# Terms and Conditions

v. 2.9

## 1 General

1.1 The terms and conditions defined in this text (referred to as “Terms and Conditions”) describe the usage of all games and services provided through www.pledoo.com (referred to as “Website” or “Websites”) and through downloadable application (referred to as “App” or “Apps”). These Terms and Conditions, the Privacy Policy statement, Game Rules and any document referred to in them is a binding agreement between Pledoo and the Customer. We strongly advise to read these Terms and Conditions carefully before accepting them. If You do not agree to accept these Terms and Conditions please refrain from using this Website(s) or App(s) any further. These Terms and Conditions shall also apply to all gaming made via mobile and other compatible devices. Your further use of the Website(s) and/or App(s) will constitute Your acceptance of the Terms and Conditions of Pledoo. The Terms and Conditions come into effect immediately.
1.2 www.pledoo.com is owned by Momus2006 N.V.and incorporated under the laws of Curaçao with Company Number 138347 and licensed by the Curaçao Gaming Authority to offer games of chance under license number OGL/2024/550/0264 in accordance with the National Ordinance on Games of Chance (Landsverordening op de kansspelen, P.B. 2024, no. 157). All payment procedures are operated by MOMUS2006 Ltd. with a registered address at Avlonos 1, Maria House, 1075, Nicosia, Cyprus, registration number HE 433263.
1.3 Pledoo is here referred to as “Pledoo”, “www.pledoo.com”, “We”, “Us”, “Our”, “Management”, “Site” and the Player and registered Account Holder shall be referred to as “You”, “Yours”, “Customer” or “The Player”.
1.4 “Games”, “the Game”, “Game”, “Service”, “The Services” refers to any services offered by the Website(s) and/or App(s).
1.5 Pledoo may use email to reach out to customers for marketing and notification purposes. Authentic emails will originate from domains ending in "@pledoo.com"/"@pledoo.net"/"@pledoo.org/"@pledoo.info"
If the sender's domain contains wrong characters or if the emails appear dubious, proceed with caution.
1.6 The version of this agreement is 2.9 and was last updated on January 8, 2026. It is valid until a new version is in place on the Website(s) and/or App(s) and is accepted by the Customer.
1.7 Pledoo reserves the right to change and modify these Terms and Conditions for any reasons that shall arise. Whenever any changes to these Terms and Conditions are made, we will notify You prior to new changes coming into effect. If You do not agree to the updated Terms and Conditions You must stop using the Website(s) and/or App(s).
1.8 You understand and agree to be bound by the provisions in this text, and that they may be amended from time to time. You acknowledge that by registering and using the Website(s) and/or App(s) You are also bound by the terms found in the Privacy Policy and individual Game Rules. It is assumed that You have read, understood and accepted all terms that these documents contain.
1.9 These Terms and Conditions may be published in other languages and will contain the same corresponding content. This is done to help players and solely for informational purposes. The English version is the legal basis of the relationship between Pledoo and the Customer. In the case of any difference between the English version and the non-English version, the English version shall abound at all times.

## 2 Your Obligations

2.1 You may open only one account. If You open another account Pledoo may void all bets made from this duplicate account.
2.2 You must be at least 18 years old to participate, but it's your responsibility to know the legal age for online gambling in your country and ensure that online casinos are permitted where you reside. Underage gambling is strictly prohibited and may result in criminal charges.
2.3 You shall use Your account only on Your own behalf. You may use the games and services offered by Pledoo strictly for recreational and enjoyment purposes.
2.4 Residents and/or citizens of the following territories are restricted to use and access pledoo.com by any means including but not limited to: American Samoa, Anguilla, Antigua and Barbuda, Aruba, Australia, Belize, Bermuda, British Virgin Islands, British Indian Ocean Territory, Cayman Islands, Curacao, Denmark, Great Britain (United Kingdom), Falkland Islands, France, French Guiana, French Polynesia, Guadeloupe, Gibraltar, Guam, Guernsey, Iran (Islamic Republic of), Isle of Man, Jersey, Latvia, Martinique, Mayotte, Montserrat, Netherlands, New Caledonia, Northern Mariana Islands, Pitcairn, Puerto Rico, Reunion, St. Helena, Saint Vincent and the Grenadines, Saint Kitts (Christopher) and Nevis, Saint Lucia, St. Pierre and Miquelon, Tuvalu, Turks and Caicos Islands, United States of America, United States Minor Outlying Islands, Solomon Islands, Virgin Islands (USA), Wallis and Futuna.
2.5 Arbitrage betting, also known as "arbitrage actions" or "sports arbitrage," is a betting strategy where a user attempts to exploit differences in odds and/or betting lines between various bookmakers or sportsbooks to guarantee a profit. This may involve simultaneously placing bets on all possible outcomes of the same event or using specialized arbitrage software to identify profitable opportunities.
Arbitrage betting may be considered a violation of our platform's rules, and it is strictly prohibited. Any winnings obtained through arbitrage actions will be deemed invalid, and the user's account may be suspended with the confiscation of all illegitimate winnings. Compliance with this rule is monitored by the Betradar provider.
2.6 Access to or use of the Website or any of the Services via the Website may not be legal for some or all residents of or persons in certain countries. We do not intend that the Website should be used for betting, gaming or any other purposes by persons in countries in which such activities are illegal, which includes the United States of America and those territories listed in the Website. The fact that the Website is accessible in any such country, or appears in the official language of any such country shall not be construed as a representation or warranty with respect to the legality or otherwise of the access to and use of the Website, and the making of deposits or receipt of any winnings from Your Account. The availability of the Website does not constitute an offer, solicitation or invitation by us for the use of or subscription to betting, gaming or other services in any jurisdiction in which such activities are prohibited by law. It is Your responsibility to determine the law that applies in the location in which You are present. You should ensure that You will be acting legally in Your jurisdiction in opening Your Account and/or using the Website and You represent, warrant and agree that You will do so.
2.7 As a Customer of Pledoo You are held responsible to provide correct personal details like but not limited to personal data

(Passport, ID data), address, e-mail is completely true and up to date and if there would be changes to these details You would inform Pledoo immediately, before making a deposit. Concerning the errors in Passport or ID data: up to three error symbols in the spelling of Name and Surname (three symbols in total) are allowed, only if it is not the first or the last letters. No mistakes allowed in the Date of Birth. If it should become clear to Pledoo that the information provided is not correct we retain the right to block the players account and confiscate all the funds on the account therein.

2.8 You are allowed to use games and services of Pledoo with funds that have no illegal origination. Pledoo reserves the right to ban a Customer and confiscate all the funds on the account if it is reasonably suspected that there has been an engagement in fraudulent activities which include, but are not limited to: submission of personal data or documents that are counterfeited, stolen or otherwise misappropriated, use of stolen payment methods or account numbers, collusion and chip dumping.

2.9 The Customer is responsible for any reporting with their corresponding tax and or/fees which might be charged on winnings from engaging in games and/or services of Pledoo.

2.10 The Customer acknowledges that only credit cards and financial instruments that are issued legally by legal institutions can be used for deposits and withdrawals in Website(s) and App(s).

2.11 The Customer understands that when engaging in games and services offered by Pledoo there is a risk of losing funds. If You shall not accept this, we strongly advise not to use Website(s) and App(s) further.

2.12 The Customer will use the Website(s) and App(s) only for personal, recreational use in accordance with Terms and Conditions set out by Pledoo and all laws, rules and regulations of the applicable regulatory body.

2.13 The Customer acknowledges that communication with employees of Pledoo should be conducted in a formal and kind fashion. Any abusive behaviour towards the employees of Pledoo will not be tolerated and Pledoo reserves the right to terminate the relationship with the Customer under circumstances deemed appropriate by Pledoo.

2.14 When the Customer sends an email to support@pledoo.com or security@pledoo.com, the Customer must make sure that this message is directly addressed and not a forward or carbon copy (cc). There is a high possibility that these types of emails will go into Spam and therefore won't be viewed by the relevant department. This procedure is even more relevant when the matter is regarding account closure or gambling problems.

2.15 If a Customer qualifies as being a Politically Exposed Person it is the Customers obligation to report such information to the Customer Support of Pledoo and stop using the Games and/or Services of Pledoo immediately. Politically Exposed Person, i.e. any person holding significant public office (or who has held it at any time in the preceding year), having access to public funds or in a position of influence. PEPs include the readily identifiable family and associates of such persons. A failure to report this information will result in the Customer's account suspension and the funds therein for confiscation. A detailed review of the Customers account will proceed momentarily. The account will be unavailable for the time of investigation. Pledoo reserves the right to not continue offering Games and/or Services to the Customer under any circumstances proceeding the investigation.

# 3 Your Account

3.1 The customer has to open an account for personal use at Pledoo to be able to participate in games and services offered by Pledoo.

3.2 Account must be registered in Customer own, correct, name and personal details and it shall only be issued once for Customer and not duplicated through any other person, family, household, address (postal or IP), email address, Access Device or any environment where Access Devices are shared (e.g. schools, workplaces, public libraries etc) and/or account in respect of the Services. Creation of the account is solely for personal use no principal activity on behalf of someone else is allowed at Pledoo. If the Customer notices that multiple accounts have been created, it is the Customers responsibility to immediately inform Pledoo about it. Any other accounts which You open with us, or which are beneficially owned by You in relation to the Services shall be "Duplicate Accounts". We may close any Duplicate Account (but shall not be obliged to do so). Pledoo reserves the right to decide if multiple accounts have been registered, opened or created with no misconduct and is a result of an error. If Pledoo should have reasonable grounds to believe any fraud has been committed or transacted, we reserve the right to block the account and confiscate any funds therein. The use of VPN, PROXY, TOR, and similar programs is strictly prohibited. If You use these programs to access the website or games from a restricted country, Your account may be blocked. Bonus abuse is treated as 'fraud' in these Terms and Conditions of Pledoo. Bonus abuse includes, but is not limited to, opening of multiple accounts in order to take advantage of additional benefits or bonuses of Pledoo. Behaviour like this is not tolerated at Pledoo and will be appropriately reacted upon.

