

GENERAL TERMS AND CONDITIONS

GameWorld s.r.o.

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I. INTRODUCTORY PROVISIONS

1. These Terms and Conditions (the “T&C”) shall be binding upon all legal relationships between the Operator and the Player concerning the operation of Gambling Games and the Player’s participation in Gambling Games conducted through the Operator’s Premises, Online Casino, or Online Gaming Room.
2. The Operator shall make the current and effective version of these T&C (including any amendments thereto) available to Players in written or electronic form, including by publication on the Operator’s Website, within the Online Casino or Online Gaming Room, and at the Operator’s Premises. The T&C shall remain continuously accessible to all Players. It is the responsibility of each Player to carefully review the currently valid and effective T&C, as well as any other related documents (including the Game Rules, Privacy Policy, and similar documents), prior to Registration and entering into a Contract with the Operator.
3. In the event that a Player does not understand, or is uncertain about, any provision of these T&C, the Player shall be entitled to request a binding interpretation from the Operator prior to Registration or participating in any Gambling Games.
4. These T&C constitute an integral part of the Game Rules.

II. DEFINITIONS OF SELECTED TERMS AND THEIR INTERPRETATION

1. The Player acknowledges that the provisions of this Article of the T&C, in addition to defining terms, also establish the rights and/or obligations of the Operator and the Player. Accordingly, the provisions of this Article shall be binding on both the Operator and the Player to the same extent as all other provisions of these T&C.
2. Headings and titles of individual Articles are included for convenience only and shall not affect the interpretation of these T&C.
3. Unless otherwise indicated in these T&C, words used in the singular form shall also include the plural, and vice versa. Words used in the masculine gender shall include the feminine and neuter genders.
4. Capitalized terms used in these T&C shall have the following meanings:

AML Act means Act No. 297/2008 Coll. on Protection Against the Legalization of Proceeds from Criminal Activity and Protection Against the Financing of Terrorism, as amended.

Block means an action taken by the Operator that restricts the Player from using certain or all functionalities of their Player Account, in accordance with Article 4.5 of these T&C.

Operator’s Information System or Server means the information system used by the Operator to conduct Gambling Games, where data is recorded and stored, including details of all played Gambling Games, number of games played, individual Bets and Wins, total Bets and Wins, interventions in game data or software, any malfunctions, and Player Account data.

Available Balance means the amount that can be withdrawn from the Player Account; a Deposit shall not be considered part of the Available Balance.

Gambling Game means a gambling game under the Gambling Act, operated by the Operator under an Individual License and the applicable Game Plans in the Premises, Online Casino, or Online Gaming Room.

Game Plan means the plan of the relevant Gambling Game issued by the Operator and approved by the Office for the Regulation of Gambling under the applicable provisions of the Gambling Act as part of the Individual License. The Game Plan sets out the rules of the Gambling Game, the rules and method of accepting Deposits, rules and procedures for placing Bets, conditions for returning Deposits, rules, deadlines, and procedures for paying Wins, the Complaint Procedure, and other requirements under the Gambling Act.

Player means an individual who is at least 18 years old and who has fulfilled all conditions for participation in Gambling Games under these T&C, the Game Plan, and the Gambling Act. Until all such conditions are met, an individual who has expressed interest in becoming a Player and has initiated the Registration process shall be referred to, for the purposes of these T&C, as a **Registration Applicant**.

Player Account means the Player's account established in accordance with the Gambling Act, through which the Player may participate in Gambling Games and which is activated by the Operator upon successful completion of the Registration process. The Player Account is used for managing the Player's funds (Deposits, Bets, Wins, withdrawals), gaming history, and identification data.

Online Casino or Online Gaming Room means the virtual environment in which the Operator conducts Gambling Games, including online games and betting conducted via the internet at www.gameworldbet.sk.

GDPR Regulation means Regulation (EU) 2016/679 of the European Parliament and Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC, as amended.

Payment Methods means the options available to the Player for making Deposits to the Player Account as defined in Article IX of these T&C, including financial institutions, card companies, mobile operators, and collectively referred to herein as **Payment Providers**.

Politically Exposed Person means an individual who holds or has held a prominent public function as defined in Section 6(2) of the AML Act (e.g., Head of State, Prime Minister, Minister, member of parliament, etc.).

Nickname means the pseudonym chosen by the Player; a Nickname is not considered personal data and may be displayed in the Online Gaming Room, Online Casino, or on the Website.

Operator means the company Gameworld s.r.o., with registered office at Korzo Bélu Bartóka 2387/24, 929 01 Dunajská Streda, Slovakia.

Register of Excluded Persons means the public administration information system listing all individuals excluded from participating in certain Gambling Games under the Gambling Act, maintained by the Office for the Regulation of Gambling.

Registration means the creation of a Player Account through the registration form, including submission of login credentials (username and password) and personal data. Registration is completed only upon successful identification and verification of the individual by the Operator in accordance with applicable law and these T&C.

Complaint Procedure means the set of rules defining the conditions for submitting complaints, the procedure for handling complaints, deadlines, and methods for resolving complaints; issued by the Operator and forming an integral part of these T&C and the Game Plan.

Bet means the amount determined by the Player to be compared with the value determining the outcome of the Gambling Game; the return of the Bet is not guaranteed.

Bank Account means an account in the Player's name held at a bank located in the Slovak Republic, a branch of a foreign bank in Slovakia, or any bank account established within the European Union.

Deposit means the payment of funds in cash or cashless form to the Player Account to enable participation in a Gambling Game; a Deposit is not a Win.

T&C means these Terms and Conditions of the Operator, as amended and in force.

Win means the amount of funds that the Player may receive in a Gambling Game upon satisfying all conditions of the Game Plan; a Win does not include the withdrawal of a Deposit or part thereof.

Payout means the deduction of an Available Balance from the Player Account and its payment to the Player in accordance with these T&C and the Game Plan; the Operator is not authorized to make a Payout to anyone other than the Player who initiated the request.

Website means the Operator's website at www.gameworldbet.sk.

Act on Alternative Dispute Resolution means Act No. 391/2015 Coll. on Alternative Dispute Resolution and on amendments to certain acts, as amended.

Gambling Act means Act No. 30/2019 Coll. on Gambling and on amendments to certain acts, as amended.

