VIP, Blackjack Xchange, BlackJack™, Blazing Fruits, Blazing Fruits 3x3, Blazing Fruits Pull Tabs, Blood Eternal, Blood Queen Scratch, Blood Suckers, Blood Suckers™, Blossom Wings, Blue Beard, Board Games, Boat Trip Mississippi, Bomb Squad, Bonanza Wheel, Bonus Deuces Wild, Bonus Deuces Wild 1 Hand, Bonus Deuces Wild 10 Hand, Bonus Deuces Wild 100 Hand, Bonus Deuces Wild 5 Hand, Bonus Deuces Wild 50 Hand, Bonus Deuces Wild Poker, Bonus Poker, Bonus Poker 1 Hand, Bonus Poker 10 Hand, Bonus Poker 100 Hand, Bonus Poker 5 Hand, Bonus Poker 50 Hand, Book of Bastet, Book Of Crazy Chicken, Book of Juno, Book Of Keno, Book of Madness, Book of Madness Respins of Amun Re, Book of Oasis, Book of Romeo & Julia, Book of Romeo and Julia Golden Nights, Book of Shadows, Book of Slingo, Book of Win, Books & Bounties, Books & Bulls Golden Nights, Books & Pearls, Books & Temples, Books And Bulls RHFP, Books and Pearls Respins of Amun Re, Booming Bananas, Booming Seven , Booming Seven Deluxe, Boss The Lotto, Boto Bingo, Boxes, Break Da Bank Again Respin, Bubble Mania, Buffalo Spirit 3x3, Buffalo Spirit Pull Tabs, Bull Cards, Bull Fight, Bun in the Oven, Burning Ice, Burning Ice 10, Burning Ice 40, Burning Keno, Burning Pearl Bingo, Cabaret Dancing Bones, Cai Shen Bingo, Cai Shen Fishing, Caishen Dao, Calavera Bingo, Candy, Cappadocia, Captain Domino, Card Roulette, Caribbean Beach Poker, Caribbean Blackjack, Caribbean Hold'em, Caribbean Poker, Caribbean Saga, Caribbean Stud, Caribbean Stud Poker, Carnaval Bingo, Carnaval Forever, Carnaval Scratchcard, Carol Of The Elves, Carousel, Cash Cuisine, Cash or Crash, Casino, Casino Battle, Casino Hold'em, Casino Holdem, Casino Holdem 1, Casino Hold`em, Casino Roulette , Casino Slot, Casino Stud Poker, Casino War, Caterpillars, Cazino Cosmos, Celebrity Zoo Scratch Card, Champions, Champions Bingo II, Champions Ondemand, Charming Wheel, Charms & Clovers, Chefs Menu, Cherry Blast, Cherry Blast Scratch, Cherry Bomb Deluxe, Cherry Cherry Scratchcard, Chicago Bang Bang!, Chicago Nights, Chilli Pop, Chilling Tiger, Christmas Party, Christmas Slot, Chuck a Luck, Circus, Circus Bingo, City Slot, Classi Keno, Classic 1, Classic 2, Classic Blackjack, Classic Blackjack Gold Series, Classic Cars Deluxe, Classic Mario, Classico, Coils of Cash, Coin Conqueror, Coin Field, Coin Vault, Coins, Color Champion, Colours, Cool Buck - 5 Reel, Copa Libertadores, Cops & Robbers, Cosmic Crystals Scratch, Courier Sweeper, Cowboy, Craps, Crazy Mice, Crazy Monkey, Cricket X, Crown & Anchor, Crypto Mania Bingo, Crystal Ball Golden Nights, Crystal Ball Red Hot Firepot, Crystal Burst XXL, Cup Cakes, Cupid's Scratch, Curious Machine Plus, Cute Cats, Cutie Cat, Cutie Cat Crazy Chicken Shooter, Cyber Catz: Scratch Card, Dark, Dark 100, Dark Joker Rizes, Dark Vortex, Darts 180, Dashing Derby, Dazzling 7, Dead or Alive™, Delighted Dragon, Deuces & Jokers, Deuces and Joker, Deuces Wild, Deuces Wild 1 Hand, Deuces Wild 10 Hand, Deuces Wild 100 Hand, Deuces Wild 4 Hands, Deuces Wild 5 Hand, Deuces Wild 50 Hand, Deuces Wild HD, Deuces Wild Video Poker, Deutsches Roulette, Diamond, Diamond Deal, Diamond Rich Life 3x3, Diamond Rich Life Pull Tabs, Diamond Valley, Diamonds, Diamonds are Forever 3 Lines, Dice, Dice Bingo, Disc of Athena, Disco Keno, Disco Night, Disco Spin 3x3, Disco Spin Pull Tabs, Divine Fire, Dog 6 H.Odds, Dog H.Odds On Demand, Dog Racing, Dogs 3D, Domino QiuQiu, Donut City, Donut Rush, Double Aces & Faces, Double