3.2.1 Customer Support Team agents can check Your account for a duplicate match. However, we cannot guarantee this check's validity, as agents cannot verify a duplicate match by name/surname.

3.2.2 Customer Support Team can only check accounts based on a few duplicate criteria that our system displays.

3.2.3 More detailed account checks are performed at the time of payouts. Please note that payment systems cannot verify accounts prior to deposit. In order to make sure You do not have a duplicate account, please provide us with all possible email addresses that You may have used for registration.

3.2.4 According to the above-mentioned information, please note that if our customer support agents could not find a duplicate match, it does not exclude a technical possibility that You created a duplicate account and does not absolve You of responsibility for that action.

3.3 The Customer has to fill out a registration form in order to open an account at Pledoo. The Customer ensures that the information provided is correct, complete and up to date. Pledoo conducts verification procedures on its Customers. Hereby we inform You that if Pledoo shall suspect that any of the information is misleading, false, incomplete or compromised in any way, Pledoo reserves the right to impose restrictions to Your account. It is the Customers responsibility to update the information via "My Details" tab if such information changes.

3.3.1 After opening Your Account, You must take all reasonable steps to avoid disclosing (whether deliberately or accidentally) Your username, password and/or account number to anyone else, including (where practicable) ensuring that up-to-date security software is downloaded onto Your Access Device.

3.3.2 All transactions made where Your username and password and/or account number have been entered correctly will be regarded as valid, whether or not authorised by You, and we shall not be liable for any claims in the event that You disclose Your username, password or account number to anyone else (whether deliberately or accidentally).

3.3.3 If You have lost or forgotten Your Account details, or have a reason to believe that such details are known to an unauthorised third party, please contact us immediately for a replacement through support@pledoo.com.

3.4 If You provide incorrect or incomplete personal details (e.g. name, surname, date of birth, phone number or address), we won't be able to verify Your account fully. Our Security Department may fix three-letter errors in Your name/surname only if it's not the first or last letter of it. In case of mistakes in the date of birth, our Security Department may change only one digit. If You

noticed that You had provided incorrect or
incomplete personal details during the registration process, please contact us immediately, without depositing or placing any bets.

3.4.1 If You moved recently, or for any reason Your address changed from the one in Your profile, send a message to security@pledoo.com before making a deposit or placing any bets, with a request to change Your address and a document verifying Your new address. Otherwise the security department will not be able to verify the address in Your profile. Your last deposit will be returned, Your wins will be confiscated and Your account will be blocked.

3.4.2 If our security department can't fully verify a client's accounts and/or have reasonable suspicions that fraudulent activity is at play, client's winnings can be voided and account blocked.

3.4.3 In certain cases, the security department reserves the right to request video verification. If a player cannot complete video verification 7 days from the request date, Pledoo reserves the right to block the player account and confiscate winnings. However, the time given for verification can be extended upon the request if You have any civil matters to attend in order to receive the required documentation (up to 6 months).

3.5 As a part of registration at Pledoo information like but not limited to password and mobile phone number have to be provided. No one at Pledoo will ever ask the password of the Customers account. It is the sole responsibility of the Customer to keep the password of the account safe and secure. Pledoo is not responsible for any misuse of Customers account intentional or accidental if the login details have been disclosed with any third parties.

3.6 Pledoo reserves the right at any time to perform security checks on Customers account where the following documents might be requested but not limited to (a) identity of the Customer (b) proof of address (c) payment card colored photo (d) statement of payment method used and any information provided to Pledoo by the Customer. Pledoo reserves the right to limit the Customers account during the verification and/or investigation process. Pledoo can ask about a selfie with ID or passport if the client can't send documents during two day time.

3.7 Pledoo reserves the right to close, refuse and ban an account at its sole foresight without any description of the reasons whatsoever.

3.8 The Customer has the right to close and/or suspend the players account at Pledoo at any time by contacting the security department by email. The closure of Customers account does not allow the Customer to make a new account. If the Customer pleases to renew the contractual relationship with Pledoo the closed account has to be reopened by informing customer support via email, chat or phone. If the Customer's account has been closed due to any form of exclusion from gambling the account has to stay closed for the amount of time it has been excluded. Any additional accounts made are bound by terms laid out in these Terms and Conditions.

3.9 If You have closed an unverified account with an active balance, it does not absolve You for the responsibility to complete Your identity verification; otherwise, we will not be able to process any withdrawals from Your account. In case You fail to pass the account verification, the casino will return the last deposit to You, only if the deposit amount does not exceed the active balance on Your account.

3.10 The support department can't set any blocks and/or restrictions for a period longer than a week. In order to limit, exclude and/or block Your account at Pledoo it is required for You to send an email to security@pledoo.com stating Your name, surname, mobile phone number, reason for Your account limitations/exclusions/block and the preferred time frame. If a Client's account is blocked (whether permanently or not), the Support Department (and/or any other eligible department of Pledoo online casino) cannot accept any deposits, process any withdrawals or complete any part of the verification process, as well as do other actions related to the Client's account. If Your account is not yet verified we kindly ask You to add an ID document to the email in order to add it to the user file in question.

3.11 If the Client requests to block his account for any reason and the balance of the Client's account is less than the amount of the last deposit, the remaining balance will be returned to the last payment method. If the balance on the Client's account exceeds the amount of the last deposit, the winnings will be cancelled and the amount of the Client's last deposit will be returned to the last payment method.

3.12 Pledoo Security department cannot set any blocks and/or restrictions on user's accounts in other online casinos.

3.13 Pledoo Security department cannot set any blocks and/or restrictions on user's account that isn't registered on pledoo.com

3.14 The support and security departments will not follow any specific blocking instructions or patterns provided by the client.

3.15 All communication between Pledoo and the Customer will be stored for an amount of time Pledoo considers appropriate.

3.16 Each bonus game activation has an expiration period of 24 hours. Any unused part of the bonus game, including rewards and progress, will be lost after the end of the duration period.

3.17 The Customer acknowledges and accepts any limitations and/or restrictions of Game and/or Service accessibility of Pledoo due legal reasons of individual game providers.

**1x2 Network**

Restricted territories: Afghanistan, Australia, Belarus, Burundi, Canada, (Ontario regulated), Central African Republic, China, Congo (Democratic Republic of), Cuba, Curacao, Cyprus, Ethiopia, France, Germany, Greece (regulated), Hong Kong, Iran, Iraq, Israel, Kuwait, Lebanon, Libya, Mali, Myanmar, Nicaragua, Somalia, Sudan, Sweden, Syria, Turkey, UK, USA, Venezuela, Yemen, Malaysia, Russian Federation, Singapore, South Africa, South Korea, Iceland, Canada, Poland, Bulgaria, Czech Republic, Hungary, Mexico, Netherlands, Portugal, Switzerland. Chile, Romania (regulated)

**3Oaks (ex. Boongo)**

Restricted territories: Afghanistan, Guinea-Bissau, Haiti, Iran, Islamic Republic of Iraq, Jamaica, Lebanon, Libya, Myanmar, Nicaragua, North Korea, Pakistan, Panama, Philippines, Somalia, South Sudan, Syria, Turkey, Venezuela, Yemen, Zimbabwe, Australia, Belgium, Croatia, Denmark, Israel, Netherlands, Portugal, Spain, Switzerland, United Kingdom (UK), Georgia, France, Ukraine.

**Amatic (Direct)**

Restricted territories: Afghanistan, Albania, Algeria, Angola, Antigua and Barbuda, Armenia, Australia, Austria, Cambodia, China, Cuba, Curacao, Cyprus, Ecuador, Estonia, French Polynesia, France and Territories, Georgia, Guyana, Hong Kong, Indonesia, Iran, Iraq, Israel, Kuwait, Lao, Libya, Liechtenstein, Myanmar, Namibia, Netherlands Antilles, Nicaragua, North Korea, Panama, Papua New Guinea, Philippines, Singapore, Slovakia, South Africa, South Korea, Switzerland, Syria, Taiwan, Tunisia, Uganda, United States of America and Territories, Vietnam, Yemen, Zimbabwe, Macao, Pakistan, Sudan.

**Amusnet Interactive**

Restricted territories: Afghanistan, Angola, Australia, Canada, Hong Kong S.A.R., Iran, Iraq, Israel, Nicaragua, Norway, Singapore, Syria, Taiwan, United Kingdom, United States, U.S Virgin Islands, United States Minor Outlying Islands,Guam, Puerto Rico, Northern Mariana Islands
Territories which are forbidden unless the Operator holds the relevant license: Bulgaria, Greece, Lithuania,

Netherlands.

**BetSoft**

Restricted territories: United States of America and Territories, Curacao.

**Belatra**

Restricted territories: USA, Curacao.

**BGaming**

Restricted territories: USA, Curacao.

**BigTimeGaming (via Relax Gaming)**

Restricted territories: Afghanistan, Australia, Algeria, Angola, Antigua & Barbuda, Cambodia, Canada, China, Cuba, Curacao, Cyprus, Guyana, Hong Kong, Indonesia, Iran, Iraq, Israel, Kahnawake, Kuwait, Libya, Macau, Myanmar, Namibia, Netherlands Antilles, North Korea, Pakistan, Papua New Guinea, Sudan, Syria, The Philippines, Turkey, Uganda, United States of America and its Territories, Yemen Need local online gaming license: Belgium, Denmark, Estonia, France and its Territories, Germany, Italy, Latvia, Republic of Serbia, Romania, Spain, Sweden, United States of America:- New Jersey Pennsylvania, United Kingdom.

