



## **TERMS AND CONDITIONS Version 2.03**

### **TABLE OF CONTENTS**

- 1. CONDITIONS AND TERMS (Page 2)**
- 2. DEPOSIT, WITHDRAWAL, REFUNDS, AND MONEY LAUNDERING (Page 5)**
- 3. SECURITY POLICY and COOKIES (Page 7)**
- 4. RESPONSIBLE GAMING (Page 11)**
- 5. SELF-EXCLUSION (Page 14)**
- 6. FAIRNESS AND RNG TEST METHODS (Page 15)**
- 7. DISPUTE RESOLUTION (Page 16)**

This document, which was prepared in whole or in part by Play2Net® or on its behalf, is the sole property of the Owner, including all forms of the content and all revisions and additions. Any broadcast or publication of this content has the rights listed above and more. All rights and privileges are reserved.

## 1. CONDITIONS AND TERMS

Play2Net® India. All bets placed in relation to the services provided by our firm are subject to restrictions, which may be changed as needed and during the website's operational period after first informing our customers through our website address.

One must be at least 18 years old in order to establish an account with our business and use our services.

Each customer is in charge of protecting his account password. Any wagers placed in his or her account by a third party who has knowledge of the user's password will be regarded as legitimate.

There is a single account limit per individual at Play2Net®. Any customer who has created several accounts in their name or under other identities in an effort to defraud the firm may have their accounts closed by the company. Additionally, Play2Net® has the right to revoke any agreement that involves an effort to mislead the business. In these situations, the corporation has the exclusive option to add all the tickets up to the unit and restore the money after subtracting the costs.

A new betting account's creation might be refused by Play2Net®.

Filling out the Registration form and submitting it to Play2Net® constitutes the application for the establishment of an account. Please remember that the funds in your betting accounts do not contain interest and are not eligible to receive it.

Five hundred (500) INR is the minimum deposit per account.

Play2Net® has the right to withhold payments until the matter has been thoroughly examined if there is any suspicion that a game or a sporting event may have been conducted in an illegal manner. Any such inquiry shall be conducted in conjunction with the relevant independent authorities or state. Any wagers placed for these venues can be deemed invalid and given back.

Unless otherwise mentioned, the outcomes of the sporting events are those that were announced after being approved by the official competent organs. Any modifications to the outcome made after the ratification shall have no effect whatsoever on the wagering.

Any user may not be allowed to wager in whole or in part by Play2Net®.

Only once it has been verified and only for the amount it has been confirmed, a wager slip received for confirmation is deemed to be genuine.

### **Every customer must constantly make sure:**

- that they provide their actual home address.
- people sign up under their own names.
- they provide their actual email address.
- that they provide their actual home and mobile phone numbers.
- they only have one gambling account.
- that they don't behave in someone else's best interests or on their behalf.
- ensure they do not deposit funds obtained via illegal activity.
- that they do not engage in "money laundering" using their account.

It is not feasible to put several bets on the same event. All bets made for such an event will be forfeited if such an event occurs due to human or system error. The probabilities in this scenario will be one (1).

An accepted wager cannot be altered or withdrawn by the participant. The firm has the right to revoke accepted bets prior to the start of the game without providing a reason, but only after notifying the customer through phone call, email sent to the address provided on the registration form, or both.

The slips that were filed before the venue's original date and hour shall be regarded as genuine in the event that those times are changed. The wagers that were placed after the venue's original date and hour will be regarded as invalid. If the game is placed in a slip together with other games, it will receive the number "one" (1).

The venues' chances could change across the venues. When the wager is accepted, the odds that apply will be those shown on the slip.

Even if the outcome of the game has already been determined, the firm has the right to amend any obvious errors in the published odds and cancel the slips that involve this specific game simultaneously. If there is just one outcome, the player receives their wager back. If there are several bets, "one" (1) will be awarded to the game.

Each client has a unique license that is only valid for the duration of their subscription, and they are not permitted to connect to a VPN in order to change the license's intended usage. The business is required, for tax and legal reasons, to set all of the coupons that have been used since the customer used the VPN equal to the unit and to return the funds in the customer's account to the corresponding license that made the deposit if the customer changes the license and the country to which he belongs.