Bonus, Double Bonus Poker, Double Bonus Poker 1 Hand, Double Bonus Poker 10 Hand, Double Bonus Poker 100 Hand, Double Bonus Poker 5 Hand, Double Bonus Poker 50 Hand, Double Bonus Poker HD, Double Double Bonus, Double Double Bonus Poker, Double Last updated: June 2022 Double Bonus Poker 1 Hand, Double Double Bonus Poker 10 Hand, Double Double Bonus Poker 100 Hand, Double Double Bonus Poker 5 Hand, Double Double Bonus Poker 50 Hand, Double Dragons, Double Exposure, Double Exposure Blackjack mh, Double Joker, Double Joker Poker HD, Double Your Dough, Dr. Jekyll & Mr. Hyde, Draculars Blood Bank Scratch, Dragon Dance, Dragon Fishing, Dragon Fishing II, Dragon Kings™, Dragon Master, Dragon Of The Princess, Dragon Scrolls, Dragon Tiger, Dragon's Cave, Dragons Tomb, Draw High Low, Duck Shooter, Duck Shooter Crazy Chicken Shooter, Duobao Baccarat, Dwarf's Gold, Dynamic Paytable Roulette, E-Bingo, E.T. Races, E.T.Races, Easter Island, Easter Island 2, Easter Pick, Egg Hunter, EggOMatic™, El Porko Mafioso, Elephant Scratchcard, Elite of Evil: The First Quest, Elusive Gonzales, England League, England League Ondemand, English Fast League, English Soccer, Epic Gems, Escape from Alcatraz, Euro Cup 2020, Euro Cup 2020 Ondemand, Euro League Legends, Euro Roulette, Euro Twins Roulette, European Blackjack, European Blackjack Elite Edition, European Blackjack Mh, European Roulette, European Roulette Christmas Edition, European Roulette Dark Mode, European Roulette Gold Series, European Roulette High Stakes, European Roulette Low Stakes, European Roulette Pro, European Roulette Small Bets, European Roulette VIP, Evolution, Explodiac Red Hot Firepot, Explosive Cocktail, Exposure Blackjack, Extra Bingo , Extra Clovers, Extreme, Extremely Rich, Ez2 Lotto, F777 Fighter, Fa-Fa Twins , Faces & Deuces, Faerie Spells™, Fair Roulette, Fair Roulette Privee, Fair Roulette Pro, Fall of the Beast, Fan Tan, Fancy Fruits Crazy Chicken Shooter, Fancy Fruits Golden Nights, Fancy Fruits Respins of Amun Re, Fancy Fruits RHFP, FanTan, Fashion, Fashion TV Nations League, Fervent Diamond, Fervent Diamond Nudge, Fire & Steel, Firefly Keno, Firestorm Bingo, Firing Hot, First Person American Roulette, First Person Baccarat, First Person Blackjack, First Person Craps, First Person Dragon Tiger, First Person Dream Catcher, First Person Football Studio, First Person Golden Wealth Baccarat, First Person Lightning Baccarat, First Person Lightning Roulette, First Person Mega Ball, First Person Roulette, First Person Blackjack, Fish Prawn Crab, Fish-Prawn-Crab Dice, Fishermen Gold, Fishing Expedition, Fishing God, Fishing Kingdom, Fishing War, Five Aces, Five Ball Fiesta, Five Dragons Fishing, Five Hand Vegas Blackjack, Five Hand Vegas Blackjack V2, Flame Roulette, Flash Winnings, FLG Game, Fly Jet, Fly Piggy Fly, Football, Football 3x3, Football Bet, Football Hub, Football League Round, Football Penalty Duel, Football Pro Scratchcard, Football Slot, Football Streak, Football Strike, Force Of Dragon, Forest Animal, Forest Party, Forever Diamonds, Fort Brave, Fortuna, Fortune, Fortune 18, Fortune black, Fortunes, Four Aces, Four Seasons, Frankenslot's Monster, Freecell, Freeway Poker, French Keno, French Roulette, French Roulette Privee, French Roulette Pro, Frenzy Discs: Twin Numbers, Frog Creek, Fruit, Fruit Bat Crazy™, Fruit Casino, Fruit Casino 3x3, Fruit Casino Pull Tabs, Fruit Cocktail, Fruit Fashion, Fruit Heat, Fruit Love, Fruit Mania, Fruit Mania Golden Nights, Fruit Punch Up, Fruit Rush, Fruit Scapes, Fruit Scapes 3x3, Fruit Scapes Pull Tabs, Fruit Snapz, Fruitoids, Fruitomatic, Fruits Bar, Fruits Bar Pull Tabs, Fruits Fortune Wheel, Fruits Fortune Wheel 3x3, Fruits Fortune Wheel Pull Tabs, Fruitsie, Fruity Flurry, Fruity Taste, Fun Fruit, Gagarin-61, Galaxy, Galaxy Roulette, Gambeta Bingo, Gangsters, Gates of Persia, Gem Fishing, Gem Riches, Gem Roulette, Genie Wishes, Germany League, Germany League Ondemand, Ghost Pirates™, Gifts of Ostara Scratch, Giovanni's Gems, Global American Roulette, Global Bet, Global Euro Roulette, Global Poker Roulette, Go Go Magic Cat, Go Go Magic Dog, Go Gold Fishing 360, Goal, Goal Football League Round - Italian, Goal Football League Round - Spanish, Goblin Run, Gods Slash Fish, GodzFishing, Gold and Money, Gold Bars & Rounds, Gold Cai-Shen Fishing, Gold Cai-Shen Fishing 2, Gold Canyon™, Gold Digger: Mines™, Gold Dragon 360, Gold Rooster Lottery, Gold Roulette , Goldaur Last updated: June 2022 Guardians, Golden Chip Roulette, Golden Clover, Golden Crab, Golden Dragon, Golden Dragon Club, Golden Egg Keno, Golden Egg Of Crazy Chicken, Golden Egg of Crazy Chicken Crazy Chicken Shooter, Golden Garuda, Golden Girls, Golden Hook™, Golden Joker Dice, Golden Lemon, Golden Lemon Deluxe, Golden Lucky Cat, Golden Potion, Goldfire 7s, Good Girl/Bad Girl, Gorgeous Diamond, Gorgeous Diamond 3x3, Grand Crown, Grand Riches, Great Warrior, Greedy Goblins, Green Grocery, Greyhound Races, Greyhound

Streak, Greyhounds, Greyhounds Ondemand, Guess Train, Gypsy Rose, Hallow Pick, Halloween, Halloween Keno, Halloween Lotto, Halloween Money, Halloween Scratch Card, Halloween Slot, Happy 10, Happy Beast Cards, Happy Birds, Happy Cards, Happy Holidays Scratch, Happy Lottery, Happy New Year, Haunted Money, Haunted Money 3x3, Haunted Money Pull Tabs, Havana Club, Heads & Tails, Heads and Tails, Heads and Tails XY, Heart Of Princess, Hearts, Hearts of Three, Hellfire, Hi-Lo Blackjack, Hi-Lo Switch, High Hand Holdem Poker, High low, Highway Stars, Hilo, HiLo Gambler, Hockey, Holdem Poker, HollyWood Bingo, Holmes & The Stolen Stones, Holmes and the Stolen Stones, Horse 6, Horse 6 Ondemand, Horse Racing Real, Horse Racing Roulette, Horse Racing Virtual, Horses 10 Flat, Horses 10 Flat Ondemand, Horses 10 Sprint, Horses 10 Sprint Ondemand, Horses 12 Flat, Horses 12 Sprint, Horses 6 H. Odds, Horses 6 H. Odds Ondemand, Horses 8 Flat, Horses 8 Flat Ondemand, Horses 8 Sprint, Horses 8 Sprint Ondemand, Horses Streak, Horseshoe, Hot Fruits Wheel, Hot Fruits Wheel 3x3, Hot Fruits Wheel Pull Tabs, Hot Keno, Houdini, Huaguoshan Legends, Hugo 2, Hyper Burst, Immortal Romance, In Between Poker, Infinitely Hot, Instant Bingo, Instant Football, Instant Greyhounds , Instant Horses, Instant Speedway, Instant Trotting, Instant Velodrome, Irish Charms, Irish Story 3x3, Irish Story Keno, Irish Story Pull Tabs, Island 2, It Came From Venus JP, Italia 3x3, Italia League, Italian Fast League, Italian Roulette, Italian Soccer, Italy League Ondemand, Jack Hammer 2: Fishy Business™, Jack Hammer™, Jackpot, Jackpot 6000™, Jackpot Cherries, Jackpot Poker, Jackpot Roulette, Jackpot Stud Poker, Jacks or Better, Jacks or Better 1 Hand, Jacks or Better 10 Hand, Jacks or Better 100 Hand, Jacks or Better 4 Hands, Jacks or Better 5 Hand, Jacks or Better 50 Hand, Jacks or Better Double Up, Jacks Or Better HD, Jacks Or Better Poker, Jacks or Better Saloon, Jade Butterfly™, James Cook, JetX, JetX 3, Jewel, Jingle Up, Jogo Do Bicho, Joker Dice, Joker Factor, Joker Poker, Joker Poker 100 Hand, Joker Poker 4 Hands, Joker Poker Aces HD, Joker Poker Kings HD, Jokerizer, Joker´s Wild, Jolly Poker, Just a bingo, KA Fish Hunter, Kawaii Kitty, Keno, Keno Deluxe, Keno Fortunes, Keno Live, Keno Neon, Keno Night, Keno Pop, Keno Rush, Keno T+, Keno Universe, Keno Vegas, Keno80, King & Queen, King Octopus, King of Fruits, King of Jumping Scratch, King of Jungle, King of the Jungle, King Of The Jungle Golden Nights, Kingly Crown, Kitten Rest, Kitty Cash, Kitty Cash Scratch, Kitty Puzzle, La Dolce Vita, La Dolce Vita Golden Nights, La Dolce Vita RHFP, Land Of Heroes, Land of Ozz, Las Vegas, Lava Lions, Le Kaffee Bar, Legend of Erlang, Legend Of The Nile™, Let It Ride Poker, Let's Enhance, Libertadores Ondemand, Lightning Joker, Lightning Lucky Six, Lightning Roulette, Limbo Cat, Limoncello, Live Lotto, Live Roulette, Live Slots, Livegames 37, Locomodin, London Hunter, Loot or Boot, Lost Treasure, Lost Vegas Zombies Scratch, Lottery Wheel, Lotto Lucky, Lotus Love, Love Magic, LoveYa, Low Roulette, Lucky 3, Lucky 5, Lucky 7, Lucky 7 Blackjack, Lucky Card, Lucky Cat Blackjack, Lucky Christmas, Lucky Clover, Lucky Coin, Lucky Coins, Lucky Day: Cheltenham Champions, Lucky Day: Christmas Cashcade, Lucky Day: Eggstravaganza, Lucky Day: Football Gold, Lucky Day: Mega Hallowin, Lucky Day: Summer Spike, Lucky Drink, Lucky Drink In Egypt, Lucky Green 777, Lucky Keno, Lucky Ocean, Lucky Pigs, Lucky Riches Hyperspins, Lucky Roulette, Lucky Sevens, Lucky Six , Lucky Spin European Roulette, Lucky Tanks, Lucky Trick Pull Tabs, Lucky Wheel, Lucky X, Ludo, Last updated: June 2022 LUX Roulette, Luxor Scratch, Luxurious World, Luxury Lux, Maaax Diamonds Golden Nights, Mafia: Syndicate, Magic, Magic Garden, Magic Garden 10, Magic Garden 40, Magic Luck, Magic of Christmas, Magic Poker, Magic Rush Deluxe, Magic Rush Win, Magic Shoppe, Magic Stone, Magic Wheel, Magnificent Fruits, Magnify Man, Mahjong, Majesty Fruits, Marswood Party, Martians Attack, Match Day, Match Mania, Max Car Motor Racing, Maxi Roulette, Maya Mystery, Mayan Fire, Mega, Mega Gems, Mega Glam Life, Mega Jack HD, Mega Joker, Mega Love, Mega Score, Megamoney, Mehen, Mermaid Hunter, Mighty Dragon, Million Coins Respin, Mine Field, Miner Babe, Mines, Minesweeper XY, Mini Roulette, Moirai Blaze Scratch, Money Matrix, Money Tree, Money Wheel, Monkey Mania, Monster Blast, Monster Legend, Monsters, Monsters' Scratch, Moon Stone, More Cat Mania, More Gold Diggin', More Or Less, Motorbike V2 Ondemand, Motorbikes, Mr Chu Tycoon, Mr. Vegas, Muertitos, Muertitos: Video Bingo, Multi Hand Atlantic City Blackjack, Multi Hand Classic Blackjack, Multi Hand European Blackjack, Multi Hand Vegas Downtown Blackjack, Multi Hand Vegas Single Deck Blackjack, Multi Hand Vegas Strip Blackjack, Multi-Hand Blackjack, Multi-Hand Blackjack V2, Multifire Roulette, Multihand - Jacks or Better Poker, Multihand