**Booming Games**

Restricted territories: Afghanistan, Latvia (other than with licence), Algeria, Lebanon, Australia (other than with license), Libya, Austria (other than with licence), Lithuania (other than with licence), Belarus (other than with license), Luxembourg, Belgium (other than with licence), Macau, Bosnia and Herzegovina (other than with license), Maldives, Burundi, Malta (other than with license), Bulgaria (other than with licence), Mauritania, Canada (other than with license), Monaco, Cayman Islands, Montenegro (other than with license), Central African Republic, Morocco, Cyprus, Myanmar, Czech Republic (other than with licence), Netherlands (other than with licence), Columbia (other than with licence), Nicaragua, Congo DR, Nigeria (other than with licence), Crimea and Sevastopol, North Korea, Croatia (other than with licence), Oman, Cuba, Pakistan, Denmark (other than with licence), Portugal (other than with licence), Eritrea, Qatar, Estonia (other than with licence), Romania (other than with licence), France (other than with license), Saudi Arabia, Germany (other than with licence), Serbia (other than with licence), Georgia (other than with license), Slovakia (other than with licence), Gibraltar (other than with license), Somalia, Greece (other than with licence), South Sudan, Guernsey (other than with license), Spain (other than with licence), Guinea, Sudan, Guinea Bissau, Sweden (other than with licence), Haiti, Switzerland (other than with licence), Hong Kong, Syria, Hungary (other than with license), United Arab Emirates, Iran, United Kingdom (other than with licence), Iraq, United States of America, and all territories and possessions, being the U.S. Virgin Islands, U.S. Minor Outlying Islands, Guam, Puerto Rico, Marianas Islands and American Samoa (other than with licence), Israel, Uzbekistan, Italy (other than with licence), Vatican City,Jamaica, Venezuela, Jersey (other than with license), Yemen, Jordan, Zimbabwe, Kuwait, Curacao, Ontario.

**CQ9**

Block Taiwan's IP, Curacao, Game Code starts with AS: Block Taiwan and the United States/Israel/Bulgaria, Game Code starts with AK: Block Taiwan and the United States.

**Betradar**

Restricted territories: United States of America and Territories, Curacao.

**Elk Studios**

Restricted territories: Afghanistan, Algeria, Andorra, Argentina,Australia, Azerbaijan, Bahrain, Bangladesh, Barbados, Bhutan, Bolivia, Botswana, Brunei Darussalam, Burundi, Cambodia, China , Chile, Christmas island, Cocos islands, Cook islands, Congo, Cuba, Curacao, Cyprus, Ecuador, El Salvador, Eritrea, Fiji, France , French Polynesia, Guam, Guatemala, Haiti, Hong Kong, Iceland, India (only the Indian states of Sikkim, Nagaland and Telangana are prohibited), Indonesia, Iran, Iraq, Israel, Japan, Jordan, Kazakhstan, Kuwait, Kyrgystan, Laos, Lebanon, Lesotho, Libya, Liechtenstein, Macau, Macedonia, Malaysia, Mali, Mauritius, Moldova, Monaco, Morocco, Myanmar, Nauru, Nepal, Niue, Northern Mariana Islands, North Korea, Oman, Pakistan, Palestinian territory, Paraguay, Qatar, Russian Federation, Saudi Arabia, Singapore, Somalia, South Africa, South Korea, South Sudan, Sudan, Suriname, Syria, Taiwan, Tajikistan, Thailand, Timor-Leste, Trinigad and Tobago, Tunisia, Turkey, Turkmenistan, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Vietnam, Virgin Islands, British, Yemen.

Regulated: Aland, Canada, Poland, Albania, Alderney, Antigua and Barbuda, Argentina, Armenia, Bahamas, Belarus, Belgium, Belize, Bosnia Herzegovina, Bulgaria, Colombia, Comoros (Anhouan only), Costa Rica, Croatia, Czech Republic, Denmark, Dominica, Dominican Republic, Estonia, French Guiana, French Southern territories, Georgia, Ghana, Gibraltar, Greece, Grenada, Hungary, Isle of Man, Italy, Jamaica, Jersey, Latvia, Lithuania, Malta, Mexico, Montenegro, Netherlands, Nicaragua, Panama, Papua New Guinea, Philippines, Portugal, Romania, Saint Kittis & Nevis, San Marino (Italy), Serbia, Seychelles, Slovakia, Slovenia, Spain, Swaziland, Sweden, Switzerland, Tanzania, Uganda, Ukraine, United Kingdom, Vanuatu.

**Evolution Gaming**

Restricted Territories: Afghanistan, Albania, Barbados, Burkina Faso, Cayman Islands, Democratic Republic Congo, Gibraltar, Haiti, Jamaica, Jordan, Mali, Morocco, Myanmar, Mozambique, Nigeria, Panama, Philippines, Senegal, Tanzania, Turkey, Trinidad & Tobago, Uganda, Yemen, Zimbabwe, Venezuela, United Arab Emirates, Vanuatu, South Africa, Croatia, Cameroon, Vietnam.

"Blocked Territories: Australia, Cuba, Iran, North Korea, South Sudan, Sudan, Syria, Sweden, Taiwan, Crimea, USA, Curacao, Myanmar. Regulated Territories: Alderney, Belgium, CAN - Alberta, CAN- Atlantic Provinces (Nova Scotia), CAN Ontario, CAN- British Columbia, CAN- Quebec, Colombia, Croatia, Czech Republic, Denmark, Estonia, France, Georgia, Germany, Gibraltar, Greece, Isle of Man, Italy, Latvia, Lithuania, Malta, Mexico, Netherlands, Philippines, Portugal, Romania, South Africa, Spain, Sweden, Switzerland, United Kingdom, Argentina, Armenia, Bahamas, Bosnia, Brazil, Bulgaria, Canada, Chile, Costa Rica, Cyprus, Dominican Republic, Ecuador, Eswatini, Nicaragua, Panama, Paraguay, Peru, Slovakia. Evolution games are restricted in Sweden, there are: Crazy Time Deal or No Deal Dream Catcher Mega Ball un RNG Mega Ball MONOPOLY Live{}

Restricted Territories for game ""Deal no Deal"": USA, Curacao, Hong Kong, Turkey, France, Spain, -Belgium- ,Singapore, Iran, Syria, North Korea, Sudan

Belgium: Evolution shall be permitted to sub-license DOND Game to locally licensed Belgian Game Operators making the Game available on local Belgian (.be) websites to customers located in Belgium.

Restricted Territories for game ""Monopoly"": Singapore, Hong Kong, France, Turkey, Spain, Sweden, Russia, Belarus, United Arab Emirates (the), Saudi Arabia, Bahrain, Kuwait, Australia, Poland, Austria,
Germany

Restricted Territories for game Monopoly Big Baller: Russia, Belarus United Arab Emirates (the), Saudi Arabia, Bahrain, Kuwait, Australia, Poland, Austria, Germany

Conditional Jurisdictions: Aland, Argentina, Canada, Poland, Alderney, Argentina, Armenia, Belgium, Belize, Bosnia, Herzegovina, Bulgaria, Colombia, Comoros (Anjouan only), Costa Rica, Croatia, Czech Republic, Denmark, Dominica, Dominican Republic, Estonia, French Guiana, French Southern Territories, Georgia, Ghana, Gibraltar, Greece, Grenada, Hungary, Isle of Man, Italy, Jamaica, Jersey, Latvia, Lithuania, Malta, Mexico, Montenegro, Netherlands, Panama, Papua New Guinea, Philippines, Portugal, Romania, Saint Kitts & Nevis, San Marino (Italy), Serbia, Seychelles, Slovakia, Slovenia, Spain, Swaziland, Sweden, Switzerland, Tanzania, United Kingdom, Vanuatu

ADDITIONAL RESTRICTED TERRITORIES FOR HASBRO BRANDED LICENSED GAMES. Note - for any Hasbro branded licensed games, all of the countries listed in the restricted territories list above apply (including any future amendments), plus the following countries:

1) Austria. 2) Germany, with the exception of Schleswig-Holstein. 3) Poland - Not conditional as listed above. Prohibited entirely. 4) Spain, except for online roulette and online slots. 5) Switzerland - Not conditional as listed above. Prohibited entirely.

**EVOplay Entertainment**

Restricted territories: Afghanistan, Algeria, Australia, Aruba, Barbados, Burma, Bonaire, Botswana, Cuba, Democratic People's Republic of Korea (DPRK), Democratic Republic of Congo, Eritrea, Ethiopia, France and its dependent territories, Ghana, Iran, Iraq, Israel, Jamaica, Jordan, Liberia, Libya, Lithuania, Mali, Pakistan, Panama, Philippines, Rwanda, Saba, Singapore, Somalia, State of Palestine, Statia, St. Maarten, St. Eustatius, Sudan, South Sudan, Syria, The Netherlands, Tunisia, Uganda, United States of America and its dependent territories, United Kingdom, Venezuela, Yemen, Zimbabwe, Curacao.

**Ezugi**

Restricted territories: Australia, British Columbia – Canada, Canada – Alberta, Crimea, Israel, Iran, Manitoba - Canada, North Korea, Quebec - Canada, Ontario - Canada, Curacao, USA, Taiwan, Sudan, South Sudan, Syria, Cuba. Blocked to operators unless they comply with local regulations: Bulgaria, Colombia, Estonia, Spain, Hungary, Italy, Latvia, Lithuania, New Jersey, Romania, South Africa, Great Britain, Netherlands, United Kingdom.

**Gamzix**

Restricted territories: Aruba, Bonaire, Curacao, France, Netherlands, The UK, Saint Martin, USA.

**Hacksaw**

Restricted territories: USA, Curacao, Iran, North Korea, Syria, Cuba, Sudan, Australia, Spain (unless locally licensed), Ontario (unless locally licensed), UK (unless locally licensed), Greece (unless locally licensed), Sweden (unless locally licensed).