The minimum bet amount is 50 INR.

The maximum return is 5,000 times the bet.

The maximum total profit for multiple betting, utilizing comparable venue combinations and/or the same match, is capped at 500,000 INR for single bets and at 1,500,000 INR for multiple or system bets. Each user has the option to request VIP limits, which have an infinite maximum profit per wager for both single and system bets.

The wagering account of the Play2Net® client will be credited with all winnings.

Regular payments of the earnings in the currency of the account will be made.

The wager is deemed worthless and all betting choices' odds are set to "one" (1) if a game is stopped or postponed and is not completed within 24 hours. The wagers that were settled before the game's suspension will be regarded as valid.

If a game (in the following sports: football, basketball, tennis, handball, formula one, motorcycles) is postponed for more than 24 hours without being completed or replayed, it will be deemed void. 'One' (1) will represent the probability.

Every match's indicated dates, hosts, and start times are just for reference. The actual game date, time, and court are chosen by the official game regulator for each match. All bets taken before the official match start will be regarded legitimate in the event of a date miscalculation (by Play2Net®), whereas

bets accepted after the official match start or with the incorrect home team will be deemed worthless, and the odd will be set at 1.00.

Any wager that hasn't been approved before the first game is regarded as invalid. If a wager shows on the user's account's betting list, it is regarded as successful.

Play2Net® is not responsible for problems with faulty computers, phone lines, or internet connections, nor is it responsible for any play techniques used by customers without our company's consent.

Even if we take all necessary precautions to safeguard the Software from viruses, we cannot and will not guarantee that your PC won't be harmed. If this happens, our services may be interrupted. After our services are interrupted, we shall resume providing them as soon as it is practicable to do so in order to restore any harm you may have sustained.

You agree to the terms and conditions of this agreement by using Play2Net® 's Internet site addresses. Do not visit our website addresses if you disagree with the aforementioned conditions and terms.

A guarantee that the internet site addresses won't be used for unlawful activities or activities that violate the aforementioned terms and conditions is necessary in order to utilize the Play2Net® internet site addresses.

The above-stated guarantees and liabilities, as well as any other part of this agreement, declared void or illegal, will be replaced by a term that best serves the original intent, with the remainder remaining in full force and effect.

Unless otherwise specified in the specific explanatory category box, the Terms & Conditions apply to all forms of betting.

subject to any rights not specifically mentioned below.

The laws of [LICENCE] govern this agreement.

Any profits from customers' accounts that are placing Sure bets, Value bets, trading, etc. will be disabled. Each account will be charged for all incurred fees prior to the withdrawal.

The user must submit the required files in order to access our services and validate their account.

If there is an active ban rule for the account, the Hampi Check system is checking the user to prohibit usage of our services.

By agreeing to our business's terms and conditions, the user acknowledges that our company has the right to seek further identity and verification papers from the user and to undertake whatever identification and verification checks it considers necessary. Additionally, the user consents to supply all the data needed for the authentication check. Our business maintains the right to limit or suspend the user's account while the identity checks are ongoing.

Play2Net® works hard to uphold the rights of its workers and provide them with the most pleasurable working environment imaginable. For this reason, the Company maintains the right to suspend or deactivate a user's account if a customer exhibits an aggressive, indecent, or disrespectful attitude toward our personnel.

If you are in the Jurisdiction of Essen at the time of registration or whilst playing any games, you are not permitted to create a new account on this website or to make any bets or wagers.

A free bet wager results in the free bet amount being subtracted from the overall earnings.

## **2. DEPOSIT, WITHDRAWAL, REFUNDS, AND MONEY LAUNDERING**

Any transaction that demonstrates irregularities, including those of the following sort, may be canceled or declared invalid by Play2Net® at its sole discretion.

The credit card or other form of payment being used by the player or customer does not match the player's name or address.