Blackjack, Multihand Blackjack Pro, Multiplayer Bull Cards, MWA, Mysteries of the East, Nang Kwak, Nascar Streak, Nektan Blackjack, Nektan Roulette, Neon Jungle Scratch, Neon Keno, Neon Roulette, Neon Shapes, Neptune Treasure Bingo, Nerves of Steal, New Triple, New Triple HD, Next Six, Night Wolves, No Commission Baccarat, No Zero Roulette, Nordic Quest, Number Bonus, Number Game, Nuwa, Oasis Poker, Oasis Poker Classic, Ocean Pearl, Ocean Ruler, Ogre Empire, Old Fisherman, Ole Bingo, Olympus Treasures, One More Poker, Oracle Real Casino Roulette, Orient Express, Ozwin's Jackpots, Pachinko, Pachinko 2, Pachinko 3, Pai Gow, Pai Gow Poker, Paint Scratch, Paris Nights, Partick's Pick, Party Pop, Patrick's Magic Field, Penalty, Penalty Series, Penalty Shoot-Out, Penguin City, Persian Nights, Phantom's Mirror, Pharao's Riches, Pharao's Riches Golden Nights, Pharao's Riches RHFP, Pharaoh, Pharaon, Phoenix's Fruits, Pick Your Way to a Winner, Piggy Bank, Piggy Bank Scratch, Piggy Picker, Pinocchio, Pip's Quest, Pirate 21, Pirate Cave, Pirate Cave 3x3, Pirate Cave Pull Tabs, Pirate Island, Pirates Bay, PK10, Planet 67, Planets, Platinum Bullions, Platinum Hounds, PlingoBall, Plinko, Plinko XY, Pok Deng, Poke The Guy, Poker King, Poker Race, Poker Roulette, Poker Teen Patti, Pompeii, Pontoon, Pontoon 21, Pop 'til You Drop, Portomaso Real Casino Roulette 2, Poseidon's Secret, Power Balls (CD), Power Balls Light, Prehistoric Story, Premier Blackjack with Lucky Lucky™, Premier Blackjack with Side Bets, Princess of Swamp, Pro-Pong Table Tennis, Pull A Cracker, Pull Tab Cashing Rainbows, Pull Tab Go Wild on Safari, Pull Tab Hot Cross Bunnies, Pull Tab Jewellery Box, Pull Tab Shore Thing, Pull Tab Sunset Reels, Pumpkin Patch, Pumpkin Win, Puppy Payday Scratch, Purple Brilliant, Pyramid, Pyramid Treasures, Queen of Gold™, Racing Dogs, Racing Horses, Raid the Piggy Bank, Rainbow 3x3, Rainbow Blackjack, Rainbow Wilds Scratch, Ramses Book Golden Nights, Ramses Book Respins of Amun Re, Ramses Book RHFP, Rasta Bingo, ReTrigger Happy Pull Tab, Real Christmas Roulette, Real Fighting, Realistic Roulette, Red Card, Red Chilli Luck, Red Dog, Red Hot Sevens, Red Hot Sevens Pull Tabs, Red Queen, Red Queen Blackjack, Red Square Games, Reel Extreme, Reel Gems, Reel Gems Deluxe, Reel Hot Respin™, Reel Riches, Reel Steal™, Reels of Wealth, Retro Reels, Retro Solitaire, Rich Life, Rich Life 3x3, Rich Life Pull Tabs, Riches, Ride `Em Poker, Ride'm Poker, Rio Bingo, RNG-WAR, Roasting Hot, Roasting Hot 100 Lines, Roasting Hot 40, Robin Hood: Shifting Riches™, Rock VS Paper: Vikings Mode, Rocket Dice, Rocket Dice XY, Rocky Mocky, Roll To Luck, Roman Legion Extreme Red Hot Firepot, Roman Legion Golden Nights, Romance of the Three Kingdoms, Romeo, Rooftop Fight, Roulette, Roulette Last updated: June 2022 Advanced, Roulette Adviser, Roulette American Pro, Roulette Classic, Roulette Common Draw 12 Numbers, Roulette Euro Pro, Roulette Grand Croupier, Roulette Grand Croupier Chiquito, Roulette Grand Croupier Rebeca, Roulette Royal, Roulette Silver, Roulette Single Zero Roulette, Roulette with track, Roulette X2, Roulette X5, Roulette – American, Roulette™, Royal Court, Royal Riches, Royal Seven Golden Nights, Royal Seven Ultra, Royal Seven XXL, Royal Wealth, Royal Wins, Run Amuck, Russian Keno, Russian Poker, Safari Sam, Saloon, Samurai, San Gong, Santa's Village, Santa's Wild Pick, Santa's Workshop, Sapphire Roulette, Savanna Moon, Scalding Hot, Scarab Treasure, Scout Gaming, Scratch Dice, Scratch Match, Scratchy Bit, Scroll Of Anubis, Scrooge, Scudamore's Super Stakes™, Seasons, Secret Agent, Secret Cupcakes, Secret of the Stones, SEDIE, Sequential Royal, Sevens, Sevens & Books, Sevens Fire, Sheriff Jack, Shogun Secret Crazy Chicken Shooter, Showball 3, Showdown, Showhands, Si-Xiang Scratch, Sibyl, Sic Bo, Sic bo 888, Sic Bo Dragons, Sic-Bo, Sicbo, Sicbo Australia, Signs Of Fortune, Simply The Best, Sin City Nights, Single Deck Blackjack, Single Deck Blackjack Elite Edition, Single Deck Blackjack Gold Series, Single Deck Blackjack Mh, Single Hand Blackjack, Siren's Kingdom Scratch, Six Card Charlie Blackjack, Six Shooter, Sizzling Crown, Sizzling Crown Pull Tabs, Slice And Dice, Slingo Advance, Slingo Ante Up, Slingo Berserk, Slingo Big Wheel, Slingo Cascade, Slingo Classic 20th Anniversary, Slingo Fire & Ice, Slingo Fluffy Favourites, Slingo Lightning, Slingo Lucky Larry's Lobstermania, Slingo Lucky Streak, Slingo Reel King, Slingo Reveal, Slingo Showdown, Slingo Starburst, Slingo Wild Adventure, Slingo Xing Yun Xian, Slot Car Races, Slot It In!, Slots Angels, Snack Blast, Snakes And Ladders, Snow Scratcher, Solar Goddess, Solitaire, Space Cat, Space Cowboy, Space Force, Space Hunters: Scratch Card, Space XY, Spaceship, Spain League, Spain League Ondemand, Spanish Fast League, Speed Cricket Baccarat, Speedway, Speedway Ondemand, Spider Solitaire, Spin 2 Wheels, Spin 2 Win, Spin 2 Win American, Spin 2 Win Royale, Spin