**Habanero**

Restricted territories: Australia, Cyprus, Curacao, France, Singapore, Taiwan, United States, Central African Republic, Cuba, Curacao, Democratic Republic of Congo, Eritrea, Guinea-Bissau, Iran, Iraq, Lebanon, Libya, Mali, North Korea, Republic of the Congo, Somalia, South Sudan, Sudan, Syria, Yemen.

Restricted territories unless licensed: Argentina, Belarus, Georgia, Gibraltar, Isle of Man, Malta Italy, United Kingdom, Bulgaria, Colombia, Croatia, Denmark, Estonia, Latvia, Lithuania, Philippines, Portugal, Romania, Spain, Sweden, South Africa, The Netherlands.,Panama, Canada.

**IG Tech**

Only Australia is allowed.

**ISoftBet**

Restricted territories: Afghanistan, Algeria, Antigua and Barbuda, Australia, Bahrain, Belarus, Belgium (Market exclusivity), China, Cook islands, Cuba, Curacao, Cyprus, Eritrea, France, Great Britain (unless holding valid UK license), Greece (unless holding valid license), Hong Kong, India, Indonesia, Iran, Iraq, Israel, Jordan, Kuwait, Laos, Libya, Macau, Malaysia, Marshall Islands, Mauritania, Monaco, Morocco, Netherlands Antilles, North Cyprus (Turkey), North Korea, Oman, Ontario

(Canada) (unless holding valid gaming license), Pakistan, The Philippines (unless holding valid license), Qatar, Russian Federation, Romania (unless holding valid license), Saudi Arabia, Singapore, Somalia, South Africa, South Korea, Sudan, Syria, Taiwan, Thailand, Tunisia, Turkey, United Arab Emirates, Uruguay, Uzbekistan, Yemen, United States,Angola , Argentina , Austria , Bahamas , Bangladesh , Belgium , Bosnia and Herzegovina , Bulgaria , Canada , Colombia , Côte d'Ivoire , Croatia , Czech Republic , Denmark , Dominican Republic , Estonia , Finland , Georgia , Germany , Hungary , Italy , Latvia , Lithuania , Mexico , Montenegro , Myanmar , Nauru , Netherlands , Nigeria , North Macedonia , Norway , Panama , Poland , Portugal , Rwanda , Saint Pierre and Miquelon , Serbia , Slovakia , Spain , Sweden , Switzerland , Tanzania, United Republic of , Ukraine Venezuela (Bolivarian Republic of) , Zimbabwe.

**High 5 Games**

"Jurisdictions where Licensed Customers must not allow participation on Relax's own content, "Powered By Relax" and/or "SilverBullet" content for real money due to FATF

AML restrictions: Afghanistan, Algeria, Angola, Antigua & Barbuda, Cambodia, China, Cuba, Cyprus, Guyana, Hong Kong, Indonesia, Iran, Iraq, Israel, Kahnawake, Kuwait, Libya, Macau, Myanmar, Namibia, Netherlands Antilles, North Korea, Pakistan, Papua New Guinea, Sudan, Syria, The Philippines, Turkey, Uganda, United States of America and its Territories, Yemen.

Jurisdictions where Relax's Licensed Customers must not offer Relax's own content, "Powered By Relax" and/or "SilverBullet" content for real money unless such Licensed Customer holds a local online gaming license from the competent licensing authority of the specific jurisdiction: Belgium, Denmark, Estonia, France and its Territories, Germany, Italy, Latvia, Republic of Serbia, Romania, Spain, Sweden, United States of America (New Jersey, Pennsylvania), United Kingdom.

**KA Gaming (Kaga)**

Restricted territories: Taiwan, USA, Curacao.

**Mascot Gaming**

Restricted territories: USA, Curacao.

**NetEntOSS**

Restricted Territories: Afghanistan, Albania, Barbados, Burkina Faso, Bulgaria, Cambodia, Cayman Islands, Gibraltar, Haiti, Jamaica, Jordan, Mali, Morocco, Myanmar, Nicaragua, Pakistan, Panama, Philippines,

Senegal,
Turkey, Uganda, Yemen, Zimbabwe.
Blocked Territories: Australia, Cuba, Iran, North Korea, South Sudan, Sudan, Syria, Sweden,
Taiwan, Ukraine, Crimea, Venezuela, USA, Curacao.
Regulated Territories: Alderney, Belgium, CAN - Alberta, CAN- Atlantic Provinces (Nova Scotia), CAN- Ontario, CAN British Columbia, CAN- Quebec, Colombia, Croatia, Czech Republic, Denmark, Estonia, France, Georgia, Germany, Gibraltar, Greece, Isle of Man, Italy, Latvia, Lithuania, Malta, Mexico, Netherlands, Philippines, Portugal, Romania, South Africa, Spain, Sweden, Switzerland, United Kingdom.
Additionally, permitted/restricted territories for selected games:
1. Universal Studios Licensing LLC
Games: Dracula; Creature from the Black Lagoon; The Invisible Man
Permitted territories: Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Brazil, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Peru, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom.
Brand owner: Universal Studios Licensing LLC
Game: Knight Rider
Permitted/Restricted territories: Permitted worldwide, excluding greater China (i.e., China, Hong Kong, Macau and Taiwan); the United States, its military bases, territories, and possessions; and any and all countries or territories where Universal determines that United States companies are prohibited by Law, export controls and/or sanctions to conduct business, including, but not limited to, Cuba, Iran, North Korea, Crimea and Syria.
Brand owner: Capcom
Game: Street Fighter 2 Slot
Restricted territories: Afghanistan, El Salvador, Peru, Albania, Ethiopia, Philippines, Algeria, Ghana, Puerto Rico, Anguilla, Greenland, Saba, Antigua & Barbuda, Grenada, Saint Barthelemy, Angola, Guadeloupe, Saint Kitts and Nevis, Argentina, Guatemala, Saint Lucia, Aruba, Guyana, Saint Martin, Barbados, Haiti, Saint Pierre and Miquelon, Bahamas, Hong Kong, Saint Vincent and the Grenadines, Belize, Honduras, Singapore, Bermuda, Iran, Sint Eustatius, Bolivia, Iraq, Sint Maarten, Bonaire, Israel, Sri Lanka, Botswana, Jamaica, Sudan, Brazil, Japan, Suriname, British Virgin Islands, Kuwait, Syria, Cambodia, Laos, Taiwan, Canada, Martinique, Trinidad and Tobago, Cayman Islands, Mexico, Tunisia, China, Montserrat, Turks and Caicos Islands, Chile, Myanmar, United States of America,, Clipperton Island, Namibia, Uganda, Columbia, Navassa Island, Uruguay, Costa Rica, Nicaragua, US Virgin Islands, Cuba, North Korea, Venezuela, Curacao, Pakistan, Yemen, Dominica, Panama, Zimbabwe, Dominica Republic, Papua New Guinea, Ecuador, Paraguay. Brand owner: Narcos Production LLC
Game: Narcos and Narcos Mexico Slot
Restricted territories: Afghanistan, Albania, Algeria, Angola, Australia, Cambodia, Ecuador, Guyana, Hong Kong, Indonesia, Iran, Iraq, Israel, Kuwait, Lao, Myanmar, Namibia, Nicaragua, North Korea, Pakistan, Panama, Papua New Guinea, Philippines, Singapore, South Korea, Sudan, Syria, Taiwan, Uganda, Yemen, Zimbabwe Brand owner: A&E Television Networks
Game: Vikings
Restricted territories: Afghanistan, Malaysia, Albania, Myanmar, Algeria, Namibia, Angola, North Korea, Australia, Pakistan, Azerbaijan, Papua New Guinea, Cambodia, Philippines, Canada, Qatar, China, Russia , Ecuador, Singapore, France, South Korea, Guyana, Sudan, Hong Kong, Syria, India, Taiwan, Indonesia, Thailand, Iran, Tunisia, Iraq, Turkey, Israel, Ukraine, Kuwait, United States of America except NJ and Penn, Laos, Uganda.

**Novomatic**

Restricted territories: Austria, Canada, Curacao, Estonia, Switzerland and the United States.

**NoLimitCity**

Restricted Territories: Afghanistan,Albania, Barbados, Burkina Faso, Cameroon, Cayman Islands, Croatia, Democratic Republic Congo, Gibraltar, Haiti, Jamaica, Jordon, Mali, Mozambique, Myanmar(Burma), Nigeria, Panama, Philippines, Senegal, South Africa, Tanzania, Turkey, Trinidad & Tobago, Uganda, United Arab Emirates, Vanuatu, Venezuela, Vietnam, Yemen, Zimbabwe.
Blocked Territories: Australia, Cuba, Iran, North Korea, South Sudan, Sudan, Syria ,Taiwan, Crimea, Myanmar.
Regulated Territories: Austria, Argentina, Armenia, Alderney, Bahamas, Belgium, Bosnia, Botswana, Brazil, Bulgaria, Canada, Chile, Colombia, Costa Rica, Croatia, Curacao, Cyprus, Czech Republic, Denmark, Dominican Republic, Ecuador, Eswatini, Estonia, Finland, France, Georgia, Germany, Gibraltar, Ghana, Greece, Hungary, Ireland, Isle of Man, Italy, Jamaica, Latvia, Lesotho, Lithuania, Malta, Mexico, Namibia, Norway, Nigeria, Nicaragua, Netherlands, Panama, Paraguay, Peru, Philippines, Portugal, Poland, Romania, Rwanda, Serbia, Slovakia, South Africa, Surinam, Spain, Sweden, Switzerland, Tanzania, Ukraine, United Kingdom, USA, Uganda, Venezuela.

**Only Play**

Restricted territories: United States of America and dependent territories, Republic of Lithuania, Netherlands, Republic of South Africa, Netherlands, Republic of Colombia, Curacao, Georgia, Russia.