Any anomaly that might impair the processing of payment transactions and/or raises questions about whether the general terms and conditions have been broken

Play2Net® takes very seriously any kind of fraudulent behavior by users in relation to services and/or goods provided by Play2Net®. Any fraudulent behavior is absolutely forbidden, as decided in Play2Net® sole discretion. Forgery, collusion, the submission of fake registration data, the use of stolen credit cards, transfers of money to other player accounts (chip dumping), forgery, and the presentation of false information are only a few examples of fraudulent activities. Play2Net® maintains the right to seek claims for criminal prosecution and/or civil damages for any fraudulent conduct, in addition to any other remedies stipulated in the general terms and conditions or the relevant game rules. Play2Net® additionally maintains the right to record customer phone conversations for the purpose of disclosing them to other parties for legal purposes. All suspected fraudulent behavior or suspicious transactions involving players or customers will be reported to the relevant authorities.

It's also prohibited to put money on the Play2Net® Account that was acquired illegally. To stop money laundering and the sponsorship of terrorism, Play2Net® will scrutinize every transaction. Transactions that are suspicious will be reported to the relevant authorities.

When making deposits or withdrawals using electronic payment methods (such as an electronic wallet), the client is obliged to utilize his own electronic payment account. If third-party electronic payment accounts are used, any profits accrued after the deposit with this electronic payment account are annulled, and deposits are repaid to the third-party electronic payment account after any fees have been deducted. If this policy is broken, our business also maintains the right to delete the client's account.

The decision of Play2Net® regarding the invalidation of transactions, which is in Play2Net® 's exclusive discretion, cannot be contested by the player or customer. These General Terms and Conditions, the rules of the game, and any other rules that may apply, as well as any of the issues with payment transactions listed above, or if Play2Net® has reason to believe that any of the rules for gaming or betting at Play2Net® have been broken, Play2Net® may, in its sole discretion, declare the transactions in question invalid.

Play2Net® maintains the right to withhold or collect any charges (transaction fees, court costs, etc.) that may accrue after any process.

Before you may request a withdrawal from your Play2Net® account,

**Sportsbook: deposits must be wagered three (3) times** at odds of 1.25 (per event) or higher (for example, if you deposit 1000 INR, your total betting cost must be at least 3000 INR at odds of 1.25 (per event) and higher). The deposit rollover does not apply to bets with odds of less than 1,25 (per event). (The bet/betslip that contains selections of Draw No Bet, Asian Handicap, Cashout, and Postponed matches does not count for deposit rollover.) As a result, Play2Net® reserves the right, in its sole discretion, to cancel the relevant requested withdrawal if there is a suspicion of abuse (for example, when a deposited amount has not been used for an appropriate level of gameplay and the user then requests a withdrawal in relation to that deposited amount).

**Casino:** At the casino games including live casino and all other games in the platform **the deposit must be wagered 30 times**. (for example, if you deposit 1000 INR, your total betting cost must be at least 30000 INR.

In such situations, Play2Net® additionally retains the right to seek and collect sufficient evidence of deposit as well as supplementary copies of personal identification before processing any withdrawal requests, the decision to process each of which is solely at the discretion of Play2Net®.

Azerbaijan, Armenia, Lithuania, Ukraine, Russia, Belarus, Croatia, Kazakhstan, Kyrgyzstan, Moldova, Denmark, Serbia, Slovakia, Uzbekistan, Turkey, Australia, Spain, Belgium, Switzerland, Poland, Lebanon, Cyprus, Singapore, Qatar, Japan, North Korea, Cambodia, Brunei, United Arab Emirates, Russia, Iran, Iraq, Afghanistan, UK, USA, Azerbaijan, Armenia,

Because certain nations need a national license that usually forbids gambling or are regarded as banned locations by both international authorities and our firm, doing our business in them is illegal. If a customer is discovered to be wagering or playing casino games in one of the aforementioned nations, which is against the terms agreed to during registration, our company reserves the right to refund the customer's deposit, take profits from him, and deactivate his account permanently.

If Play2Net® is authorized and/or licensed to do business locally in certain nations, directly and/or by using any Play2Net® affiliated or related website, that constitutes an exception to the norm. If so, it will be instantly forwarded to the local URL, where the participant may log in with their credentials and participate without any issues.