Personal Data Protection Act means Act No. 18/2018 Coll. on the Protection of Personal Data and on amendments to certain acts, as amended.

Contract means the Framework Agreement on the Player's participation in Gambling Games, concluded between the Player and the Operator upon Registration or activation of the Player Account under the conditions set out in these T&C and the Game Plan.

Contracting Parties means the parties to the Contract, i.e., the Player and the Operator.

5. Terms used in the T&C shall generally correspond to those defined and used in the relevant Game Plan, which specifies the detailed conditions for conducting and participating in Gambling Games, unless the context of these T&C or any other applicable document indicates otherwise.

III. PLAYER REGISTRATION, CREATION AND ACTIVATION OF PLAYER ACCOUNT, AND CONCLUSION OF THE CONTRACT

1. Any natural person who is legally permitted to participate in Gambling Games under the Gambling Act, who provides the Operator with all cooperation required under these T&C and the Game Plan, has familiarized themselves with these T&C, the approved Game Plan, and other information provided by the Operator (including, without limitation, the Privacy Policy), and agrees to them, may become a Player.
2. Only natural persons who meet all of the following conditions are entitled to participate in Gambling Games:
 - Have reached the age of 18;
 - Have full legal capacity;
 - Are not listed in the Register of Excluded Persons for reasons set forth in the Gambling Act, these T&C, or the Game Plan;
 - Are not Politically Exposed Persons in accordance with Act No. 297/2008 Coll.
3. The fundamental conditions for a natural person to participate in Gambling Games in the Online Casino and Online Gaming Room are:
 - Completion of Registration; and
 - Acceptance of the contractual terms, provision of the required declarations, and creation of a Player Account.
4. As part of the Registration process via the Online Casino or Online Gaming Room, the Registration Applicant is required to properly, fully, and truthfully complete the electronic registration form available in the “Registration” section of the Online Gaming Room or Online Casino, create a username and password, and perform all actions necessary for verification as required by the registration form and Registration process. To properly complete the Registration, the Registration Applicant must provide the Operator with additional identification and contact information as specified in Section 5 of this Article and complete the AML questionnaire to obtain information in accordance with the AML Act.
5. As part of the Registration process, the natural person is required to provide the Operator, either online via the Online Casino or Online Gaming Room or in person at any Premises, with the following identification and contact information:
 - First name, surname, and titles;
 - Personal identification number (if assigned) or date of birth (if no personal number assigned);
 - Permanent residence or residence permit in the Slovak Republic;
 - Nationality;
 - Telephone number;
 - Email address;

- Nickname;
- Identification card number, passport number, or residence permit number;
- Bank account number held in the Player's name. In connection with the above, the Operator shall take the necessary measures to identify the Player and the Bank Account, if required by applicable law, including the AML Act (e.g., by ensuring the first transaction is executed through the Bank Account held in the Player's name if the Player provides proof of the existence of such account);
- Information on whether the Player is or has been a Politically Exposed Person within the last twelve months or is subject to sanctions under anti-money laundering laws.

The scope of required information may vary depending on whether the Registration is online via the Online Casino or Online Gaming Room or in person at any Premises, and for the purposes of fulfilling the Operator's legal obligations.

6. If a Politically Exposed Person under the AML Act intends to participate in Gambling Games, such person is required to immediately notify the Operator before Registration, making any Deposits, or participating in Gambling Games. This obligation also applies to any Player who becomes a Politically Exposed Person during the contractual relationship or to a Registration Applicant who was a Politically Exposed Person in the twelve months preceding Registration. Until the Operator grants consent or provides other instructions, such person shall refrain from transferring any funds to the Player Account, making Deposits, or participating in Gambling Games. The Operator reserves the right to refuse registration to Politically Exposed Persons.
7. For the purposes of Registration, the Operator is entitled to require information from two identity documents of the natural person, and may verify the person's identity and likeness with the documents either in person at any Premises or online using technical means and procedures at its discretion, including repeated verifications, in accordance with AML Act requirements.
8. For online Registration via the Online Casino or Online Gaming Room, the natural person must submit the following documents to the Operator:
 - i. Email address / telephone number;
 - ii. A scan or photograph of a valid identity document (ID card, passport, or residence permit);
 - iii. A scan or photograph of a second valid document from which the person's identity can be verified, clearly showing the information specified in Section 5 of this Article, as well as a document in accordance with § 12(2)(a) of the AML Act;
 - iv. Health insurance card;
 - v. Face verification (VERIFACE).
9. Within the scope and under the conditions set by applicable law, including the AML Act and the Gambling Act, the Registration Applicant acknowledges that the Operator is entitled to collect, obtain, record, store, use, and otherwise process personal and other data without the consent or prior notice of the Registration Applicant, in accordance with § 10(1) and § 12(1) and (2) of the AML Act and as required by the Gambling Act.
10. Without the Registration Applicant's explicit acknowledgment of the Game Plan, these T&C, the Privacy Policy, and any other related conditions required by the Operator (e.g.,

bonus terms), the Registration Applicant shall not be registered and no Player Account shall be created.

11. Upon successful completion of Registration, the Operator shall create (activate) a Player Account for the individual in the Operator's Central System.
12. The Operator is obliged to refuse activation of a Player Account if the Registration Applicant does not meet the requirements set forth in these T&C.
13. Upon creation and activation of the Player Account, a Contract is concluded between the Operator and the Player, defining the mutual rights and obligations of the Contracting Parties, primarily under the Gambling Act, the Game Plan of the relevant Gambling Game, and these T&C. From this moment, the Player Account is maintained, and other related services are provided to the Player.