2 Win Royale American, Spin and Win, Spin Dizzy Pull Tab, Spin Payday, Spin X, Spina Colada, Spinball, Spinfinity Man, SpinLotto Scratch, Spino Greyhounds, Spino Horses, Spinola Lottery, Spooky Scary Scratchy, Sport Slot, Squeaky Blinders, Stack'em Scratch, Stacks of Jacks, Stampede, Stardust, Steam Joker Poker, Sticky Diamonds, Sticky Diamonds RHFP, Stuffed with €100s, Sugar Pop, Sugar Pop 2™, Sumi-e, Summer Cocktail, Summer Scratch, Sunny Shores, Suntechnik Classic, Super 6, Super 7 Blackjack, Super Baccarat, Super BarX Pull Tab, Super Bola, Super Duper Cherry, Super Duper Cherry RHFP, Super Fast Hot Hot Respin, Super Graphics Upside Down Pull Tab, Super Keno, Super Las Vegas HD, Super Lucky Reels, Super Mask, Super Multitimes Progressive HD, Super Sevens, Super Shamrock, Super Super Fruit, Super Video Poker, Super7, Superb Keno, Swedish Roulette, Sweet Alchemy Bingo, Sweet Candy Slot, Tai Xiu, Take 5, Take 5 Golden Nights, Take 5 RHFP, Taxi Movida, Teen Patti, Teen Patti Face Off, Temple Stacks: Splitz™, Tennis, Tens or Better, Tens or Better 1 Hand, Tens or Better 10 Hand, Tens or Better 100 Hand, Tens or Better 5 Hand, Tens or Better 50 Hand, Tens Or Better HD, Texas Hold'em Bonus, Texas Hold'em Poker, Texas Holdem Poker, Texas Hold`em, Texas Hold’em Poker 3D, Thai HiLo, The Alchemist, The Angler, The Book Beyond, The Charm of Cleopatra, The Curious Cabinet Scratch, The Dark Joker Rizes, The Deep Monster, The Dollar Game, The Expandable, The Exterminator, The Ghost Walks, The Glam Life, The Gold of Poseidon, The Golden Owl of Athena™, The Harvest Wheel, The Incredible Balloon Machine, The Kingdom Of The Elves, The Land Of Heroes Golden Nights, The Link Scratch, The Moneymania, The One Armed Bandit, The Pesos game, The Saloon HD, The Shield of Zeus, The Slotfather JP, The Slotfather: Part II, The Smart Rabbit, The Thimbles, The Tipsy Tourist, The True Sheriff, The Wish Master™, Thimbles, Three Card Poker, Three Card Poker Deluxe, Three Card Last updated: June 2022 Rummy, Three Cards, Thrones Of Persia, Tiger Scratch, Tiger's Claw, Tomatina Bingo, Top Secret, Tower of Power, Treasure Island, Treasure of Horus Scratch, Treasure Room, Treasure Tombs, Tree of Fortune, Trevo da Sorte Scratch Card, Trey Poker, Triple 7, Triple Bonus, Triple Bonus HD, Triple Bonus Poker, Triple Double Bonus Poker, Triple Edge Poker (Three Card Poker), Triple Tigers™, Troll Dice, Tron Race, Tropical Fruitsie, Turbo 90, Turbo Keno, Turbo Poker, Turbo Roulette, Turkish Blackjack, Turkish Roulette, Turtle and Phoenix, Tut's Twister, Tutan keno, TV Roulette, Tycoons, Ultimate Baccarat, Under the Bed, Undersea Battle, Untamed - Giant Panda, Upper Hot, Valley of Pharaohs, Valley Of The Gods, Valley Of The Gods 2, Vampire The Masquerade - Las Vegas, Vampires, Vegas, Vegas 2, Vegas Downtown Blackjack, Vegas Single Deck Blackjack, Vegas Strip Blackjack, Vegas Strip Blackjack Elite Edition, Vegas Strip Blackjack Gold Series, Vegas VIP Gold, Vegas Wins, Victorious™, Video Poker Jacks or Better, Viking, Viking Runecraft Bingo, Viking Voyage™, Viking Wilds Scratch, Vikings Go Berzerk, Vikings go to Hell, Village Fun, Violet Vacation, VIP Keno, VIP Roulette, Virtual Baccarat, Virtual Burning Roulette, Virtual Challenge Cup, Virtual Classic Roulette, Virtual Cup, Virtual Euro Trophy, Virtual Football , Virtual Football Cup, Virtual Football Pro, Virtual Golf, Virtual Greyhound Races, Virtual Horse Races, Virtual Motorcycle Speedway, Virtual Racing, Virtual Roulette, Virtual SicBo, Virtual Soccer, Virtual Tennis , Wai-Kiki Scratch, Walking Death, War, Way of the Warrior: Scratch Card, Wealth Club, Weekend In Vegas, Western Jack, Wheel of Africa, Wheel of Fortune, Wheel of Fruits, Wheel of Hounds, Wheel of Monsters, Wheel of Steal, Wheel of Winners, Wheely Wheely Big, Wicked Circus, Wild Bonus Re-Spins, Wild Extra Cats, Wild Heroes, Wild Jester , Wild Orient, Wild Pops, Wild Rapa Nui, Wild Robo Factory, Wild Rubies Christmas Edition, Wild Rubies Golden Nights, Wild Rubies Red Hot Firepot, Wild Spin, Wild Texas, Wild Water King, Wild West, Wildlife 2, Wilds Gone Wild, Win Blaster, Win Shooter, Windjammer, Winter Night, Winterberries, Wolf Hunters, Won Won Catching, World Cup, World Cup Keno, World Cup Ondemand, World Football, World Hockey League, World of Fruits, World War, XKeno, Xmas 3x3, Xmas Keno Cat, Xmas Luck, XXXtreme, Yak Yeti & Roll™, YaSunHi, Yatzy, Yukon 21, Zeppelin, Zodiac Signs, Zombie Hoard, Zombie Moon, Zombie Party, Zoom Roulette