Clients who have placed money in their trading account(s) but have not yet initiated any transactions are eligible for refunds. If this occurs, a customer may get a refund whether or not they have given the Company the required Verification Documents.

### **Technique**

The qualified customer must get in touch with the business (contact information is listed on the company website) and ask for the start of the refund process in writing through email. When seeking a refund, the Client must only use his or her registered email address.

Client's funds must be returned to the same source via the same payment method and remitter used to complete the initial deposit; however, if the business (Play2Net®) is unable to proceed with this payment for any reason, the company reserves the right to transmit the funds via an alternative payment method that the company (Play2Net®) has approved, verified, and/or suggested at its sole discretion.

A client who qualifies for a refund is not required to provide verification documents to the company; however, in some circumstances, such as when a payment provider does not provide the company with all the information required to process the refund, the company (Play2Net®) may need confirmation of the client's bank transfer in order to proceed with the refund.

The Client acknowledges and accepts that not all payment processors provide the Company (Play2Net®) with the necessary information on the source of the funds. In certain situations, the Company will ask the Client for additional papers (such as Proof of Deposit in the form of a bank transfer confirmation that specifies the specifics of the bank account used for the original deposit) in order to go forward with the refund.

Time Limits Upon receiving a request from the Client, the Company (Play2Net®) shall proceed with the payment of the requested amount within the same day or, at the latest, the following working day (however, the time required for the funds to reach the Client may vary depending on the client's chosen payment method). However, if the Company cannot clearly identify the source of the money, it may ask the Client for further information and this might cause a considerable delay in the refund procedure.

### **3. SECURITY POLICY and COOKIES**

#### **General**

Play2Net® 's Privacy Policy describes how the company manages the personal information a consumer provides in order to establish and manage a relationship with him. Play2Net® collects and processes all information and data provided to it (via any method) and stores them securely in accordance with the terms of this Privacy Statement. By using any Play2Net® -affiliated or related website, you acknowledge and consent to the collection and use of your personal information in accordance with this Privacy Statement. If you disagree with any of the statements in this document, you should consider discontinuing the use of Play2Net® services. The acquisition of the customer's personal information is necessary for the provision of our services and for compliance with legal requirements. It may also be necessary for the enforcement of our contractual agreements and, as such, in our legitimate interest.

#### **What we gather**

If a customer visits one of our websites, the system automatically collects information generated by the visitor's browser and temporarily stores it in log files, including but not limited to:

- the IP address of the requesting computer
- the date and time
- the operating system
- the customer's browser.

The log files may contain IP addresses that enable consumer identification. Such collection is necessary for the provision of services and for our legitimate interests in order to facilitate the visitor's use of the website, to maximize the website, and to identify malfunctions and misuse of Play2Net® services.

Play2Net® collects the following personal information from customers during the registration process:

- First and last name
- Mobile phone number
- Gender
- Complete address
- Date of birth
- A valid email address
- A username and password
- A personal security question and answer

Customers will be required - at any time and in accordance with applicable laws and regulations, especially the current regulations to prevent money laundering and the financing of terrorism - to submit additional documents to verify their identity and to enable security identity checks, such as a copy of a valid ID issued by the competent authority, e.g. passport, personal identity card, driver's license, a utility bill (e.g. for gas, electricity, or a lease agreement).

Customers may modify their confidential information at any time following registration, with the exception of their surname, first name, date of birth, country, and user name and alias. Every customer is required to immediately update his personal information if the information provided to Play2Net® is inaccurate or insufficient.

Such data collection is necessary for us to provide our services to the consumer and we are certified with the highest certification in this field which is the ISO27001. The customer's age and identity must be confirmed in order to comply with regulatory requirements. If a consumer deposits funds via credit card into his personal Play2Net® account, the following additional personal data must be processed:

- the first and last name of the cardholder
- The name of the credit card company
- the credit card number
- The expiration date, CVC code, and password for the credit card

If a consumer wishes to receive rewards in his bank account, the following personal information must be collected:

- Account holder's name and surname
- Bank's name
- IBAN or Bank Account Number
- BIC or SWIFT code

Such information may be sent to payment providers. The acquisition of this information is required for the provision of payment services.