IV. PLAYER ACCOUNT

1. The creation of a Player Account is a fundamental condition for the Player's participation in certain Gambling Games.
2. For the purposes of logging into the Player Account, a natural person shall create the following basic security elements during Registration:
 - **Username:** The Player must choose a unique username, which must not contain the name of any company or any expression deemed offensive, inappropriate, or unacceptable by the Operator.
 - **Password:** The Player must set a sufficiently strong password to prevent unauthorized access to the Player Account and misuse of the Account.
3. The Player is obliged to ensure that the information in the Player Account is always accurate and up-to-date, including the data provided during Registration and the documents submitted. Any changes to the data provided during Registration or in the Player Account must be updated immediately, and at the latest upon the first login to the Player Account following the relevant change.
4. In the event of a forgotten password, the Player may click the "Forgot Password?" link on the login page of the Online Casino or Online Gaming Room. By entering their username and email address, the Player may request a password reset. After verification of the submitted information against the Operator's Central System, the Operator will send a newly generated password to the Player's email, which the Player may change upon logging into the Player Account.
5. The Player is entitled to change the password to their Player Account at any time and as often as necessary.
6. In case of a forgotten username, the Player must contact the Operator via the email address provided on the Website and attach a scanned copy of a valid identity document (ID card or passport). The same procedure applies if the Player forgets their username, email address, and password simultaneously. The Player must specify the request (e.g., request for the email address, username, or password) in the email.

7. Once the Player Account has been created, the Player may not change the username provided during the Registration process.
8. If the Player repeatedly enters incorrect login credentials over a certain period, login access may be temporarily restricted for security reasons. In such a case, the Operator recommends contacting the Operator's Customer Support as set out in Article 8 of these T&C. The number of login attempts shall be determined at the Operator's discretion.
9. The Player acknowledges that the Operator provides services related to the creation and operation of the Player Account also through contractual relationships with banks or other companies providing financial transfer services (Payment Service Providers). The Player further acknowledges and expressly agrees that the Operator is required by law (e.g., the AML Act) or under legal obligations to provide assistance to relevant public authorities and institutions, including the potential freezing of funds in the Player Account. The Operator shall not be liable for any suspension of services or blocking of the Player Account or funds, and the Player shall have no claims in connection therewith.
10. Upon logging into the Player Account, the Player shall be presented with information required under the Gambling Act, in the scope and manner prescribed by § 32 of the Gambling Act. The Player may actively confirm that they wish to reduce the display of such information during that session. Upon such confirmation, the Operator shall immediately ensure that the information is not fully displayed during that specific login session. For the avoidance of doubt, this limitation applies only to the relevant login session.
11. Upon logging in with their credentials, the Player may view the financial balance of their Player Account.

V. LOGIN

Data recorded during the Registration process may only be deleted in cases and after the periods stipulated by law or as specified in the Privacy Policy.

The Player may access the Privacy Policy of the Online Casino by clicking the following link: <https://www.gameworldbet.sk/legal/personal-data>, which provides detailed information on data processing practices.

During the Registration process, each Player must make a declaration regarding whether they are a Politically Exposed Person and must also disclose the source of their funds and assets. Registration may be completed and the business relationship established only after approval by the designated responsible manager.

If the Player is a citizen of, or originates from, a country listed as a strategically inadequate third country or a high-risk third country by FATF, registration may be completed and the business relationship established only after approval by the designated responsible manager.

The Operator reserves the right to refuse registration to Politically Exposed Persons.

In cases where the Operator considers the Player to be a potential Politically Exposed Person, the Operator may require a special enhanced identification procedure.

Under this procedure, the Player must notarize all personal identification documents and all other documents related to declarations of funds intended for participation in Gambling Games.

VI. UNILATERAL RESTRICTIONS BY THE OPERATOR

The Operator may, at any time, refuse a Player's participation in any game, in particular for reasons related to financial risk management or in cases of suspected fraud. The Operator shall inform the Player of such refusal by email within one business day of the decision. Persons whose participation in a game has been refused shall not have access to the Operator's Services.

The Operator reserves the right to limit a Player's total daily, weekly, or monthly expenditures and access to their account, particularly for purposes of financial risk management, suspicion of fraud, or money laundering.

VII. RULES FOR USING CUSTOMER SUPPORT CHAT

1. As part of the Website, the Operator provides the Player with a chat function, which is moderated and monitored by the Operator.
2. The Operator reserves the right to monitor individual chat sessions and to record statements made in the chat.
3. The Player may use the chat function for administrative purposes, information, and problem resolution, provided that the following rules are observed:
 - No defamatory, offensive, obscene, harassing, racist, or otherwise seriously insulting statements about the Operator or its employees may be made in the chat room.
 - Offensive usernames or titles are prohibited during login.
 - Misuse of the chat, including using it in a manner inconsistent with its intended purpose (e.g., if a Player does not engage in any substantive gaming activity but uses the chat to interfere with customer support operations), is strictly prohibited.
4. If a Player violates the rules regarding chat usage or communicates content unrelated to the service, the Player shall be warned by the Online Casino Customer Support.
5. If the warning is ineffective, Customer Support may, according to a progressive disciplinary principle, restrict the Player's access to the chat as follows:
 - 1 day for the first violation,
 - 1 week for the second violation,
 - 1 month for repeated violations.
6. If the Player violates the above rules again after a one-month restriction, the Operator may permanently ban the Player from using the chat service.

7. The start date of the restriction shall be the calendar day on which it is imposed, and the duration shall be 1, 7, or 30 calendar days depending on the level of the restriction.
8. The Player shall be informed of any restriction via email.

VIII. PLAYER SELF-EXCLUSION DECLARATION

1. If a Player wishes to self-exclude from the Online Casino, they must submit a self-exclusion request by email from the email address registered with their account to support@gameworldbet.sk.
2. The Online Casino shall implement the self-exclusion and deny access based on the Player's own declaration within 1 hour of receiving the request.
3. During the self-exclusion period, the Player shall not have access to the Website and shall not receive marketing materials from the Operator. For technical reasons, the Operator may implement changes in marketing communications within 24 hours from the start of self-exclusion.
4. The Operator shall record the details of the self-exclusion declaration in its information system.
5. The Player may request the termination of self-exclusion through the Online Casino Customer Support.
6. The termination of self-exclusion is not automatic; in all cases, approval of the request is at the discretion of the Online Casino management.
7. The Operator may refuse a request to terminate self-exclusion, taking into account responsible gaming principles. The Operator shall inform the Player of any refusal. In considering a request for termination of self-exclusion, the Operator may take into account all circumstances or information obtained, including through communication with the Player, which may be relevant to the termination.
8. The Player may log back into the Website only after the self-exclusion has been lifted.
9. If the Player wishes to withdraw funds from their balance during the self-exclusion period, they may do so through Online Casino Customer Support or by sending an email request.