**Playson + Direct**

Restricted territories: USA, Australia, Israel, Curacao, Georgia, Lithuania, United Kingdom, Netherlands.

**PocketGames Soft (PGSoft)**

Restricted territories: Malaysia, Curacao, Singapore, Taiwan, Macau, North Korea, Israel, Iran, USA and UAE.

**PlaynGO**

Restricted territories: Afghanistan, Alderney, America Samoa, Angola, Australia, Belgium, Cambodia, Curacao, Croatia, Czech Republic, Democratic People's Republic of Korea (DPRK), Denmark, Dutch Caribbean including Curacao and Aruba, Georgia, Germany, Greece, Ethiopia, Hungary, Iraq, Islamic Republic of Iran, Italy, Lao's People's Democratic Republic, Latvia, Lithuania, Netherlands, Ontario (Canada), Portugal, Romania, Serbia, Singapore, Spain, Sweden, Switzerland, Syrian Arab Republic, Uganda, United Kingdom, USA, Vanuatu, Yemen, Pakistan, Ukraine - for local licensed operators 2.Prohibited Games in particular jurisdictions Prohibited

Games in Canada and the United States:
SKATE FOR GOLD,Moon Princess 100 and Moon Princess.
Additionally blocked for Japan:Power of Love
3.Exemption to prohibited jurisdictions
In the event that evidence of holding a relevant license, approval or permit issued by a Prohibited Jurisdiction can be provided, such territory can cease to be a Prohibited Jurisdiction only if the license, approval or permit is valid and Play´n GO gives express written approval thereof. Notwithstanding the foregoing, Play'n GO shall be entitled to exercise granting or refusal of such approval at its sole discretion. Any approval shall be subject to refusal or subsequent withdrawal by Play'n GO at any time if in Play'n GO's reasonable opinion, granting or maintaining such approval is likely to cause commercial, reputational, legal or regulatory risk for Play'n GO.

**PlaytechCasinoGames**

Restricted territories: Afghanistan, Angola, Argentina, Australia, Austria, Azerbaijan, Bahamas (the), Bangladesh, Belarus, Belgium, Botswana, Bulgaria, Burundi, Cambodia, Cameroon, Canada, Canada - Kahnawake, Central African Republic (the), Chad, Colombia, Congo (the Democratic Republic of the), Cuba, Curaçao, Cyprus, Czechia, Denmark, Equatorial Guinea, Eritrea, Estonia, Ethiopia, France, Germany, Ghana, Gibraltar, Greece, Guernsey, Guinea, Guinea-Bissau, Haiti, Hong Kong, Iran (Islamic Republic of), Iraq, Israel, Italy, Jamaica, Kazakhstan, Kenya, Korea (the Democratic People's Republic of), Latvia, Lebanon, Libya, Lithuania, Macao, Madagascar, Maldives, Mali, Malta, Mauritius, Mexico, Mongolia, Mozambique, Myanmar, Netherlands (the), Nicaragua, Ontario, Pakistan, Panama, Philippines (the), Poland, Portugal, Romania, Russian Federation (the), Sierra Leone, Singapore, Slovakia, Somalia, South Africa, Spain, Sri Lanka, Sudan (the), Sweden, Switzerland, Syrian Arab Republic (the), Tajikistan, Trinidad and Tobago, Turkey, Uganda, Ukraine, United Kingdom of Great Britain and Northern Ireland (the), United States of America (the), Uzbekistan, Vanuatu, Venezuela (Bolivarian Republic of), Vietnam, Yemen, Zimbabwe.

**PragmaticPlay**

Blocked countries: Australia, France, Israel, North Korea, Philippines, Singapore, Taiwan, USA, Curacao, Iran, United Arab Emirates, India, Colombia, Peru, Lebanon;
Restricted countries: Bahamas, Bulgaria, Denmark, Gibraltar, Great Britain, Italy, Lithuania, Ontario (Canada) Portugal, Romania, Serbia, South Africa, Spain, Sweden, Ukraine, Greece, Georgia, Latvia, Estonia, Guernsey (Alderney), Isle Of Man, Belarus, Germany, The Netherlands, Brazil;
BGame-specific restrictions:

- Blocked countries for Peaky Blinders: UK, USA, Hong Kong, Turkey, France Belgium, Spain, Singapore, Iran, Syria, North Korea, Sudan;
- Sweet Rush Bonanza: only Turkey allowed;
- Dice games (Gates of Olympus 1000 Dice, Wolf Gold Dice, Fruit Party Dice, Big Bass Dice, Sweet Bonanza 1000 Dice, Gates of Olympus Dice, Sweet Bonanza Dice, Joker’s Jewels Dice, The Dog House Dice Show, Sugar Rush Dice, Snakes and Ladders Megadice™, Money Stacks Dice, Ultra Burn Dice, Lucky Dice): available only in Brazil, Russia, South Korea, Belgium, and Turkey.

**PragmaticPlay Live**

Restricted territories: Australia, France, Israel, North Korea, Philippines, Singapore, Taiwan, USA, Curacao, Iran, United Arab Emirates, India.
Restricted-They need to be sure that the operator holds the license before enabling traffic: Bahamas, Bulgaria, Denmark, Gibraltar, Great Britain, Italy, Lithuania, Ontario (Canada), Portugal, Romania, Serbia, South Africa, Spain, Sweden, Ukraine, Greece, Georgia, Columbia.

**Platipus**

Restricted territories: USA, its territories and possessions, Israel and Iran, Curacao.

**Push Gaming**

Restricted territories: Afghanistan, Greece, People’s Republic of China, Curacao, Albania, Guam, Poland, American Samoa, Holy See - Vatican City, Puerto Rico, Angola, Hong Kong, Qatar, Australia, Iran, Romania, Bahamas, Iraq, Saudi Arabia, Barbados, Israel, Senegal, Bosnia and Herzegovina, Jamaica, Singapore, Botswana, Kuwait, South Africa, Burkina Faso, Laos, Sudan, Cambodia, Latvia, Sweden, Cayman Islands, Macao, Syria, Cuba, Malaysia, Taiwan, Denmark Marshall Islands, UAE, Egypt, Mauritius, Uganda, Eritrea, Morocco, United Kingdom, Estonia, Myanmar, US Minor Outlying Islands, Ethiopia, Netherlands, US Virgin Islands, France, Nicaragua, USA, French Guiana, Nigeria, Vanuatu, French Polynesia, North Korea, Yemen, French Southern Territories, Ontario, Canada, Zimbabwe, Germany, Pakistan, Guadeloupe, Panama, Turkey, Japan, Russia.

**Quickspin**

Restricted territories: Afghanistan, Angola, Argentina, Australia, Austria, Azerbaijan, Bahamas (the), Bangladesh, Belarus, Belgium, Botswana, Bulgaria, Burundi, Cambodia, Cameroon, Canada, Canada - Kahnawake, Central African Republic (the), Chad, Colombia, Congo (the Democratic Republic of the), Cuba, Curaçao, Cyprus, Czechia, Denmark, Equatorial Guinea, Eritrea, Estonia, Ethiopia, France, Germany, Ghana, Gibraltar, Greece, Guernsey, Guinea, Guinea-Bissau, Haiti, Hong Kong, Iran (Islamic Republic of), Iraq, Israel, Italy, Jamaica, Kazakhstan, Kenya, Korea (the Democratic People's Republic of), Latvia, Lebanon, Libya, Lithuania, Macao, Madagascar, Maldives, Mali, Malta, Mauritius, Mexico, Mongolia, Mozambique, Myanmar, Netherlands (the), Nicaragua, Ontario, Pakistan, Panama, Philippines (the), Poland, Portugal, Romania, Russian Federation (the), Sierra Leone, Singapore, Slovakia, Somalia, South Africa, Spain, Sri Lanka, Sudan (the), Sweden, Switzerland, Syrian Arab Republic (the), Tajikistan, Trinidad and Tobago, Turkey, Uganda, Ukraine, United Kingdom of Great Britain and Northern Ireland (the), United States of America (the), Uzbekistan, Vanuatu, Venezuela (Bolivarian Republic of), Vietnam, Yemen, Zimbabwe.

**Red Rake Gaming**

Restricted Territories: US, Curacao, Israel, Portugal, Spain, France, Croatia, Denmark, Romania, Belgium, Australia, Estonia, Latvia, Lithuania, Netherlands, Poland and Czech Republic and UK.

**Red Tiger Gaming**

Restricted Territories: Afghanistan, Albania, Barbados, Burkina Faso, Bulgaria, Cambodia, Cayman Islands, Haiti, Jamaica, Jordan, Mali, Malta, Morocco, Myanmar, Nicaragua, Pakistan, Panama, Philippines, Senegal, Turkey, Uganda, Yemen, Zimbabwe.
Blocked Territories: Australia, Cuba, Iran, North Korea, South Sudan, Sudan, Syria, Sweden, Taiwan, Ukraine, Crimea, Venezuela, USA, Curacao.

Regulated Territories: Alderney, Belgium, CAN - Alberta, CAN- Atlantic Provinces (Nova Scotia), CAN- Ontario, CAN British Columbia, CAN- Quebec, Colombia, Croatia, Czech Republic, Denmark, Estonia, France, Georgia, Germany, Gibraltar, Greece, Isle of Man, Italy, Latvia, Lithuania, Malta, Mexico, Netherlands, Philippines, Portugal, Romania, South
Africa, Spain, Sweden, Switzerland, United Kingdom.
The following shall only apply to the Game “Reel King Mega”.
Restricted territories: France, Turkey, Southern Cyprus, Israel, USA, Curacao, China, South Africa, Indonesia, Cambodia, Thailand, Vietnam, Iran, Iraq, Syria, Cuba, Pakistan, North Korea, Ivory Coast, French Guiana, Guadeloupe, Martinique The following shall only apply to the Game “Trillionaire by Fashion TV”: Afghanistan, Cuba, Curacao, France, Hong Kong, Iran, Israel, Jordan, Kuwait, North Korea, Pakistan, Philippines, Singapore,
Saudi Arabia, Turkey, The United States.