To construct customer profiles, Play2Net® processes information collected via cookies, log files, clear gifs, and/or third-party support. A customer's preferences regarding their activities are included within



their profile. This information pertains to the customer's personally identifiable information and is used to provide and enhance our services for the customer's benefit. Additionally, profiles are used to customize each customer's experience on our websites and to provide targeted marketing information. Play2Net® trace files are used. These include IP addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of views to analyze trends for the administration of the website, to monitor customers' movements on the website, and to compile useful information. The provision of web-based services containing personally identifiable information is associated with IP addresses. Such data collection is necessary for us to provide our services to the consumer. Play2Net® stores client correspondence, such as inquiries for information or customer service. This pertains to communication via email, the website, and other channels. These records are utilized for security and instructional purposes.

### **How it is kept**

Play2Net® retains personal information for as long as a client uses its services. When a customer deactivates his account, the personal data contained in the system will be kept for the minimum amount of time necessary to comply with applicable legal obligations (generally, no longer than six years). Additionally, Personal Data may be kept longer if it cannot be deleted for technical or legal reasons. All information will be processed automatically. Play2Net® implements all appropriate technical and organizational safeguards to prevent unauthorized access to customer information and accidental or illicit processing, disclosure, destruction, loss, alteration, or damage. When processing data, specified payment information will always be encrypted. While SSL encryption protects sensitive information online, Play2Net® takes all reasonable precautions to safeguard customer data. Only authorized Play2Net® employees or employees of third parties contractually obligated to adhere to data protection principles have access to consumer information. Play2Net® monitors the integrity and dependability of each employee. All employees receive periodic training on the applicable security and data protection standards. Every pertinent server resides in a secure environment. In addition, firewalls and intrusion prevention systems prevent unauthorized access to all consumer information.

### **Use Of Cookies**

Play2Net® may use cookies to collect information from a web server for the aforementioned purposes after a client uses the Website. By registering with us or continuing to use the website, you consent to our use of cookies. Cookies contain information that is transmitted to the hard drive of your computer. They assist us in enhancing the website and providing more personalized service. Some of the cookies we employ are required for the website to function properly. If you want to delete cookies already stored on your computer or stop cookies from tracking your browsing patterns on the Website, you can do so by deleting your existing cookies and/or adjusting your browser's privacy settings to block cookies. Please be aware that deleting our cookies or disabling future cookies may prevent you from accessing certain areas or features of the Website.

### **Internet transactions**

Given that the Internet is a global environment, using the Internet to collect and process personal information necessitates international data transmission. Some data processors may be located outside the European Economic Area (EEA) if they are hired to process personal data. By using the Website and communicating with us electronically, you acknowledge and consent to our (or our supplier's or

subcontractors') processing of your personal data outside the EEA. We will take every precaution to ensure that your information and data are treated securely and in accordance with this Privacy Statement.

Disclosure of Information Play2Net® handles the personal information of its customers with strict confidentiality. ISO27001

Disclosure of customer's personal data to third parties is permitted only if:

- the customer has consented to such disclosure;
- the disclosure is necessary for compliance with legal obligations to which Play2Net® is subject;
- the disclosure is necessary for the purposes of the legitimate interests pursued by Play2Net® or by a third party, except where such interests are overridden by the customer's interests or fundamental rights and freedoms.

Play2Net® only transfers data to countries outside the EU/EEA if the recipient guarantees a level of data protection comparable to European standards (e.g., by agreeing to approved contractual clauses, intragroup agreements, or other measures designed to ensure the recipients of personal data protect them). Play2Net® uses trusted third parties on a case-by-case basis to process personal information, including but not limited to payment services, information technology, customer support, sales, and marketing. These third parties are contractually obligated to treat consumer data securely and confidentially in accordance with applicable data protection regulations, including the General Data Protection Regulation. Their use of the aforementioned data is limited to what is required to complete the respective task. Customer data may be matched against third-party databases in order to complete identity verification, conduct security checks, and assess customers' compliance with our Terms and Conditions and legal obligations, including the prevention of money laundering, the financing of terrorism, and the protection of minors. Play2Net® will notify the appropriate authorities of any transactions or activities that may raise suspicions of criminal activity. Despite Play2Net®'s commitment to the protection of personal data, the company reserves the right to publish gaming data (such as achieved results), the customer's first name, the initial of the surname, and the customer's country of residence on our websites so long as the customer remains unidentifiable, both directly and indirectly.