IX. DEPOSITS TO THE PLAYER ACCOUNT BY THE PLAYER

1. After activation of the Player Account, the Player is entitled to transfer and deposit funds into their Player Account, subject to the minimum and maximum limits specified in the Online Casino or Online Gaming Platform under "Information/Deposits and Withdrawals." The Operator may amend these limits at any time at its sole discretion; the amended limit shall apply from the date of its publication unless a later effective date is indicated.
2. A deposit to the Player Account constitutes a transfer of the Player's funds to the Player Account. Unless otherwise specified, deposits may be made using the following methods:

- **Cash deposit at the Operator's Venue** – The Player may deposit cash at certain Operator Venues (a list of Venues where deposits can be made is available in the Online Casino or Online Gaming Platform). For identification purposes, the Player must provide their full name, and optionally their username, and present a valid photo ID at the Venue. Cash deposits may only be made **personally by the Player who owns the Player Account**.
- **Bank transfer to the Operator's designated bank account** – The Player may deposit funds via bank transfer to the Operator's bank account.
- **Internet banking (via payment gateway)** – Subject to conditions set by the relevant financial institution.
- **Payment card** – Online transfers using debit or credit cards (e.g., VISA, VISA Electron, Maestro, MasterCard) in accordance with the rules of the respective card company or financial institution.

3. Detailed conditions for making deposits, including fees, processing times, and limits per section 1 of this Article, are available in the Online Casino or Online Gaming Platform under “Information/Deposits and Withdrawals.”
4. The Operator reserves the right to expand or restrict available payment methods at any time, to refuse the use of a particular method or instrument (including foreign bank accounts or cards) without explanation, to set limits on the number of acceptable payment instruments per Player, and to impose additional requirements for use of a payment instrument, including verification by the bank or other suitable proof of ownership by the Player.
5. The Player acknowledges that deposit functionality under section 2 of this Article may be limited depending on the access method (e.g., web browser, mobile browser, mobile application).
6. The Player further acknowledges that the use of a given Payment Channel to deposit funds is subject to the contractual terms between the Player and the Payment Channel Operator, including any fees, charges, or other payments. The Player is solely responsible for compliance with these conditions. Unless otherwise stated in the Online Casino or Online Gaming Platform, the Operator does not charge or remit such fees on behalf of the Player. The Operator is not liable for the content of the contractual relationship with the Payment Channel or for technical or service limitations of the Payment Channel.
7. When making deposits, the Player must comply with all requirements imposed by the Payment Channel Operators and use the payment identification details requested by the Operator. Failure to comply may result in the rejection of the transaction or delays in transferring funds to the Player Account.
8. The Player acknowledges that only funds over which they have legal control may be deposited into the Player Account, e.g., as the owner of the bank account or authorized cardholder.
9. The Player expressly declares that:
 - a. The payment card is registered in their name.
 - b. The payment card is not a corporate card.
10. After verification of the deposit and its amount, the Operator shall credit the corresponding funds to the Player Account, subject to deposit fees specified in the Online Casino or Online

Gaming Platform and any applicable fees, charges, or deductions from the Payment Channel Operator per section 6 of this Article.

11. The Player acknowledges that the Operator, as a reporting entity under the AML Act, is obliged to perform all necessary actions under the AML Act when processing deposits (e.g., verifying the Player's identity, requesting documents, etc.).
12. The Player acknowledges that transfers of funds from one Player Account to another Player Account are strictly prohibited.

X. FUNDING OF THE PLAYER ACCOUNT BY THE OPERATOR (BONUS SCHEMES)

1. The Operator may, at its sole discretion, offer the Player an increase in the balance of their Player Account in the form of a bonus in accordance with the rules of the relevant bonus scheme, subject to the following conditions:
 - Bonuses (e.g., welcome bonus, birthday bonus, etc.) related to the Player's participation in Games of Chance and the specific conditions, rules of granting, acquisition, or withdrawal of bonuses are part of the current bonus offer published in the Online Casino or Online Gaming Platform under the "Bonuses" section, or directly at the Venue, and are governed by the rules of the respective bonus scheme. For the avoidance of doubt, the rules of the bonus scheme shall take precedence over the provisions of this Article regarding bonus credits. The Player is responsible for familiarizing themselves with the detailed terms and conditions for acquiring and using bonuses under the relevant bonus scheme.
 - The Operator reserves the right to modify the conditions of any bonus scheme, terminate a bonus scheme, or restrict it at any time, without compensation and without stating a reason, effective from the date of publication in the Online Casino, Online Gaming Platform, or Venue.
 - Bonuses may only be used in the Games of Chance and under the conditions defined in the rules of the relevant bonus scheme. Without using the bonus in the specified game, the bonus cannot be converted into a cash balance on the Player Account, even in the event of account closure.
 - If the Player meets the conditions for receiving a bonus of a specified amount according to the bonus scheme rules, the Operator shall grant the bonus in accordance with those rules, unless otherwise stated in the bonus scheme.
 - The Operator may set additional requirements for the Player to obtain a bonus, including actions on the Player Account, turnover on the Player Account, volume of deposits relative to placed bets in the relevant game during a defined period, participation in a specific game within a defined period, and other conditions.
 - The Operator may determine that a bonus of a specified amount may be awarded to a Player selected by a draw among Players who have met the conditions for receiving the bonus as set out in the relevant bonus scheme.
 - The Operator may specify that certain bonuses are valid only for a defined period and are not credited to the Player Account (e.g., Free Spins). If the Player does not use the bonus within the specified time, it automatically expires and cannot be used afterward.

- The granting or acquisition of bonuses does not create a legal claim, and such claims cannot be enforced in court.

2. For the avoidance of doubt, the funding of the Player Account under this Article occurs only based on active actions by the Player and upon their fulfillment of the conditions set out in the relevant bonus scheme rules.
3. Any technical failure, defect, or other operational issue does not entitle the Player to any compensation under the bonus scheme, unless the Operator decides otherwise in a specific case.
4. If the Operator has reasonable suspicion of fraudulent, dishonest, or other conduct by the Player or any other person aimed at circumventing the conditions of the bonus scheme (e.g., unauthorized use of software and/or opening multiple Player Accounts to gain an unfair advantage in connection with the bonus offer), the Operator is entitled to exclude the Player from the relevant bonus scheme without compensation, refuse to provide the bonus, or modify or revoke a previously granted bonus. Bets placed in violation of the bonus scheme rules may be declared invalid by the Operator, and the Player shall be promptly informed. The Player is responsible for any damage caused to the Operator as a result.
5. The provisions of these Terms and Conditions and the Game Plan shall apply subsidiarily, where applicable, for the interpretation of the terms and conditions of the relevant bonus scheme.