5.3. Errors Or Omissions

1. If both the software and hardware used by the Casino start to malfunction, the Casino will resort to reasonable measures to solve the problem and address its consequences as soon as possible. If problems of this sort interrupt any game to the extent that the Customer cannot restart the game from precisely the very moment it has been interrupted without incurring irreversible data losses, the Casino will pursue the most adequate, reasonable, and just policies to handle such a situation.
2. If, as an outcome of a technical error, any funds are added to the Customer's account and he/she places bets with such funds or somehow participates in the games made available by the Casino with such funds, the Casino reserves the full right to nullify and cancel such bets. the Casino is also authorized to withhold any winnings stemming from such funds. When the Casino pays winnings received as an outcome of such bets or games, the Casino has the full right to request the Customer to have them returned.
3. Whenever the Customer accesses services provided via the Internet, he/she shall fully understand that:
    - It is always possible that the Customer may face system issues, service malfunctions, defects, or errors of any other sort. If the Customer faces any technical issues, should reach out to the Casino’s Support Service via e-mail support-en@22casino.com;
    - As for the Customer's success in promotions which are carried out at speed, it is directly related to and dependent on the equipment used by the Customer and the quality of his/her connection to the Internet;
    - All the rules, with no exception, related to any game and promotion are constantly available. At any moment, the Customer can review and revisit them. the Casino urges the Customer to read them attentively and thoroughly before they begin to play the games and use the Services made available by the Casino.
4. In case the Customer places a bet related to a live event, this Customer might not be in the right position or location to see or otherwise receive the latest information regarding this event within a relevant space of time. the Casino cannot be held liable for any losses and shall not be expected to compensate for any losses incurred as an outcome of a delay related to the transmission of digital data covering such events.
5. By starting to play any game made available by the Casino, the Customer assumes full and sole personal responsibility for the speed and quality of his/her connection to the Internet as well as for the technical condition and efficiency of the equipment used to get access to the internet. the Casino explicitly rejects any liabilities for any losses the Customer incurs (as an outcome of service issues, poor connection, weak signals, loss of service, or otherwise) because of their internet service providers or telecom providers.

5.4. Force Majeure Events

1. The Casino cannot be held liable or anyhow responsible for any failure to perform or for delaying to perform any of its functions and obligations, stipulated by these Terms of Service, if such a situation arises from any events taking beyond reasonable and exercisable control. These events include, without limitation, any technical issues and interruptions concerning the telecom networks the Casino and the Customer depend on; issues with electricity supply; issues with PCs, smartphones, tablets, or any other gadgets that belong to any third parties; fires, lightning, and storms; explosions; floods, extreme snowfalls, and other extreme weather conditions; strikes, riots, blockages, mutinies, civil unrests, military actions, or any relevant acts of sovereign governing bodies or other competent authorities (i.e. “Acts of God” or "Force Majeure").
2. If a Force Majeure period starts and an Act of God takes place, the Casino’s functions are automatically viewed as entirely suspended for the entire duration of this period. As for the

Casino, it will attempt to use any endeavors, within a reasonable framework, to effectively deal with the consequences of such Force Majeure events. The Casino will also attempt to identify a way by which the obligations may be fulfilled in spite of the Force Majeure event and its practical consequences.

3. The Casino so affected shall be relieved of liability to the Customer for a failure to perform or for delay in performing its obligations, but will use all reasonable endeavors to resume full performance thereof. The Casino is not obliged to notify the Client about the occurrence of Force Majeure circumstances, but posting on the Casino website about the occurrence of these circumstances will be considered sufficient to notify the Client.

6. FAIRNESS & RNG TESTING METHODS

Online gambling should be fair. And while this requires players to behave honestly and without malicious intent, it is the responsibility of casinos to take all necessary measures to ensure that players can enjoy the game in fair and safe conditions.

6.1. DEFINITION OF FAIR CASINOS

A “fair casino” is an online casino that:

- pays out all legitimate winnings;
- does not include unfair terms in its Terms of Service;
- does not resort to deceptive practices to cheat players;
- prevents access from restricted countries (does not allow players from certain countries to create an account or play) and only grants bonuses to those players who can use them.

Even casinos with fair rules and a good approach to gambling can engage in dubious practices for players. In some cases, players may ignore certain rules and inadvertently break them, even though the rules are fair in opinion. That is why casinos should ensure compliance with all rules using technological means to prevent players from unintentionally getting into trouble.

6.2. DEFINITION OF FAIR AND SAFE CASINOS

Fair and safe casinos like 22Casino.com are those that meet all the criteria of “fair and safe casinos” and have also implemented measures that prevent players from accidentally breaking the rules or doing something that harms their own interests.

Therefore, “fair and safe casinos” should prevent players from violating the general Terms of Service, bonus Terms of Service, or any other rules that could jeopardize the money they have in their account. In particular, “fair and safe” casinos should:

- ensure compliance with maximum bet amount limitations, restricted games, and other bonus conditions;
- warn players that they are about to do something that could be detrimental to them (such as accepting a bonus that could void the winnings of the previous bonus);
- check for multiple accounts when creating an account (we suggest checking the database for a combination of the new player’s name and date of birth and displaying a warning if any results are found; we will discuss this in more detail below).

Fair casinos like 22Casino.com works only with trusted software providers in the field of gambling.

Except for LIVE casino games, to ensure the integrity of our casino games, a Random Number Generator (RNG) is always used to determine the random outcome of such games.

This is a standard industry system that ensures consistently random results which have also been extensively tested by running and analyzing thousands of game rounds. The randomness of the RNG provides a credible and fair gaming environment.

We cooperate with gambling regulatory authorities and online gambling licensing organizations with

the intent of ensuring our compliance with the legislation of relevant jurisdictions.

7. Privacy & Management of Personal Data

The 22Casino management team and its employees take the safety of your personal data and general confidentiality very seriously.
We are committed to improving the transparency of how we use and protect your data. We have included changes to this Privacy Policy to comply with the standards of the General Data Protection Regulation (GDPR).
This Privacy Policy sets out our data processing methods and your options concerning how your personal information is used.
22Casino understands and takes responsibility for providing you, our customers, with clear information about how we use cookies, and we guarantee that people using our website can make the right choice.
If you have any requests, questions, or suggestions regarding your personal data or any general questions regarding methods of processing and using the services that are provided to you, please contact us at support-en@22casino.com.
We also kindly ask that you send detailed information to support-en@22casino.com about any pages on our website where you are concerned about the use of cookies.

7.1. Privacy

22Casino undertakes to protect your personal data.
This Privacy Policy explains what information we collect when our services are used, why we collect this information, and how we use it.
Please note this Privacy Policy will be agreed between you and 22Casino (hereinafter "We", "Us" or "Our", if applicable).
We may periodically make changes to this Privacy Policy and notify you of these changes by publishing the modified terms on our platforms.
We recommend that you review this Privacy Policy regularly.

7.2. Consent To Personal Data Processing

RIGHTS OF THE PERSONAL DATA SUBJECT
The processing of your personal data at 22Casino starts only after you have clearly expressed the approval that establishes and confirms freely given, explicit, informed, and unambiguous expression of your consent to the processing of your personal data (hereinafter "Consent").
The Consent you give us freely, voluntarily and in your interest is explicit, informed, and conscious.
Your consent to the processing of personal data may be given to us by you or your representative in any form that allows to confirm that it was received, namely:
IN WRITING
In this event the Consent should contain the following information:

- surname, first name, patronymic (if applicable), address of the subject of personal data, number of the main identification document, document issue date and the issuing authority, or surname, first name, patronymic, address of the representative of the personal data subject, the number, issue date, and issuing authority of their main identification document, the requisites of the notarized power of attorney or other document confirming the authority of that representative (upon receipt of the consent from the representative of the personal data subject)

- the postal address of 22Casino receiving the consent of the personal data subject
- the purposes of processing the personal data
- a list of the personal data, for the processing of which the consent of the subject of personal data is given
- the name and address of the person (legal entity) that is processing the personal data on behalf of 22Casino, if the processing is delegated to such person (entity)
- a list of actions on personal data to which the consent is given; general overview of the personal data processing methods
- the period during which the consent of the subject of personal data is valid, as well as the method of its withdrawal
- the signature of the personal data subject

BY WAY OF IMPLICATIVE ACTIONS OF a personal data subject which express their will to establish a legal relationship with 22Casino, not in the form of an oral or written expression of their will, but by their behavior, from which such intention can be concluded (for example, registration on the 22Casino website, registration to 22Casino services, execution of monetary transactions into their personal account obtained through registration on the 22Casino website, which is a condition for participating in betting in accordance with the Terms of Service of 22Casino, registration of bets through their personal account and receipt of winnings through their personal account, compliance with the rules established by the gambling operator, etc.).