With the acceptance of the General Terms and Conditions and this Privacy Policy, the customer expressly consents to these procedures, including requests for credit information and the comparison of provided data against third-party databases.

Sharing customer information is also required to protect consumers and ourselves from criminal activity and to comply with regulatory requirements.

### **Access to knowledge**

The customer has the right to:

- request access to personal data
- request correction of personal data
- withdraw consent to the processing of data (such as for marketing purposes)

- request deletion of personal data
- receive data in a structured, commonly used, and machine-readable format (data portability)
- request the restriction of processing personal data
- object to the processing of personal data.

Some of the aforementioned rights may only apply under specific conditions outlined in data protection laws, such as the General Data Protection Regulation.

#### **Adaptations to the Privateness Statement**

This Privacy Policy is subject to periodic revision. Although customers will always be notified of any modifications, it is recommended to regularly review this policy and any potential amendments.

#### **4. RESPONSIBLE GAMING**

Play2Net® is committed to endorsing responsible wagering among its customers as well as promoting awareness of problem gambling and improving prevention, intervention, and treatment.

Play2Net® 's Responsible Gambling Policy sets out its commitment to minimizing the negative effects of problem gambling and promoting responsible gambling practices.

Play2Net® supports the generation of online gamblers by offering them a wide range of games and entertainment. We also take responsibility for our product line-up. Play2Net® aims to provide the world's safest and most innovative gaming platform for adults. The offered clear and safe products allow each user to play within his financial means and to receive the highest quality service. Integrity, fairness, and reliability are the guiding principles of Play2Net® 's work. It is therefore clear that Play2Net® should do its best to avoid and reduce the problems that can arise from participation in gambling, particularly in cases of immoderate playing. At the same time, it is important to respect the rights of those who take part in games of chance to a reasonable extent as a means of entertainment.

Responsible Gaming at Play2Net® is based on three fundamental principles: Security of the player, Security of the game, and Protection against gaming addiction. Together with research institutes, associations, and therapy institutions, we work on the creation of a responsible, secure, and reliable framework for online gaming.

#### **PLAYER SECURITY**

We take responsibility for the security of our players. Protection of the players is based on forbidding the attendance of minors from participating in games and the protection of privacy,

which involves responsible processing of personal data and payments. Independent organizations closely monitor the fairness and randomness of the products offered.

Marketing communication is also geared towards player protection; we promise only what players can receive in our transparent line.

Protection against gaming addiction: research, prevention, and intervention The majority of users who make sports bets, casino bets, and other gaming offers play in moderation for entertainment. Certain habits and behavior patterns (such as shopping, playing sports, eating, or drinking alcohol) that are considered normal and do not cause any concern can develop into addictions for some people and cause problems. In the same way, bets on sports and gambling can lead to problems for a small group of customers.

Clients with gaming addictions are prohibited from further participation in the gaming lineup. Subsequently, the customers are provided with contacts for organizations where they can receive professional advice and support.

### **Protection of Minors**

Play2Net® does not allow minors (persons under the age of 18) to participate in games and make bets. That's why the confirmation of having reached the age of majority and the confirmation of the date of birth are mandatory requirements during registration. Play2Net® takes the issue of minors taking part in games and betting very seriously. To offer the best possible protection for minors, we also rely on the support of parents and caregivers. Please keep your data for account access in a safe place (user ID and password).

Furthermore, we would recommend that you install filter, (parental control) software. This software will allow you to restrict access to Internet resources inappropriate for children and teenagers.

### **Responsibility Towards Problems**

Play2Net® offers a variety of games and bets, which are forms of entertainment for the majority of customers. At the same time, the company takes responsibility for its customers by providing support and tools for the maintenance of a secure and entertaining environment, taking into account the associated risks.