XI. USE OF THE PLAYER ACCOUNT

1. The Player is entitled to use their Player Account at any time during the operating hours of the Online Casino or Online Gaming Platform, unless otherwise stated in these Terms and Conditions (T&Cs).
2. The Player is obliged to use the Player Account and the associated services and functionalities exclusively for their personal private purposes and is not entitled to grant access to other persons or use it in any other improper manner. The Player bears full responsibility for any activity on their Player Account, regardless of whether it is carried out by the Player themselves, an authorized person, or any other third party. Participation in Games of Chance with false, inaccurate, or incomplete data is strictly prohibited. The Operator shall not be liable for any damage to the Player resulting from unauthorized access to the Player Account caused by the Player's failure to comply with their obligations under these T&Cs or the relevant Game Plan.
3. The Player Account enables the Player to participate in Games of Chance in the Online Gaming Platform or Online Casino under the conditions specified in the Game Plan of the respective Game of Chance and under the conditions set forth in these T&Cs. The Player Account also serves for the management of the Player's financial resources (recording of Deposits, Bets, Wins, Withdrawals), gaming history, and Player identification data. The Player is entitled to execute and view all Deposits, Withdrawals from the Player Account, Bets, and the outcomes of individual Games of Chance exclusively through their Player Account.
4. The Player is not entitled to use the Player Account to transfer funds without utilizing them to place Bets in Games of Chance, unless expressly provided otherwise in these T&Cs.

XII. Winnings and Withdrawals from the Player Account

1. The Player acknowledges that the entitlement to Winnings arises based on the outcome of a Game of Chance, provided that no provisions of the relevant Game Plan and applicable legal regulations have been violated.
2. The Player may verify the result of a Game of Chance conducted in the Online Casino or Online Gaming Platform through their Player Account.
3. Upon the conclusion of each Game of Chance conducted in the Online Casino or Online Gaming Platform, the Player is credited with the full Winnings, which are automatically credited to the Player Account. The crediting of Winnings will be carried out automatically without delay after the winning combination or outcome is published and the Bet is evaluated, provided all conditions specified in the Game Plan are met.
4. After Winnings are credited to the Player Account, the Player may:
 - Use the Winnings to cover a Deposit for placing a Bet in any Game of Chance via the Player Account; or
 - Request a payout of the Winnings to the Player's Bank Account, unless the relevant Game Plan specifies a different method of paying out the Winnings.
5. The Player is entitled to instruct the withdrawal of Winnings, the Available Balance, or any part of the Available Balance from their Player Account, by means of a non-cash bank transfer to the Bank Account registered in the Player Account. The payout will be executed no later than 5 (five) business days from the date the Player submits the withdrawal request. This does not affect the Operator's right or obligation to withhold or delay the payout if required by applicable legal regulations. The Player submits the request via the "Withdrawal" section in their Player Account using the "Withdrawal Request" form, specifying the bank transfer and the amount. The Player acknowledges that the Operator is not obliged to process a withdrawal to any bank account other than the Player's registered bank account.
6. The Operator may at any time expand or limit the payment channels available for withdrawals from the Player Account, and may restrict the use of certain payment methods or instruments, including foreign bank accounts or cards, without providing a reason.
7. The Operator may determine minimum and maximum withdrawal amounts per transaction for individual payment methods, according to the limits specified in the Online Casino or Online Gaming Platform under "Information/Deposits and Withdrawals." The Operator may change these limits at its discretion, with the new limit effective from the date of publication, unless a later effective date is specified.
8. Detailed conditions for withdrawals, including fees, processing times, and limits under point 7, are published in the Online Casino or Online Gaming Platform under "Information/Deposits and Withdrawals."
9. The Player acknowledges that the execution of withdrawals under this article may be restricted depending on the platform used to access the Player Account (e.g., web browser, mobile browser, or mobile application).
10. The Player further acknowledges that the terms for using the relevant Payment Channel through which the withdrawal is executed are subject to the contractual relationship between the Player and the Payment Channel Operator, including any fees, charges, deductions, or

other payments and their settlement. The Player is solely responsible for compliance with these terms, and the Operator is not obliged to inform the Player of these conditions. Unless otherwise indicated, the Operator does not charge the Player any fees or make any payments to the Payment Channel Operator on behalf of the Player. The Operator is not responsible for the content of this contractual relationship or for any other restrictions of the Payment Channel (service unavailability, technical limitations, delays, financial limits, etc.).

11. The Operator is not obliged to inform the Player of these conditions. Unless otherwise indicated in the Online Casino or Online Gaming Platform, the Operator does not charge the Player any fees, deductions, or payments, nor makes such payments to the Payment Channel on behalf of the Player. The Operator is not liable for the content of this contractual relationship or any other restrictions on the use of the Payment Channel (service unavailability, technical limitations, delays, financial limits, etc.).
12. The Player acknowledges that the Operator, as a legally obligated entity under the AML Act, must follow all applicable rights and obligations, which may result in delays of withdrawals or other measures under AML law. The Player is obliged to cooperate with the Operator upon request, including providing required documentation or information. The Operator may require the Player requesting a withdrawal of Winnings or any part of the Available Balance from the Player Account to:
 - Verify the validity of identification documents or other documents under Article 3, point 7 of these T&Cs; or
 - Personally appear at the Operator's registered office or branch and present a valid identification document used for registration or recorded in the Player Account; or
 - Provide a photograph of themselves with the valid identification document used during registration, clearly showing that the Player is the same person as on the identification document; or
 - Comply with other Operator requirements in accordance with applicable law, particularly the AML Act. These provisions do not affect the Operator's other rights under AML law, these T&Cs, or the relevant Game Plan.
13. If the Operator refuses to process the withdrawal of any amount from the Player Account, the Player is entitled to assert their rights through the Complaint Procedure.