**ReelNRG**

Restricted territories:Afghanistan, Albania, Algeria, Angola, Australia, Belarus, Burma, Central African Republic, Congo (Democratic Republic), Cuba, Curacao, Ecuador, Ethiopia*, France, Guyana, Hong Kong, Iran, Iraq, Israel, Lebanon, Liberia, Libya, Nicaragua, North Korea, Puerto Rico, Russia, Russian Occupied Ukraine, Saudi Arabia, Singapore, Somalia, South Korea, Syria, The Dutch West Indies, Vatican City, Venezuela, Yemen, Zimbabwe, *U.S. Sanctions List REGULATED MARKETS - Blocked unless the operator can provide a copy of their license Alderney, Argentina, Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, Germany, Gibraltar, Greece, Greenland, Guadeloupe, Ireland, Italy, Latvia, Lithuania, Malta, Netherlands, Ontario - Canada, Panama, Peru, Philippines, Poland, Portugal, Republika Srpska, Romania, Serbia, Spain, Slovakia, Sweden, Switzerland, United Kingdom, United States & Dependent/Outlying Territories.

**ReelPlay via Relax**

Restricted territories: Algeria, Afghanistan, Antigua & Barbuda, Canada, Cuba, Curacao, Guyana, Iran, Iraq, Israel, Kahnawake, Kuwait, Libya, Myanmar, North Korea, Pakistan, Panama, Papua New Guinea, Sudan, Syria, United States of America and its Territories, Yemen, Zimbabwe, Belgium, Denmark, Estonia, France and its Territories, Italy, Latvia, Lithuania, Malta, Romania, Spain, Sweden, United States of America,United Kingdom.
MGA: Afghanistan, Algeria, Angola, Antigua & Barbuda, Cambodia, Canada, China, Cuba, Curacao, Cyprus, Guyana, Hong Kong, Indonesia, Iran, Iraq, Israel, Kahnawake, Kuwait, Libya, Macau, Myanmar, Namibia, Netherlands Antilles, North Korea, Pakistan, Papua New Guinea, Sudan, Syria, The Philippines, Turkey, Uganda, United States of America and its Territories, Yemen, Belgium, Denmark, Estonia, France and its Territories, Italy, Latvia, Republic of Serbia, Romania, Spain, Sweden, United States of America: New Jersey, Pennsylvania, United Kingdom.

**Relax Gaming**

Restricted territories: Afghanistan, Iraq, Pakistan, Antigua and Barbuda, Israel, Panama, Australia, Jamaica, Papua New Guinea, Bahamas, Jordan, Philippines, Bahrain, Kuwait, Qatar, Barbados, Lebanon, Sudan, Botswana, Libya, Syria, Cambodia, Macau, Taiwan, China, Malaysia, Turkey, Cuba, Maldives, Uganda, Curacao, Cyprus, Mauritius, United Arab Emirates, Egypt, Mauritania, Vanuatu, Ghana, Mongolia, Vatican, Guatemala, Myanmar, Venezuela, Haiti, Nicaragua, Yemen, Hong Kong, Nigeria, Zimbabwe, Indonesia, North Korea, Iran, Oman, USA, Greece(unless holding local license), UK. Restricted jurisdictions except if holding local licence for specific jurisdiction: Armenia, Georgia, Republic of Serbia, Belgium, Germany, Romania, Canada (British Columbia, Ontario, Quebec), Italy, Spain, Colombia, Latvia, Sweden, Denmark, Lithuania, United States of America (Connecticut, Delaware, New Jersey, Michigan, Nevada, Pennsylvania, West Virginia), Estonia, Mexico, United Kingdom France and its Territories, Netherlands including the special municipalities of Bonnaire, St Eustatius, Saba, Montenegro, Sweden.
Additionally restricted for Dream Drop: Italy, Spain, Sweden and Estonia
Supplier Silverback: Albania, Angola, Azerbaijan, Bangladesh, Bahrain, Barbados, Belarus, Benin, Brunei Darussalam, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cabo Verde, Central African Republic (the), Comoros (the), Cook Islands (the), Côte d'Ivoire, Curacao, Cyprus, Czechia, Djibouti, Egypt, Eritrea, Ethiopia, Faroe Islands (the), Finland, Gambia (the), Ghana, Greece, Greenland, Grenada , India Indonesia, Kazakhstan, Kenya, Kyrgyzstan, Lao People's Democratic Republic (the) , Lebanon, Liberia, Libya, Macao, Malaysia, Mali,Marshall Islands (the), Mauritania, Moldova (the Republic of), Monaco, Morocco, Mongolia, Namibia, Nauru, Nicaragua, Niger (the), Nigeria, Norway, Oman, Palau, Palestine, State of, Poland, Portugal, Puerto Rico, Qatar, Russian Federation (the), Rwanda, Samoa, Sao Tome and Principe,Saudi Arabia, Sierra Leone, Solomon Islands, Somalia, South Africa, Korea (the Republic of), Sri Lanka, Suriname, Switzerland, Tajikistan, Thailand, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan, Uganda, Ukraine, United Arab Emirates (the), Taiwan, Tanzania, United Republic of, United States of America (the) Virgin Islands (U.S.), Zambia, Vietnam, Vanuatu, Uzbekistan, Algeria, Guyana, Singapore.
Silver Bullet partner "Blue Guru Games": Japan, Turkey, Russia.

**SA Gaming**

Restricted territories : Bulgaria, Curacao, Israel and USA.
Blocked territories: China, Hong Kong, Macau, Korea.

**Spadegaming**

Allowed countries: Australia, New Zealand.

**Spinomenal**

Restricted territories: USA, ISR, Australia, UK, Armenia, Ecuador, France, Curacao.

**Spribe**

Restricted territories: Georgia, Iran, Republic of Armenia, Russia, USA, Curacao.
As well as the jurisdictions where the promotions, marketing, or offering of online gambling is expressly prohibited or otherwise unlawful.

**Thunderkick**

Restricted Territories: Guam, Northern Mariana Islands, Puerto Rico, U.S. Virgin Islands VI, France and its dependencies and overseas, French Guiana, French Polynesia, Guadeloupe, Martinique, Mayotte, New Caledonia, Réunion, St. Barthélemy, St. Martin, St. Pierre & Miquelon, Wallis & Futuna, Australia, Iran, Libya, Myanmar, People’s Republic of Korea (North Korea), Sudan, Zimbabwe, Curacao

Conditional Territories: Syria, Venezuela, Hong Kong, Denmark, Spain, Portugal, Italy, Belgium, Romania, Czech Republic, Sweden, United Kingdom, Nigeria, Netherlands, Estonia, Lithuania, Ukraine, Canada. (Conditional Territories means jurisdictions in which a local license is required to offer the games)

**TomHorn**

Restricted Territories: "United States of America and Territories, and Israel, Greece, Curacao,Uk.
7Mojos: Bulgaria, Israel, United States of America and Territories, Curacao.

**Wazdan**

Restricted territories: Afghanistan, Antigua and Barbuda, Armenia, Australia, Belgium, Bulgaria, China, Cuba, Philippines, Sweden,Cyprus, Denmark, Greece, France and its territories, Hong Kong, Italy, Iran, Iraq, Kahnawake, Libya, Macau, Malaysia, the Netherlands, the former Netherlands Antilles, Poland, Portugal,
Republic of Serbia, Singapore, Spain, Sudan, Syria, the Philippines, Turkey, the USA and its territories, UK, Curacao, Switzerland, Ontario.

**Yggdrasil**

Restricted territories: Afghanistan, Albania, Alderney (unless under a local licence), Algeria, American Samoa, Angola, Antigua and Barbuda (unless under a local licence and explicit approval), Argentina (unless under a local licence and explicit approval), Australia (unless under a local licence), Austria (unless under a local licence and explicit approval), Bahamas, Barbados, Belarus, Belgium (unless under a local licence), Benin, Bosnia & Herzegovina (unless under a local licence and explicit
approval), Botswana, Brazil (unless under a local licence and explicit approval), Bulgaria (unless under a local licence), Burkina Faso, Burundi, Cambodia, Canada (Ontario and Kahnawake) (unless under a local licence and explicit approval), Cape Verde, Cayman Islands, Central African Republic, China, Colombia (unless under a local licence and explicit approval), Congo, Cote d'Ivoire, Croatia (unless under a local licence), Cuba, Curacao, Cyprus (unless under a local licence and explicit approval), Cyprus (unless under a local licence), Czech Republic (unless under a local licence), Democratic People's Republic of Korea (DPRK), Denmark (unless under a local licence), Egypt, Eritrea, Estonia (unless under a local licence), Ethiopia, France and overseas territories (unless under a local licence and explicit approval), Georgia (unless under a local license), Germany (unless under a local license), Ghana, Gibraltar (unless under a local licence), Greece (unless under a local licence), Greenland (.DK) (unless under a local licence), Guam, Guinea Bissau, Haiti, Holy See (Vatican City), Hungary, Iran, Iraq, Isle of Man (unless under a local licence), Israel, Italy (unless under a local licence)Jersey (unless under a local licence), Jamaica, Jersey (unless under a local licence and explicit approval), Jordan, Kenya (unless under a local licence and explicit approval), Kuwait, Laos, Lebanon, Libya, Lithuania (unless under a local licence), Malaysia, Mali, Malta (unless under a local licence), Marshall Islands, Mauritius, Mexico (unless under a local licence and explicit approval), Morocco, Mozambique, Myanmar, Nicaragua (unless under a local licence and explicit approval), Nigeria, North Korea, Occupied Palestinian Territory, Pakistan, Panama (unless under a local licence and explicit approval), Philippines, Poland, Portugal (unless under a local licence and explicit approval), Puerto Rico, Qatar, Romania (unless under a local licence), Russia, Senegal, Sierra Leone, Singapore, Slovakia (unless under a local licence), Somalia, South Africa, South Sudan, Spain (unless under a local licence), Sri Lanka, Sudan, Sweden (unless under a local licence), Switzerland (unless under a local licence), Syria, Taiwan, The Netherlands (unless under a local licence), Trinidad & Tobago, Tunisia, Uganda, Ukraine (unless under a local licence and explicit approval), United Kingdom (unless with a local licence), USA and all territories (unless under a local licence and explicit approval), Vanuatu (unless under a local licence and explicit approval), Venezuela, Vietnam, Western Sahara, Yemen, Zimbabwe.