Clients who have difficulty assessing risks, recognizing their limits, or suffering from gambling addiction are not able to enjoy our product line-up responsibly and perceive it as a form of entertainment. Play2Net® takes responsibility for users with a verified gaming addiction by blocking their access to its products for their protection.

## **Get Informed of the Main Issues**

Most people play for pleasure. Moderate participation in games within their financial capacity is fully acceptable. However, for a small percentage of people, gambling is not a form of entertainment; it is a challenge that must be taken seriously.

## **What is the Problematic Game Behavior?**

A problematic behavior is considered to be one that interferes with the mode of life, work, financial position, or health of a person or his family. Long-term participation in games is counter-indicative for such a person, as it can lead to negative consequences.

In 1980, pathological game dependence was officially recognized and enlisted in the list of psychological diseases of the international classification systems DSM-IV and ICD-10. It is defined as a long, repeating, and frequently amplifying inclination for a game despite existing negative personal and social circumstances, such as debt, rupture of family relations, and delay of professional growth.

In what cases should the behavior of a person be considered dependent?

It is necessary to underline that the diagnosis of game dependence can be qualified only by experts. The material presented on this web page will help you estimate and define your game behavior.

The special hazard of addictions that are not associated with any substance is that it is very difficult to define the line between pleasure and addiction. Nevertheless, some diagnostic signals may point out existing problems. In the presence of at least five of the following symptoms, the likelihood of severe dependence is high:

1. The player is deeply involved in gambling; all his thoughts are only about the game.
2. The bet sum increases over time.
3. Attempts to quit or control his participation in the games appear to have been unsuccessful.
4. When limiting his participation in gambling, a person experiences irritation and disappointment.
5. The game is a way to escape from problems or discomfort,
6. The player tries to win back the lost amount,
7. Lies about his playing behavior,
8. Commits illegal acts,
9. Spoils or breaks the relationship with family and colleagues,
10. Borrows to participate in the games.

## **Rules for Responsible Games**

Following the rules placed below, you can enjoy the game without anxiety:

1. Start playing only when you are calm and concentrated.
2. Take regular breaks.
3. Define beforehand for yourself the monthly amount you can spend on the game.
4. Once you set a maximum limit, do not further increase it.
5. Before you start playing, define the maximum amount of winning, after which you should stop playing.
6. Define the amount you can afford to lose beforehand.
7. Do not start playing under the influence of alcohol or drugs.
8. Do not start playing in a depressed state.

If you feel you need help do not hesitate to contact us via email, live chat, or your account internal message.

## **Time-Out**

Time-out enables you to take a short break from playing with us. Once you begin your Time-out period, you will no longer be able to deposit funds or play on any of Play2Net® 's products. However, you will be able to withdraw any remaining real-money balance you may have. Available periods for Time-out are 7, 14, 30, 60, or 90 days.

During the period selected, you will be unable to reverse this block.

## **5. SELF-EXCLUSION**

### **Self-responsibility is the most sustainable form of prevention.**

The fundamental idea behind Play2Net® is that the customer should be in charge of making the final decision regarding whether or not to play and how much money they can spend on the game. The self-responsibility of the customer is therefore the most effective form of protection from addiction. Play2Net® sees its responsibility as assisting customers by providing transparent products, full information, and a clear code of conduct.

a) Every player has the option to ask to be excluded from using the betting services for a certain duration of 7, 14, 30, 60, or 90 days, or even indefinitely. The user is not permitted to take part in the games from which he has self-excluded during the self-exclusion period. Additionally, the user is not permitted to open a new account while they are under self-exclusion. If a new account is found, the business will deactivate it right away. Players are urged to deactivate any social media profiles or subscriptions associated with gambling.

b) You are always free to modify or remove your restrictions. Limits will be raised with immediate effect. It will take effect twenty-four (24) hours following your request if you want to reduce or eliminate the time constraints associated with your request. It will take effect seven (7) days after you make your request if you want to reduce or eliminate the restrictions on your request for an infinite amount of time.

c) As well player can use the tool from his account settings > Protection, and limit himself from any product category he decides for the specific time period and/or limit the stakes for a given time period and/or limit the losses that may be incurred within a specified period of time and/or even disable his account under the general rules of Play2Net® .