22Casino does not require your Consent to process your personal data in the following cases:

- where the processing of personal data is necessary to achieve the objectives provided for by international treaties or laws of local jurisdictions, for the performance and discharge of the functions, powers, and duties conferred by law;
- where processing of personal data is necessary for the administration of justice, the execution of a court decision or a decision by another legal body or an official subject to execution in accordance with local laws;
- where processing of personal data is necessary to protect the life, health, or other vital interests of the subject of personal data if obtaining their consent is not possible;
- where processing of personal data is necessary for the purposes of exercising the rights and legitimate interests of 22Casino or third parties, or for the achievement of socially significant purposes, provided that this does not violate the rights and freedoms of your personal data;
- where processing of personal data is carried out for statistical or other research purposes, subject to obligatory anonymization of your personal data, except when personal data is processed for marketing purposes;
- where access to the personal data that is being processed has been provided by you to an unlimited number of persons;
- where personal data that is being processed is subject to publication or mandatory disclosure in accordance with the laws of local jurisdictions.

The company shall only obtain, store and process the data of individuals who are customers of the company. A customer of the company is an individual who has agreed to the company’s Terms of Service and fulfilled the conditions.
The company has the right to unilaterally refuse to store, provide or process any personal data belonging to a customer without offering a reason.

The procedures for the withdrawal of your consent to the processing of your personal data, obtaining information about the availability of your personal data in 22Casino, and clarifying, blocking, and destroying your personal data which 22Casino holds on request are governed by the "General Data Protection Regulation" (GDPR) and are carried out by us in full.

7.3. Objectives Of Information Collection

We collect and process information that can be used for personal identification purposes, including, but not limited to, first name and surname, date of birth, credit card details, home or other address, e-mail address, telephone number or other appropriate Personal information (hereinafter "Information").
You may be asked to provide personal information when using our website, registering an account or using our services.
The personal information we collect may include such information as:

- contact details (including phone number, e-mail address)
- information on residency (your geographic postal address)
- payment information
- transaction history
- preferences when using the website
- feedback on Services

This information is collected, processed, and stored by us on servers, according to the requirements of the legislation of your state.
When you interact with services, our servers store your unique activity log, which collects certain administrative and traffic information, including:

- source IP address
- access time
- date of access
- visited web pages
- language used
- software crash reports
- type of browser used

This information is needed to ensure we provide services of the highest quality.
We never collect personal information about you without your knowledge.

7.4. Means Of Gathering And Processing Data

We may automatically collect certain data, as discussed above, and receive Personal Information about you where you provide such information voluntarily through the services or other communications and interactions on the 22Casino site.
We may also receive personal information from online vendors and service providers, and from customer lists lawfully acquired from third-party suppliers.
In addition, we may use the services of third-party service suppliers for technical support of your online transactions and for maintaining your account.
We will have access to any information you provide to such suppliers, service providers, and third-party e-commerce services. We will use the Personal Information in accordance with the provisions of this Privacy Policy.
This information will be disclosed to third parties outside the company only in accordance with this Privacy Policy and the legislation of your state.

7.5. The Use Of Data

We use the personal information that you provide to us to deliver our Services, to provide customer support, to ensure the necessary security, for the identity verification and checks, to process any of your online transactions, as well as to assist your participation in third-party promotions, that meet certain business conditions, and for any other purposes related to the operation of our gaming Services.
Therefore, during the provision of our services we may share your personal information with our carefully selected partners (including any other parties that have arrangements with you about the sharing of your data).

Your personal information may also be used by us to provide you with:

- promotional offers and information about our products and services
- promotional offers and information about our partners' products and services, in order to enlarge the range of products provided to you and improve our customer service

From time to time, we may request information from you via surveys or competitions. Participation in these surveys or competitions is completely voluntary and you have the choice of whether or not to disclose your personal information.
Information requested may include contact details (such as name, correspondence address, telephone number), and geographic information (such as postal code or postal address), age.
By taking part in any competition or accepting winnings (prizes) from us, you consent to the use of your name for promotional purposes without additional remuneration, except where prohibited by law.
If you have not unequivocally decided whether to receive promotional information from us, we may use your personal information (including your e-mail address and phone number) to provide you with information regarding our products, services, and promotions, including other gaming products (including online poker, casino, betting, backgammon etc.) and third-party products and services carefully selected by us.

7.6. Information Disclosure

We do not disclose your Personal Information to companies, organizations or individuals not associated with 22Casino.
We may disclose your Personal Information to companies, organizations or individuals not associated with 22Casino if you have given us consent to these actions.
We may disclose your Personal Information if required to do so by applicable law, or if we believe in good faith that such actions are necessary to:

- comply with any legal issue or process that concerns us, any of our websites or services or in circumstances where we are essentially bound by legal obligation
- protect our rights or property
- protect the personal safety of our service users or the public

If, in our opinion and sole determination, you are found to have deceived us or attempted to deceive us, or any other service user in any way including but not limited to:

- game tampering
- payment fraud

If we have grounds to suspect you of payment fraud, including the use of stolen credit cards, or any other fraudulent activity, including any payment reversal or other, payment cancellation, or prohibited transactions, including money laundering, we reserve the right to share this information together with your identity information with other online gaming sites, banks, credit card companies, appropriate regulatory agencies, and relevant law enforcement authorities.
For the purpose of public research on the prevention of addiction, your data can be passed on to the relevant institutions.

7.7. Access

You may ‘opt out’ of receiving any promotional communications either:

- by choosing to opt out via your account settings available on our sites or through our services
- in response to a promotional email you receive from us
- at any time by sending an e-mail, or by writing to our Customer Services

In addition, you may contact us at any time if you:

- want to find out what of your personal information we collect, process, and store, and also from which sources we have obtained it
- want to confirm the accuracy of the personal information we have collected about you
- would like to update your personal information; and/or
- have any complaint regarding our use of your Personal Information

If required, we will update any information you have provided to us, given that you prove the necessity for such changes and verify your identity.
For the avoidance of doubt, nothing in this Privacy Policy shall allow us to retain your Personal Information if we are required to provide it by the law of your country.

7.8. Cookies

INFORMATION STORED ON YOUR DEVICE
When accessing our services, with your consent we may store information on your device. This information is referred to as ‘cookies’, which are small text files containing letters and numbers for recording your preferences. Cookies are stored on your device when you use our services while visiting our websites and online pages.
We also use local shared objects or ‘flash cookies’. ‘Flash cookies’ are similar to browser cookies. They allow us to remember your visits across our sites.
Neither cookies nor flash cookies can be used to access your device or use information on your computer.
We only use cookies and ‘flash cookies’ for monitoring.
We only use these methods to track your use of our services to record your preferences.
Cookies help us monitor traffic to our site, improve our services, make it easier for you to access them and increase your interest in our services.
We use flash cookies and other cookies to help us show you more relevant and targeted advertisements.

STRICTLY NECESSARY COOKIES
Strictly necessary cookies are used to allow users to navigate the website and use its features, such

as accessing secure areas of the website or making financial transactions. Without these cookies, you would not be able to use our websites efficiently.

THE REGISTRATION PROCESS
These cookies will hold information collected during your registration and will allow us to recognize you as a customer and provide you with the services you require. We may also use this data to better understand your online interests and preferences and to constantly enhance your visits to our platforms and use of our services.

OUR WEBSITE
We use cookies to collect information for visitors to our website.
Our servers use three different types of cookies:

- 'Session-based' cookies: This type of cookie is only allocated to your computer for the duration of your visit to our website. A session-based cookie helps you navigate our website faster and, if you are a registered customer, allows us to give you information that is more relevant to you. This cookie automatically expires when you close your browser.
- 'Persistent' cookies: This type of cookie will remain on your computer for a set period of time for each cookie. Flash cookies are also persistent.
- 'Analytical' cookies: This type of cookie allows us to recognize and count the number of visitors to our site and see how visitors use our services. This helps us improve the way our sites work, for example, by ensuring you can log in and find what you are looking for easily.