## 4 Deposits

4.1 In order to participate in games and services of Pledoo the Customer has to make a minimum deposit. A minimum and a maximum deposit amounts have been set and can be further looked into under the “Payment methods” section. The Customer can make a deposit at any point in time by using a debit card, e-wallet, prepaid card and/or voucher and through a direct bank transfer. Pledoo does not accept cash cheques. Pledoo reserves the right to not accept certain currencies and/or payment methods due to reasons that shall be kept uninformed.
4.2 The Customer agrees that by depositing funds in the players account the purpose is to use them to (a) participate in games and services offered by Pledoo (b) to settle any fees, charges or penalties that might incur in connection to these games and services. Pledoo charges deposit fees depending on the payment method chosen. Deposit fees are visible during the deposit process and can be further explored via the “Payment methods” section.
4.3 The Deposited funds will be available in the Customer's account after the confirmation of the deposit. The confirmation of deposit may take a varying amount of time. It is the role of Pledoo to make sure funds are available to participate in games and services as fast as possible. Pledoo takes no responsibility for the time it might take to verify the transaction.
4.4 Pledoo reserves the right to perform security checks before and/or after deposits.
4.5 If Pledoo mistakenly credits Your account with winnings that do not belong to You or do not originate from Your own play or usage of services offered by Pledoo or the prize was received as a result of a technical error the amount credited belongs and is property of Pledoo. Pledoo reserves the right to immediately void any transactions and/or withdrawals made with these funds. If the Customer would withdraw funds like these before Pledoo becomes aware of the error, the mistakenly paid out amount would constitute as debt owed by the Customer to Pledoo. In the event of incorrect winnings paid out to the Customer, it is Customers responsibility to immediately contact support of Pledoo by email, phone or chat.
4.6 The Customer shall only use payment methods that are issued lawfully and belong to the Customer.
4.7 The minimum transaction amount for each deposit method must not be lower than the minimum deposit limit established by Pledoo. Transferring an amount below this limit, as specified in the deposit section for each method, may result in the total loss of the transferred funds.
4.8 The Customer acknowledges that Pledoo may charge fees for processing deposits and this information will be clearly laid out to the Customer prior to deposit.
4.9 Pledoo reserves the right to pay any requested withdrawal via direct bank transfer if any suspicions of fraud and/or misconduct have been spotted when depositing funds at Pledoo and/or engaging in games and services offered by Pledoo.
4.10 The Customer of Pledoo can choose to have the currency of the account denominated in Euro (EUR), United States' dollar (USD), Australian dollar (AUD), Canadian dollar (CAD), Russian ruble (RUB), Brazilian real (BRL), Mexican peso (MXN), Turkish

lira (TRY), or Norwegian krone (NOK). Winnings are paid out in the currency of the player's account. A change of the currency of the account is not possible.
4.11 If Pledoo suspects that the Customer has deposited funds in the player account to take advantage of exchange fluctuations and/or other incentives where funds are not used for their purpose, namely, engaging in games and services of Pledoo, Pledoo reserves the right to impose limitations and fees upon withdrawals and on the Players Account in general. Pledoo reserves the right to impose minimum wagering requirements for the sums deposited before a withdrawal can be made.
4.12 If Pledoo suspects that funds deposited in the players account are not meant to participate in games and services offered by Pledoo, Pledoo reserves the right to freeze the account and report this to relevant authorities.
4.13 Pledoo is not a financial institution and does not grant credits to its customers and the Customer can not expect any interest on funds available in the account.
4.14 Pledoo bears no responsibility for any losses incurred as a result of the client’s failure to comply with these rules.
4.15 In the event that our finance department receives a notification from the payment provider about a chargeback (dispute of a transaction through the payment system) on a deposit for which you have already utilized the services provided by our service:
* your account may be immediately blocked without prior notification;
* an amount equal to the value of the chargeback, plus a penalty of €150 for each individual chargeback, may be deducted from your balance.

## 5 Withdrawals

5.1 All withdrawal possibilities are clearly stated and shown in Website(s) and App(s).
5.2 Withdrawal limits:
5.2.1 €3 000 per day / €10 000 per week / €30 000 per month / €150 000 per year.
5.2.2 $3 300 per day / $11 000 per week / $33 000 per month / $165 000 per year.
5.2.3 A$4 800 per day / A$16 000 per week / A$48 000 per month / A$240 000 per year.
5.2.4 C$4 350 per day / C$14 500 per week / C$43 500 per month / C$217 500 per year.
5.2.5 ₽300 000 per day / ₽1 000 000 per week / ₽3 000 000 per month / ₽15 000 000 per year.
5.2.6 ₴135 000 per day / ₴ 450 000 per week / ₴1 350 000 per month / ₴6 750 000 per year.
5.2.7 R$16 500 per day / R$55 000 per week / R$165 000 per month / R$825 000 per year.
5.2.8 MX$60 000 per day / MX$200 000 per week / MX$600 000 per month / MX$3 000 000 per year.
5.2.9 ₺105 000 per day / ₺350 000 per week / ₺1 050 000 per month / ₺5 250 000 per year.
5.2.10 (NOK) 36 000kr per day / 120 000kr per week / 360 000kr per month / 1 800 000kr per year.
5.3 Withdrawals are possible via bank transfer or to the last method used on the last deposit. Withdrawals shall be made only in the name of and to the registered account holder. Funds marked as “Bonus Money”, “Casino bonuses” can not be withdrawn. This also applies for funds
that are miscarried in any transaction, aborted or stuck funds from games. When You make a withdrawal of funds any active bonus burns.
5.4 Placing a bet from a jurisdiction in which You are located might be illegal. It is the sole responsibility of the Customer to not place a bet in circumstances like these.
5.5 An additional security check will be initiated after a single withdrawal that exceeds EUR 1000 or cumulative withdrawals with a sum over EUR 2000. Pledoo reserves the rights to exercise security checks like these in the cases of lower payouts. Verification might require but is not limited to a copy of a player’s passport, proof of address, and/or copies of credit cards/debit cards, e-wallet and bank statements when applicable.
5.6 In the cases mentioned below, we may review the validity of the customer's winnings via additional check-ups from our technical department and/or through requesting game-play analysis from the game provider.
5.6.0.1 Win that exceeds 5000 times the bet. For example: if a customer bet is made for 0.10 EUR and the win is 500.00 EUR from this bet (0.10x5000).
5.6.0.2 Win that is equal to or more than 10.000 EUR. The bet amount is not taken into account.
5.6.0.3 Total balance on the customer's account, at the moment of withdrawal request, equals 50.000 EUR or more.
5.6.0.4 In cases when the player's win is equal to the maximum potential of the slot. For example, the player wins 5000 EUR on slot Fruit Party on a 1 EUR bet thus getting the maximum possible win.
5.6.0.5 When detected by an automated fraud protection system.
The activation of the "fair play" protocol occurs automatically when the system identifies an irregular betting strategy.

These additional check-ups could take up to 7 working days and this information will be communicated to the customer.
5.7 The Casino administration reserves the right to make payments according to an individual schedule, set the minimum and maximum amount per one transaction and the time for this transaction, which may differ depending on the method of withdrawal, Your account level or other relevant factors.
5.8 All transactions are monitored by the security team of Pledoo. Money laundering prevention is one of the top priorities of the Pledoo security department. Pledoo shall report any suspicious transaction to a relevant authority. Pledoo reserves the right to suspend, block or close an account of a Customer confiscating any funds therein if it is requested to do so in accordance with applicable law to prevent money laundering.
5.9 If a Client’s account is blocked (whether permanently or not), the Support Department (and/or any other eligible department of Pledoo online casino) cannot accept and/or process any withdrawals, as well as do other actions related to the Client's account.
5.10 Last deposit made whilst You were under the Relevant Age will be returned to You after we receive the application from a person who is 18 years old or older and who is responsible for You (parent, guardian).
5.11 Pledoo may charge fees for processing withdrawals and this information will be clearly laid out to the Customer during the withdrawal process. Since the Casino pays the Payment System commissions, in case when a player performs deposit-withdraw-deposit operations repeatedly during the day, the casino assumes it is reasonable to restrict the amount of withdrawal operations per 24 hours without changing the €3000 daily withdrawal limit.
5.11.1 As part of our withdrawal policy, users are entitled to initiate up to two withdrawals per 24 hours, but the second request can only be made after the first request has been processed.

5.11.2 A request to increase the daily limit can be considered by the administration at the request of the user through our support service.

5.12 In the event of a withdrawal request, Pledoo reserves the right to charge a fee of €25 for each unsuccessful (returned) withdrawal if:

5.12.1 The client enters incorrect bank details for their account.

5.12.2 The client enters incorrect data for their electronic wallet (e.g., phone number).

5.12.3 The client attempts to withdraw funds to a bank in a different country (the country of residence must match the country where the bank is registered).

5.12.4 The client attempts to withdraw funds to Revolut.

5.13 In cases where a player requests a withdrawal without meeting the minimum Turnover requirements, Pledoo reserves the right to charge a 15% fee on the requested withdrawal amount. This fee will be deducted instantly once the withdrawal request is approved by our financial team.