The screenshot shows the 'Player protection' settings page. It is divided into four main sections:

- Block of a category for a specific time period:** This section has three rows. Each row has a category name (Sports betting, TVBet, Casino Games), a dropdown menu labeled 'Select time exclusion', and a red 'Exclusion' button.
- Limiting the stakes for a given time period:** This section has two rows. Each row has a category name (TVBet, Casino Games), a numeric input field (set to 0), a dropdown menu labeled 'How often', a dropdown menu labeled 'Time limit validity', and a red 'Submit' button.
- Limit the losses that may be incurred within a specified period of time:** This section has one row with 'Casino Games' as the category, a numeric input field (set to 0), a dropdown menu labeled 'How often', a dropdown menu labeled 'Time limit validity', and a red 'Submit' button.
- Disable my account:** This section has a single line with the text 'If you want to stop using your account for a while, you can disable the account' and a red 'Disable' button.

At the bottom, there is a small disclaimer: '• The possibility of removing constraints are given after at least 7 days from the time you notify us. • Limits on wager amount on Casino games is not applicable to all game providers. Games that support wager limits show the information icon.'

Alternatively, you may feel you need a longer break from gambling; in that case, you can choose to long-term time-out self-exclude.

Long-term means that your Play2Net® account will remain closed for up to one year. It won't automatically be reopened unless you contact us.

Please contact us if you require any further information or assistance on self-exclusion or time-out options.

To receive guidance and support about problem gambling, please visit:

GamCare at [www.gamcare.org.uk](http://www.gamcare.org.uk) or call their confidential helpline at 0808 8020 133.

Gambling Therapy: [www.gamblingtherapy.org](http://www.gamblingtherapy.org)

## 6. FAIRNESS AND RNG TEST METHODS

All Casino game combinations are generated randomly by a certified Random Number Generator (RNG) that operates independently and precisely.

There is absolutely no intervention or access to these components, which ensures that our games operate impartially. Independent Auditors test Random Number Generators (RNG) to guarantee their accuracy and fairness.

### **What are random number generators?**

RNGs, or random Number Generators, are programs that are installed on all of our casino games to ensure that all results are arbitrary. These contests cannot be predicted or manipulated under any circumstances. In accordance with our licensing agreement, all of our random number generator (RNG) games are 100% equitable and comply to industry standards. Our RNG games are tested hundreds of thousands of times to ensure that they are completely equitable. Provable fairness is based on the idea that participants are able to demonstrate and verify that their results are fair and unmanipulated. This is accomplished using a commitment program. The commitment scheme ensures that the participant has influence over all generated results. This is simplified as follows: fair result = (hashed) operator input plus player input. We intend to bring a simple, pleasurable, and open gaming environment directly to your computer or mobile device.

## **7. DISPUTE RESOLUTION**

Different Forms of Dispute Resolution

- Litigation is a customary court-based procedure.
- Alternate Dispute Resolution (ADR)
- Mediation: a neutral third party facilitates negotiations between disputing parties.
- Arbitration: A neutral third party is granted the authority to make decisions.
- Direct contact and negotiating between the parties constitute negotiation.

Play2Net® wants all of its consumers to have fun and play games for entertainment. We adhere to all applicable laws and regulations, and our staff makes every effort to avoid customer disputes. In any case, if a customer has a complaint about us, they should send an email to [info@Play2Net.com](mailto:info@Play2Net.com) or use the internal message system to provide all relevant information. Once we have thoroughly investigated the situation and are confident that we can find a solution, we will act immediately by communicating back and discussing the situation with the intent to satisfy and resolve the issue.

GLB International N.V. Company Number 128612.

Groot Kwartierweg 10 | Willemstad | Curacao.

Licence Nr: 8048/JAZ2021-XXX

Payment processor: BRAIN SERVICES EOOD



It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction for online gambling.

18+

This document, which was prepared in whole or in part by Play2Net® or on its behalf, is the sole property of the Owner, including all forms of the content and all revisions and additions. Any broadcast or publication of this content has the rights listed above and more. All rights and privileges are reserved.