XIII. BLOCKING OF THE PLAYER ACCOUNT

1. The Operator performs a Blocking of the Player Account, which includes the blocking of all and any activities of the Player within the Player Account, including the blocking of all and any actions with the funds held in the Player Account, including those funds which the Player would otherwise be able to freely dispose of outside the Player Account (e.g., transferring them to a Bank Account, etc.).
2. The Operator is obliged to block the Player Account in the following cases:
 - A request (decision, order, or other act binding the Operator) from a competent authority or court, or a request from a competent authority or court with similar effect. In such cases, the Operator must carry out the Blocking within the time period specified by the competent authority or court and may inform the affected Player only if prior consent has been granted by the competent authority or court;
 - The Player is registered in the Excluded Persons Register.

3. The Operator is entitled to block the Player Account in case of reasonable suspicion, or upon evidence of violation of the Gambling Act, the AML Act, the Game Plan, the rules of the relevant Game of Chance, the T&Cs, or other applicable legal regulations related to the Player's participation in Games of Chance, particularly, but not exclusively, in the following cases:
 - Any action or transaction by the Player on the Player Account that, according to the Operator, constitutes or indicates an unusual business operation under the AML Act;
 - The Operator doubts the legality of the funds used to fund the Player Account;
 - Any action or transaction by the Player on the Player Account constitutes or indicates reasonable suspicion of a criminal offense under generally binding criminal law;
 - The Operator doubts whether the Player has more than one Player Account; in such a case, the Operator may block all Player Accounts it reasonably considers affected;
 - The Operator doubts whether Games of Chance are being played with false, incorrect, or incomplete information via the Player Account;
 - The Operator suspects that the registration form was completed, or other actions under the Registration process were performed, by a person other than the individual whose data was submitted;
 - The Operator suspects that the Player Account is being used or will be used to carry out any attack on the security of the Player Account, the Online Casino or Online Gaming Platform, the Branch, or the Central System through which the Operator operates the Games of Chance;
 - The Operator suspects that use of the Player Account threatens damage or other harm to any rights or legitimate interests of the Operator or a third party;
 - Based on a request from a Payment Channel Operator to block the Player Account, which the Operator has assessed as justified;
 - The Operator suspects that the Player has violated the relevant bonus scheme, particularly in cases of suspected fraud, unethical conduct, or obtaining bonuses in violation of the terms or good morals, including abuse of bonus mechanisms;
 - The Operator suspects that the Player is violating any obligations under these T&Cs or the Game Plan;
 - In other justified cases (e.g., risk of damage or other harm, violation of responsible gaming rules, abusive use of the Player Account, etc.), as well as in other cases specified in these T&Cs or the relevant Game Plan.
4. In the event of a Blocking under point 3 of this Article, the Player is obliged, upon request of the Operator, to provide all cooperation reasonably required for the investigation of suspicions and doubts, including providing requested information, documents, etc., within a reasonable period specified by the Operator. The Player acknowledges that failure to provide sufficient cooperation, or failure to provide it at all, may result in the extension of the Blocking period of the Player Account.
5. The Player acknowledges that in connection with the Blocking of the Player Account, no claim arises for compensation for damages resulting from the inability to use the Player Account or for any other reason, including any claims for other compensation, fulfillment, or reimbursement from the Operator.
6. For the avoidance of doubt, the Player acknowledges that Blocking does not affect the Operator's right or obligation to terminate the Player Account for reasons specified in the relevant Game Plan or these T&Cs.

XIV. CANCELLATION OF THE PLAYER ACCOUNT

1. The Operator is obliged to cancel the Player Account and terminate the Player's participation in Games of Chance without undue delay in the following cases:
 - If mandated by generally binding legal regulations or by a decision of a competent authority or court; in such cases, the Operator shall cancel the Player Account without undue delay upon becoming aware of this fact, or upon receipt of the relevant decision, unless the applicable law or decision specifies a deadline for cancellation of the Player Account;
 - In the event of verified death of the Player or restriction of the Player's legal capacity, which prevents or substantially limits participation in Games of Chance;
 - If the Player submits a written request to cancel their Player Account, including the Player's details (name, surname, titles, date of birth, login name of the Player Account, and preferred contact method), instructions for settlement of the account balance according to these T&Cs and the Game Plan, and the Player's handwritten signature. The Operator shall cancel the Player Account within 7 (seven) days of receipt of the Player's request and shall immediately inform the Player in writing at the preferred contact address provided in the request. The Player acknowledges that the Operator may verify by phone or by another suitable method that the cancellation request was submitted by the Player;
 - If the Operator ceases its operations involving the provision of Games of Chance.
2. The Operator is entitled to unilaterally cancel the Player Account and terminate the Player's participation in Games of Chance without the Player's consent and without undue delay in the following cases:
 - Verified violation of generally binding legal regulations, the Game Plan, the rules of the relevant Game of Chance, or these T&Cs by the Player;
 - The Player demonstrably violates good morals during participation in the Operator's Games of Chance, or in connection with them (e.g., using vulgar language, threats, bullying, harassment, including interaction with other Players or activities within the Online Casino or Online Gaming Platform), malicious actions, abuse of platform functionalities, violation of operating conditions, fraudulent conduct, extortion, or attempts thereof;
 - Providing false or incorrect information (especially identification, contact, or other mandatory details) during Registration, or failing to notify changes during the management of the Player Account;
 - Failure to cooperate with the Operator in fulfilling obligations under the AML Act and other applicable laws;
 - Damaging the reputation of the Operator, spreading false or misleading information about the Operator, or violating the Operator's intellectual property rights;
 - Inactivity on the Player Account for more than 5 (five) years, counted from the last login to the Player Account; if the Player has not logged in after registration, the period is counted from the date of activation of the Player Account under point 10 of Article 3 of the T&Cs;
 - Misuse of third-party funds by the Player;
 - If the Operator acquires reasonable suspicion of misuse or unauthorized manipulation of the Player Account;
 - In other justified cases, as well as in other cases specified in the relevant Game Plan or these T&Cs.
3. The moment of cancellation of the Player Account is considered the date and time when the cancellation of the Player Account is recorded and confirmed in the Operator's Central System. The Operator shall inform the Player of the cancellation by sending a notice to the e-mail address registered in the Player Account, indicating the date on which the Player Account is cancelled.