You make a decision and you always have a choice of whether to accept or decline cookies.
Most web browsers automatically accept cookies, but, if you prefer, you can modify your browser settings to keep control over your cookies.
You can use your web browser to:

- delete all cookies;
- block all cookies;
- allow all cookies;
- block third-party cookies;
- clear all cookies when the browser is closed;
- open a "private browsing"/"incognito" session that allows you to browse the Internet without storing data locally;
- install add-ons and plug-ins to extend browser options.

Where can I find information about managing cookies?

- Information about cookies in Internet Explorer
- Information about cookies in Chrome
- Information about cookies in Firefox
- Information about cookies in Safari
- Information about cookies in Opera

For more information on how to manage cookies through your web browser, please visit www.aboutcookies.org.
You will get access to instructions for deleting and controlling cookies.
We warn you that we are not responsible for the content of external websites, and by disabling cookies you will not be able to use all the features of our 22Casino website.

FLASH COOKIES

You can modify your Flash Player settings to prevent the use of flash cookies. The settings manager of your Flash Player allows you to manage your preferences.
If you choose to decline all cookies in the browser, unfortunately you will not be able to use some of the features and services on our websites, and some services will not work correctly, for example, we will not be able to save your chosen interface language.

7.9. Consent To Use Of Electronic Service Providers

In order to play real money games on our services, you will be required to transfer money to and receive money from us. To facilitate such services we may use third-party electronic payment systems to process the required financial transactions.
By agreeing to and accepting this Privacy Policy, you expressly and voluntarily consent to the transfer to third parties of your personal information which is necessary for the processing and completion of monetary transactions including, when necessary, to the transfer of your personal information outside of your country.
We take steps to ensure that your privacy is protected when using third party payment systems.

7.10. Consent To Security Reviews

We reserve the right to conduct a security review at any time to validate the registration details provided by you and to verify your financial transactions and the correct use of our services by you, in order to prevent potential breaches of our Terms of Service and of any applicable law.
By using our services and thereby agreeing to our Terms of Service, you authorize us to use your Personal Information and to disclose your Personal Information to third parties for the purposes of validating the information you provide during registration and use of our Services, including, where necessary, the transfer of your personal information outside your country.
Security reviews may include but are not limited to ordering a credit report and otherwise verifying the information you provide against third-party databases.

7.11. Security

We understand the importance of providing security and the methods needed to secure the confidentiality, integrity, and accessibility of information. We store all personal information we receive directly from you in an encrypted and password-protected database stored within our secure network behind active up-to-date firewall software.
Our Services support SSL Version 3 with 128-bit encryption.
We also take measures to ensure our subsidiaries, agents, partners, affiliates, and suppliers employ adequate security measures.
However, sending information via the internet is usually not completely secure, and we cannot guarantee the security of your data while it is being sent.
ANY DATA, WHICH YOU SEND, IS SENT AT YOUR OWN RISK.
22Casino has all security procedures and features in place to protect your data after it is received.

7.12. Protection Of Minors

Our services are not intended for persons under the age of eighteen (18) or the lawful age in their

respective jurisdiction.
Any person who provides their information to us through any part of the services confirms to us that they are eighteen (18) years of age (or the lawful age in their respective jurisdiction) or older.
It is our policy to uncover attempts by minors to access our services which may require an additional security review.
If we become aware that a minor has attempted to or has submitted personal information via our services, we will not accept their information and will take all steps to purge the information from our records.

7.13. International Transfers

Personal Information collected by us may be stored and processed in any country in which we or our affiliates, suppliers, partners or agents provide gaming services and services of our gaming platform. By using our services, you expressly consent to any transfer of information outside your country (including to countries that may not be considered as having adequate privacy laws).
Nevertheless, we take steps to ensure that our agents, partners, affiliates, and suppliers comply with our standards of privacy and this Privacy Policy regardless of their location.

7.14. Third-Party Relationships

We cannot ensure the protection of any information that you provide to a third-party website that links to our services or of any other information collected by any third party managing it in compliance with our affiliate program (if applicable) or otherwise, since these third-party online services and websites are not owned by us and are operated independently from us.
Be careful.
Any information collected by these third parties is governed by the privacy policy, if any, of such third party.

7.15. Legal Disclaimer

We are not responsible for events beyond our direct control.
Due to the complex and ever-changing nature of our technologies and business, we provide comprehensive, but we do not guarantee an error-free, operation regarding the confidentiality of your personal information when you visit other websites using links located on our website. Websites that are beyond our control, and especially not covered by this Privacy Policy, should provide you with an opportunity to familiarize yourself with their security policies. If you visit other websites, you should be aware that the operators of these websites can collect your personal information, which they will use in accordance with their privacy policy, which will differ from ours.
Be careful.
We do not guarantee the security of your data, while it is being transmitted through channels of communication.
ANY DATA, WHICH YOU SEND, IS SENT AT YOUR OWN RISK.
We are also not responsible for any direct or indirect damage arising from the unlawful use or theft of your Personal Information.

7.16. Consent To Privacy Policy

Your use of our services is your voluntary agreement with our Privacy Policy and you thereby give us the right to collect, process, and store your personal data.
This Privacy Policy should be read in conjunction with our Terms of Service and any additional applicable Terms of Service published on our platforms and websites.
We may periodically make changes to this Privacy Policy and will notify you of these changes by publishing the modified terms on our platforms and websites.
Your continued use of our services following any changes to this Privacy Policy constitutes your acceptance of the changes.
This is our entire and exclusive Privacy Policy on May 16, 2018, it supersedes any earlier version and applies only to 22Casino.com.
We recommend that you revisit this Privacy Policy regularly.

8. Anti-Money Laundering

22Casino betting company carries out all appropriate measures to combat money laundering and international terrorism (AML Policy). Thus, the Company has a strong position to prevent all kinds of illegal activity. To fulfill these obligations, the Company is bound to inform competent authorities if there is a reason to suspect that funds which were deposited by the User into his account are related to illegal activity or terrorism financing. The company is also obliged to block such funds and to undertake measures provided for by the rules of the AML policy.

Money laundering means:

- hiding or keeping privacy regarding the information about the real source, location, disposal, movement, ownership or other property rights related to property obtained as a result of illegal activity,
- conversion, moving, obtaining, possession or use of property which was got as the result of criminal activity for the purpose of concealing the illicit source of such property or assisting persons involved in crime to avoid legal consequences of their actions,
- a situation in which the property was obtained as a result of criminal activity committed on the territory of another state.

In order to prevent the infiltration of criminal capital into the economy of the state, many countries fight against money laundering and the terrorism financing.

The company applies internal laws and regulations and special measures to help international organizations in combating money laundering and the terrorism financing around the world.

When you open an account, you agree to undertake the following obligations:

- You agree that you comply with all applicable laws and regulations on combating money laundering and terrorism financing, including the AML Policy.
- You confirm that you have no information or any suspicions about the fact that funds used for depositing in the past, present or future, are received from any illegal source, or have any relation to legalization of income obtained illegally, or other unlawful activity prohibited by applicable law or the instructions of any international organizations;
- You agree to immediately provide any information we think fit to require according to applicable laws and regulatory requirements in respect of combating the legalization of funds obtained illegally.

The company collects and keeps the passport or other ID of the User, and reports on all changes made in the account;

The company monitors any suspicious activity on the User's account, as well as operations carried out under special conditions;

The company has the right to ban the User at any time, if the Company has grounds for supposing that this operation has any relation to money laundering and criminal activity. In accordance with international law the Company is not obliged to inform the User about his suspicious activity and let him know that it has been passed to relevant authorities.

In accordance with the internal AML procedures the Company performs initial and ongoing personal identity verification procedures as provided by the level of risk of each User.