4. The Player acknowledges that the cancellation of the Player Account terminates the contractual relationship between the Player and the Operator, unless otherwise stipulated by applicable law; this does not affect rights and obligations that, by their nature, continue after the termination of the contract.
5. The Player acknowledges that in connection with the cancellation of the Player Account, no claim arises for compensation for any damage resulting from the inability to continue using the Player Account, or for any other reason, including claims for any other compensation, fulfillment, or reimbursement from the Operator.
6. The Player further acknowledges that in the event the Player Account is cancelled for any reason under this Article of the T&Cs or the Game Plan, the Operator is entitled, at its sole discretion, to refuse reactivation of the Player Account.

XV. REGISTER OF EXCLUDED PERSONS

1. The Player acknowledges that the Operator verifies:
 - Whether the Player is not listed in the Register of Excluded Persons during the process of Registration and activation of the Player Account;
 - Whether the Player is not listed in the Register of Excluded Persons at each login to the Player Account and upon entry into the Operator's premises.
2. If the Operator discovers during the Registration and activation process of the Player Account that the Player is listed in the Register of Excluded Persons, the Operator will proceed with the activation of the Player Account, but the Player Account will be blocked simultaneously. For the avoidance of any doubt, in such a case, the Player will not be allowed to participate in Games of Chance via the Player Account. The Operator shall inform the Player of this directly through their Player Account.
3. If the Operator discovers that a Player who has logged into their Player Account or entered the Operator's premises is listed in the Register of Excluded Persons, the Operator shall not allow the Player to participate in Games of Chance and shall inform the Player directly through their Player Account or in person at the premises.

XVI. INTELLECTUAL PROPERTY

1. All content, trademarks, service marks, other logos, and icons on the website are the property of the Operator and its partners. The Operator reserves all rights.
2. The Player agrees not to modify any intellectual property materials sent by the Operator or displayed on the website. Use of such materials for personal marketing purposes is strictly prohibited.
3. Images and other media displayed on the Operator's website are either the property of the Operator or used under license. The Player acknowledges that they may not publish such media on other online or offline platforms, nor provide information about software or other trademark-protected content displayed on the website.

XVII. MISCELLANEOUS PROVISIONS

1. Internet connection.

In the event of a disruption of a particular Game due to an internet connection failure caused by insufficient connectivity between the Player and the Operator's Central Information System, the following situations may occur:

- an attempt to start the Game may fail;
- an attempt to begin the Game may not result in Player verification or payment processing (placing a Bet, etc.);
- during gameplay, the game round may be interrupted. In this case, the outcome recorded in the Operator's Central Information System shall prevail:
 - if the outcome of the Game has already been generated and stored in the Operator's Central Information System, the result will be presented to the Player upon the next launch of the Game or upon the next login to the Player Account;
 - if the outcome of the Game has not been generated or stored in the Operator's Central Information System, the Game shall be considered not played and the Player's account balance remains unchanged.

2. Territory.

Each Player is authorized to participate in Games operated by the Operator remotely via the Internet Casino or Internet Gaming Platform only within the territory of the Slovak Republic, and outside its territory only if the applicable legislation of the state where the Player is located does not prohibit such participation in the Operator's Game. Failure to comply with this obligation is the sole responsibility of the Player and does not entitle the Player to assert any claims, compensation, or other rights against the Operator.

3. Player's duty to inform and confidentiality obligation.

In the event of suspicion of manipulation, fraud, or other criminal activity, substance dependence, violation of the Game Rules, these Terms and Conditions, Registration conditions, or related obligations, conduct contrary to good morals, or any misuse of the Operator's services (including collusive behavior between two or more Players), the Player shall immediately inform the Operator using one of the methods set out in Article 8 of these Terms and Conditions. The Player shall provide all relevant information available, including evidence (e.g., screenshots), necessary for the Operator to assess the situation. The Player shall maintain confidentiality regarding such information, including any information provided by the Operator, unless otherwise required by generally binding legal regulations.

4. Technological unavailability of the Player Account or Games.

The Player acknowledges that the Player Account or operation of some or all Games may not be available or may be restricted in the following cases:

- planned technical maintenance; the Operator announces planned maintenance via publication on the website;
- other unplanned technical reasons (e.g., temporary failure of the Operator's Central System, technical failure of a Game or its functionalities, etc.).

Any technological unavailability of the Player Account or Games, or any other operational issue, does not entitle the Player to any compensation or other claims against the Operator, unless the Operator decides otherwise in a specific case.

5. Incorrect reporting and display in the Player Account.

The Player acknowledges that due to technical or other reasons, certain information in the Player Account (e.g., status of Deposits, Wins, or account balance) may be displayed incorrectly or may not be up to date. In such cases, the information in the Operator's Central Information System shall prevail. This does not affect the Player's right to submit a Complaint. The Operator undertakes to correct any such incorrect data without undue delay upon discovery and inform the Player about the correction through the Player Account (e.g., by correctly displaying the previously incorrect data). The Player is entitled to notify the Operator if they believe that data in the Player Account is incorrect, using one of the methods specified in Article 8 of these Terms and Conditions.

XVIII. COMPLAINT PROCEDURE

The Player is entitled to submit a Complaint to the Operator, which must be filed within 30 (thirty) calendar days from the date the relevant complained circumstance was discovered. Each properly submitted Complaint must reach the Operator no later than the last day of this 30-day period.

If the Player does not submit a Complaint regarding a Win or any other transactions on the Player Account and balances within the aforementioned 30-day period, it is considered that the Player agrees with the evaluation of the Bet and, consequently, with the stated balance on the Player Account, thereby losing the right to request correction of the evaluated Bet. This provision does not affect the Player's right to submit a Complaint regarding a Win pursuant to the Gambling Act.

The Player may submit a Complaint electronically (via email) to support@gameworldbet.sk, or in writing to the Operator's correspondence address:

GameWorld s.r.o., Korzo Bélu Bartóka 2387/24, 929 01 Dunajská Streda, Slovakia.

A Complaint must meet and contain the following requirements; otherwise, the Operator is not obliged to consider it:

- written form;
- identification of the Player submitting the Complaint, including:
 - full name and titles;
 - date of birth;
 - email address associated with the Player Account;
 - preferred contact details (postal or email address);
- precise, factual, and truthful description of the complained circumstances, including:
 - specification of the Game concerned;
 - date and time when the complained circumstance occurred (including the time of the relevant Bet, etc.);
 - factual and truthful description of the complained circumstance;
- date of preparation of the Complaint.

The Operator is obliged to handle the Complaint within 30 (thirty) working days from the date of receipt of a Complaint that meets all the requirements listed above. The Operator will provide a written notice of the resolution of the Complaint to the Player at the preferred contact address provided in the Complaint.

When assessing the validity of a Complaint, the records stored in the Operator's Central System shall be decisive.

Each party shall bear its own costs related to the submission and processing of a Complaint. The Player shall not be entitled to any reimbursement of costs in connection with the submitted Complaint.

The Player's Complaints are further governed by the Complaint Procedure, which forms an integral part of the relevant Game Rules associated with the specific Game.

XIX. CONSUMER RIGHT TO REQUEST REMEDY FROM THE OPERATOR

The Player, as a Consumer, has the right to contact the Operator with a request for remedy, sent to the email address support@gameworldbet.sk, if the Player is dissatisfied with the handling of a Complaint, or if a dispute arises between the Player and the Operator regarding the exercise of the Player's rights in connection with the operation of the relevant Game, or if the Player believes that the Operator has violated any other rights of the Player as a Consumer.

If the Operator responds to the request for remedy with a refusal, or fails to respond within 30 (thirty) days from the date of submission, the Player has the right to contact a body for alternative dispute resolution in order to protect their consumer rights, in accordance with the relevant provisions of the Act on Alternative Dispute Resolution (ARS) – by submitting a proposal to initiate alternative dispute resolution and attempting to reach an agreement on resolving the dispute by the procedure provided by law.

If the Operator refuses the request for remedy, the Operator shall inform the Player, on a durable medium, about the relevant bodies for alternative dispute resolution.

The designated body for alternative resolution of consumer disputes is:

Slovak Trade Inspection Authority
Central Inspectorate
Department for International Relations and Alternative Consumer Dispute Resolution
Address: Bajkalská 21/A, P.O. Box 29, 827 99 Bratislava 27, Slovak Republic
Email: ars@soi.sk, adr@soi.sk

Further information is available at: <https://www.soi.sk/sk/alternaevne-riesenie-spotrebitelskychsporov.soi>, or through an authorized legal entity listed in the register of alternative dispute resolution bodies maintained by the Ministry of Economy of the Slovak Republic, which is available at: <https://www.mhsr.sk/obchod/ochrana-spotrebitela/alternaevne-riesenie-spotrebitelskych-sporov1/zoznam-subjektov-alternaevneho-riesenia-spotrebitelskych-sporov-1>.

In the case of a contract concluded electronically, the Player may also use the online dispute resolution platform (ODR), which is available at: <http://ec.europa.eu/consumers/odr/>.

If multiple bodies are competent for alternative resolution of consumer disputes, the Player has the right to choose which of them to submit the proposal to.

All other rights and obligations of the Operator and the Player in relation to alternative dispute resolution are governed by the provisions of the ARS Act. Submission of a proposal to initiate alternative dispute resolution does not affect the Player's right to contact a court of competent jurisdiction under generally binding legal regulations.

XX. GOVERNING LAW

1. Legal relations between the Player and the Operator are governed by these Terms and Conditions (T&C) and the Game Plans. In cases of legal relations between the Operator and the Player that are not expressly regulated by these T&C or the Game Plans, such relations shall be governed by the legal system of the Slovak Republic, in particular the relevant provisions of the Civil Code, the Gambling Act, and other applicable legal regulations of the Slovak Republic. The application of any provision of any Slovak legal regulation that is not mandatory (non-mandatory/cogent) is expressly excluded to the extent that its application could alter the meaning or purpose of any provision of these T&C.
2. In the event of interpretative conflicts or any ambiguity in the application of provisions of these T&C and the Game Plans, the provisions contained in the relevant Game Plan shall prevail and take precedence over these T&C when assessing a specific legal fact or situation.
3. All disputes arising from the legal relationship between the Operator and the Player based on the Agreement, T&C, and/or the Game Plan, or related to the Agreement, T&C, and/or the Game Plan, including disputes concerning the validity, interpretation, or termination of the Agreement, T&C, and/or the Game Plan, shall first be attempted to be resolved through negotiations and mutual agreement between the Contracting Parties. If no agreement is reached, the dispute shall be finally resolved by a Slovak court in accordance with the rules of local, subject-matter, and functional jurisdiction under Act No. 160/2015 Coll., the Civil Dispute Procedure Code, as amended.

XXI. GENERAL AND FINAL PROVISIONS

1. The Operator is entitled to unilaterally amend the T&C, and the Player's consent is not required for such amendments. An amendment to the T&C shall become effective at the moment of publication of the T&C addendum or the new wording of the T&C on the Operator's Website, in the Online Casino, Online Gaming Platform, or at the Operator's premises, unless the addendum or new wording of the T&C specifies a later effective date.
2. The Player is not entitled to any interest on funds recorded in the Player Account. For the avoidance of doubt, the Player is not entitled to interest during the period of Blockage of the Player Account or from the submission of a request for account termination until the account is terminated by the Operator.
3. If any provision of these T&C and/or the Agreement is or becomes invalid, ineffective, or unenforceable for any reason (obsolete), this shall not and will not affect the validity, effectiveness, or enforceability of the remaining provisions of these T&C and/or the Agreement.

4. The Contracting Parties are obliged to negotiate in good faith to replace any invalid, ineffective, or unenforceable provision with another provision whose substantive content is identical or as close as possible to the provision being replaced, while maintaining the purpose and intent of these T&C and/or the Agreement.
5. Until such replacement agreement is concluded, or if it is not concluded at all, other provisions of these T&C and/or the Agreement shall apply to replace the invalid, ineffective, or unenforceable provision. If such provisions do not exist, then the provisions of the laws valid and effective in the territory of the Slovak Republic, which meet the criteria specified in the preceding sentence, shall apply.

XXII. TRANSITIONAL AND REPEALING PROVISIONS

1. The General Terms and Conditions governing the legal relations between the Operator and the Player, effective from 01.01.2025, including subsequent amendments, are hereby repealed and fully replaced by these T&C, effective from 01.01.2025.
2. Contracts concluded prior to the effectiveness of these T&C shall continue to be governed by these T&C.