- The company will ask you to provide the minimal information to confirm your identity.
- The company will record and preserve all data and ID, as well as which methods of confirmation have been used and the results of verification procedures.
- The company will check your personal data to match the list of persons suspected of terrorism, which is formed by the authorized state and independent authorities. A minimum set of identification data includes: the User's full name; date of birth (for individuals); residential address or registered address of the User;
- sources of funds that you plan to Deposit into the account.

To verify and confirm the authenticity of the above-mentioned data, the Company may require the following documents:

- passport or identification card, or other document equivalent that meets the following requirements: contains the name, date of birth and a photograph of the document holder;
- issued by the national public authorities, a recently obtained receipt for the payment of utility bills (not older than 3 months) or other documents confirming the address of the User.

The company may also require other additional information, confirmed by relevant documents. In certain cases, the Company may also require notarized copies of documents from the User.

9. Responsible Gaming

1. Gambling problems are associated with poor mental health and can manifest in depression, anxiety, and suicidal thoughts. They also have an adverse effect on family relationships, work, academic performance, and can lead to bankruptcy or crime.
   Gambling should be an enjoyable pastime and not a way to make money.
   Unfortunately, in some cases abuse of gambling can lead to problems. We take care of our customers and make every effort to provide a safe and reliable service which our customers can use without any damaging consequences.

   If you know from the start that you are going to have certain gambling issues or you are just afraid that you are already not able to find a middle ground between how much you want to play and how much you actually can, then you may want to choose to exclude yourself from gambling at our casino. You can activate this preventive measure by contacting our friendly Support Service by Live Chat. In case you are concerned about someone close and dear to you, who can lose control over themselves while gambling, please contact our friendly Support Service and we will try to sort everything out. It works 24/7/365 and can be reached via Live Chat.
2. Our company does not allow underage gambling (for persons under the age of 18).
   We do not advertise our products and services to minors or mentally vulnerable people.
   We guarantee that our advertising, sponsorship, and marketing activities do not contain any information aimed at attracting underage persons to the Service.
3. If you share your computer with friends or family who are under the legal age to participate in our games and you would like to restrict their access to this site, please click here to register with this filtering company.
4. We regularly carry out checks to determine the age of our customers to guarantee that all our players have reached the legal age.
   - In some cases our checks cannot confirm the customer's age and we request the added information to confirm that the player has reached the legal age.
   - Availability personal account may be limit and funds are frozen until we receive the necessary information and the fact that you have reached the legal age will be confirmed unambiguously.
   - Playing with us is restricted to persons over the age of 18, or the legal age of majority in their jurisdiction, whichever is greater.
   - Our customers should understand that they are the guarantors of their legal registration on 22Casino.com.
5. Our advertising campaigns and ads do not mislead customers or misrepresent the services that we offer. Customers are informed about their chances of winning and possible risks. Services are provided for payment, excessive spending is not encouraged. To test the level of your gambling addiction, please answer "Yes" or "No" to the questions below:
   - Is your spending out of control?
   - Do you typically borrow money or steal to continue gambling?
   - Have you been spending less time with your family and loved ones lately?
   - Have opinions of others about your activity on gambling Services started to irritate you?
   - Have you lost interest in your hobbies or usual leisure activities?
   - Are you feeling depressed or sometimes even think of suicide because of losing?
   - Have you ever lied to cover up the amount of time or money that you have spent on gambling?
     If you answered "Yes" to most of the questions above, then it is likely that you have a gambling problem.

6. It’s never too late to admit that you have an addiction and to address it. We value our customers and will certainly never contribute to the problem. Please read the following tips to help you reduce the risk of developing a gambling addiction:
    - Do not consider gambling as your main source of income.
    - Put a cap on the amount of money and time you want to spend and do not exceed the limits you set.
    - Only gamble with money that you can afford to lose.
    - Avoid the temptation to chase your losses.
    - Do not gamble if you are under the influence of alcohol or drugs, or are feeling depressed.
7. Self- limitation request- limiting deposits pew day, week or month. Limit can be increased or revoked after a minimum waiting period of twenty-four (24) hours from the time of the request, except when the deposit limit was set to zero (0). Player that has set a deposit limit to zero (0) may, by providing written notice to the Company, change or revoke the deposit limit, but only after a minimum waiting period of six (6) months from the time of the request.

An Authorized Client Provider, and to the extent it is appropriate, a holder of Casino Software Provider Authorization, must take all reasonable and available measures to ensure that anyone under the approved age does not participate as a player in an authorized game. An Authorized Client Provider, and to the extent it is appropriate, a holder of Casino Software Provider Authorization, that willfully or carelessly allows a person under approved age to participate as a player in an authorized game commits a breach of these Regulations and may have its Client Provider Authorization or Casino Software Provider Authorization suspended or revoked and is subject to the imposition of a fine for each instance of such breach, of not less than One Thousand ($1,000.00) Dollars and not more than Twenty Thousand ($20,000.00) Dollars.

A prize won by a player under the approved age by participation in an authorized game contrary to section above, will be forfeited to the Commission. Any such forfeited prizes will be remitted to the Commission for disbursement to an Eligible Organization(s) selected by the Commission.

10. KYC POLICIES

1. Company will implement a FULL ‘Know Your Customer’ policy. This will assist in tackling not just Money Laundering threats but other fraud threats generally. Customers will be advised at registration and generally on the supporting non-transactional website that Company will utilize online verification tools and that in instances where we are not able to satisfy criteria, ID and address verification documents will be requested.
2. The Company has a list of documents which must be provided by the Customer for the purpose of identity verification, namely: using a valid official identification document which includes a photograph of the holder: driving license; identity card; travel-document or passport; any other document designated by the Ministry of Finance of Curacao. Upon the request of the Company the verification of the residential address may be carried out based on the following documents: valid official identity document; recent utility bill; recent account statement or reference letter issued by a credit institution/financial institution; correspondence from a central or local government authority, department or agency; any other documents issued by independent agency. The verification process also involves mandatory confirmation of the Customer’s phone number. The Company reserves the right to request additional documentation if it deems necessary upon times in order to complete their AML checks and compliance standards
3. In some cases we require additional proof - proof of funds (to make sure player uses his/her own money when gamble at our site).
4. The documents quoted hereinabove can be requested when player reaches certain sum of deposit/withdrawal and when we suspect player in fraudulent activity.
5. We also check player bets for to check on possible violations. In case we are not sure about the legality of the winning credited we contact provider and check those bets with them.
6. Verification criteria for identity document: information that should be indicated on ID: name, photograph, date of birth, citizenship. These data completely coincide with the data in player’s profile; the document is valid.
7. We check documents for any signs of editing, if necessary request selfie with ID to make sure the document belongs to the exact person who registered on the website.
8. In case we have strong suspicions and unsure whether the document is valid or not we contact anti-fraud department via email.
9. If evidence of suspicious transactions is discovered on the Customer’s account, cash deposits from questionable sources (for example, when details of the sender and the account holder do not match) and/or any actions with signs of fraud (including any refunds or cancellation of payments), the Company reserves the right to conduct an internal investigation, block or close the Customer’s account, cancel any payments and suspend operations on the account until the end of the official investigation. When making a decision the Company is guided by the provisions of the applicable law.
10. The Company has the right to request additional information about the Customer if the withdrawal method is different from the deposit method. The Company also reserves the right to block the Customer’s account during the investigation if the Customer refuses to provide additional information as requested by the Company.
11. In the course of investigation, the Company has the right to request additional copies of the Customer’s identity confirmation documents and copies of bank cards used to top up the account, copies of payment documents and other documents confirming the lawful possession and legal origin of the funds. The Company also has the right to request the original documents.
12. The Company is obliged to exercise extensive scrutiny to Customers classified as a high-risk jurisdiction.
13. The Company’s refusal or withholding to perform transactions which are considered by the Company as suspicious (including the blocking or closing of the Customer’s account) does not

constitute to be a ground for civil liability of the Company for failure to fulfil obligations to the Customer.