Minimum Turnover Requirements:

* Slot Games: Turnover equal to X3 of the deposited amount is required.
* Crash/Fishing/Dice Games: Turnover equal to X6 of the deposited amount is required.
* Live Games: Turnover equal to X6 of the deposited amount is required.
* BlackJack and Baccarat:Turnover equal to X15 of the deposited amount is required.
* Sports Betting: Turnover equal to X1 of the deposited amount is required. Only bets or expresses with odds (coefficient) of 1.5 or higher will count towards the Turnover requirement

5.14 We will attempt to accommodate Your request regarding the payment method and currency of payment of Your withdrawal. This, however, cannot be guaranteed. Therefore, we may process and pay withdrawals in a different payment method than the one requested by You, such as through different payment providers, a bank draft or wire transfer (any charges associated with relevant payment methods are set out in the Website). Similarly, in certain cases, the currency of Your withdrawal may not be the currency in which Your deposit was made or that was otherwise requested by You and, in circumstances where we are required to convert Your deposits between different currencies, the conversion rate used by us will be set upon our discretion.

## 6 Bonuses

6.1 Only a single deposit of EUR (10), USD (10), AUD (10), CAD (10), RUB (1000), BRL (50), MXN (200), TRY (300), UAH(400), NOK (100), or more will trigger the bonus.

6.2 Pledoo reserves the right to remove, add or change any bonus that is available in the account of any Customer and has not been claimed. Any claimed and active bonus will not be removed by Pledoo under regular circumstances.

6.2.1 If You wanted to receive a bonus, but after choosing the bonus and making a deposit You didn't get the bonus You chose, don't place any bets. Contact support to credit the bonus manually. Keep in mind that the bonus can only be credited to an intact balance.

6.2.2 Pledoo reserves the right to disable any user account from bonuses / loyalty system / cashback.

6.3 Bonuses might have wagering requirements attached to them. These requirements will be appropriately displayed before the Customer decides to use a bonus when wagering requirements are applicable. Withdrawal amounts will be only possible for the real money balance the bonus money balance upon withdrawal will be lost. Pledoo has the right to choose which game and service contributes what amount to the wagering requirements. The wagering requirements have a minimum of 25 times the amount of bonus and the real money sum contributing to the bonus figure.

6.4 If a player has activated a deposit bonus and started to place bets, the player must complete the wager requirements on the deposit that activated the bonus, as well as the wager requirements on the bonus received from this deposit. Otherwise, if the player has not completed the wager requirements, the amount of winnings exceeding the deposit can (but is not obliged to) be voided.

6.5 Games have varying levels of contribution toward the wagering requirements and can be read below:

Slots:100%;
All blackjack games and all baccarat games: 20%;
Other Live and table games: 50%;
Sportbook: 50%;
Roulette: 0%;
Crash/fishing games, Scratch cards, Dice and Mines: 0%.

* The provider, Amusnet Interactive, is disabled when playing with a bonus.

* All slots with RTP 97.5% and more – 0%

*The following games do not contribute towards the wager requirements: Agent Jane Blonde, Agent Valkyrie, Alchymedes, Alhemist’s gold, Art of the heist, Astro Legends: Lyra and Erion, Avalon, Avalon II, Baker’s Treat, Baron Samedi, Battle Royal, Beautiful Bones, Berryburst MAX, Bikini Party, Blaze of Ra, Blood Suckers, Blood Suckers 2, Tornado: Farm Escape, Book of Oz, Bookie of Odds, Break Da Bank, Break Da Bank Again, Break Da Bank Again Respin, Castle Builder, Castle Builder II, Cazino Cosmos, Cazino Zeppelin, Cool Buck, Craps, Carnival Queen, Crystal Crush, Crystal Rift, Cupid Strike 2, Dark Joker Rizes, Dark Vortex, Da Vinci’s Treasure, Dead or Alive, Dead or Alive 2, Devil’s Delight, Divine Forest, Double dragons, Dragon Dance, Dragon Ship, Dwarf Mine, Eggomatic, Extra Chilli, Eye of the Kraken, Forbidden Throne, Forsaken Kingdom, Falcon Hunters, Fruit Warp, Fruits Deluxe, Gems Odyssey, Gems Odyssey 92, Golden Legend, Golden Owl Of Athena, Happy Halloween, High Society, Holiday Season, Holmes and the Stolen Stones, Hot Ink, Hugo 2, Icy gems, Immortal Romance, Jackpot Raiders, Jade Butterfly, Jammin’ Jars, Jingle Spin, Jack Hammer 2, John Hunter and The Tomb of the Scarab Queen, John Hunter and the Aztec Treasure, Jokerizer, Joker 6000, Jurassic Park, Kingmaker, Le Kaffee Bar, Lemur Does Vegas, Let’s Get Ready To Rumble, Lucky Angler, London Hunter, Magic of Sahara, Magic Oak, Max Quest: Wrath Of Ra, Medallion, Medusa, Mega Joker, MegaBoy, Merlins Millions, Mighty Kong, Mines of Gold, Minotaurus, Moon Princess, Mount of Olympus – Revenge of Medusa, Multifruit 81, Mystery Joker, Mystery Joker 6000, Mystery, Ninja, Nitro Circus, Opal Fruits, Ozwin’s Jackpots, Pearls of India, Peek-a-Boo – 5 Reel, Penguin City, Pets Go Wild, Pimped, Playboy, Pretty Kitty, Pumpkin Patch, Queen of Gold, Rabbit in the Hat, Rage to Riches, Razor Shark, Reactoonz, Piggy Riches, Piggy Riches: Megaways, Reel Gems, Wild Nudge, Reel Rush, Reel Rush 2, Reel Steal, Retro Reels slots series (all), Riches of RA, Rise of Olympus, Riders of The Storm, Rise of Merlin, Robin Hood: Shifting Riches, Rockabilly Wolves, Royal Masquerade, Scrooge, Scudamores Super Stakes, Sea Hunter, Secret of the Stones, Steam Tower, Single Deck Blackjack Professional Series, Slotomoji, Spectacular Wheel of Wealth, Spina CoAlada, Stardust, Sugar Pop 2, Summer Splash, Super Fast Hot Hot, Super Fast Hot Hot Respin, Super Wheel, Sweet Bonanza Xmas,

Sweet Bonanza, Terminator 2, Texas Hold'em Professional Series, The Final Countdown, The Finer Reels Of Life, The French Roulette, The Wish Master, Three Musketeers, Thunderstruck, Thunderstruck 2, Tomb Raider, Tomb Raider – Secret of the Sword, Tower Quest, Tree of Fortune, Troll Hunters, Turn It Up, Tut's Twister, Twin Spin, Untamed Bengal Tiger, Untamed Crowned Eagle, Untamed Giant Panda, Untamed Wolf Pack, Vampire: The Masquerade – Las Vegas, Vice City Chopper, Vegas High Roller, Victorious, Victorious MAX, Viking Clash, Voodoo, Vikings go Berzerk, Vikings go to hell, Vikings go wild, Viking Runecraft, Village People Macho Moves, Augustus, Wheel of Wealth, Wheel of Wealth Special Edition, White Rabbit, Who's the Bride, Wicked Circus, Wild Orient, Wolf Hunters, Wild Turkey, Xmas Joker, Zombie Hoard, Zombies, 1429 Uncharted Seas, 300 Shields.

6.6 Bonuses can only be received once by the one and only person (client), one phone number, address, shared PC and IP address. Free Spins in all games are scored with minimum wagering x45 from free spins winnings. The player has to play free spins while the Bonus is still active. In cases when the Bonus is not active anymore and the client keeps playing free spins, all the free spins winnings and all further winnings will be revoked. This rule also works for bonus games in slots.

6.7 A No Deposit Bonus is a bonus that has been credited manually or automatically without requiring a deposit to activate it. There are certain restrictions that must be taken into account when playing with a No Deposit Bonus.

6.7.1 The maximum amount that can be won and/or withdrawn from any No Deposit Cash Bonus is 10 times the value of the bonus funds. For example, if a customer receives a No Deposit Cash Bonus of €50 and wins €1000, the customer will be able to withdraw €500 (€50 x 10), and the remaining €500 will be voided;

6.7.2 For a No Deposit Bonus in the form of Free Spins (FS), the maximum amount that can be won and/or withdrawn is €50 or any other currency equivalent. For example, if a customer receives a No Deposit Bonus in the form of Free

Spins and wins a total of €100, the customer will be able to withdraw €50, and the remaining €50 will be voided;

6.7.3 For a No Deposit Bonus in the form of Sportsbook Free Bets, the maximum amount that can be won and/or withdrawn is 10 times the value of the bonus funds. For example, if a customer receives a No Deposit Free Bet of €50 and wins €1000, the customer will be able to withdraw €500 (€50 x 10), and the remaining €500 will be voided.

6.7.4 The cash bonus for level up is also considered as a no deposit bonus.

Please note that these conditions are mandatory when using any No Deposit Bonus and playing on the Pledoo website.

6.8 In order to receive a no-deposit bonus:

6.8.1 You need to fill out Your profile data completely;

6.8.2 If Your account has any matches with other accounts - the bonus will not be available;

6.8.3 In order to withdraw Your winnings You will need to make a minimum deposit and complete verification; 6.8.4 Maximum allowed bet during bonus wagering - 3 EUR / 3 USD / 3 AUD / 3 CAD / 300 RUB / 120 UAH / 15 BRL / 60 MXN / 90 TRY / NOK 30 ;

6.9 Cashback is automatically calculated and credited to eligible accounts once a day.

6.9.1 Cashback is credited to your account automatically within 24 hours of your last activity; Deposits and withdrawals, within 24 hours of your last activity, do not count towards the cashback calculation.

6.9.2 The maximum withdrawal from cashback winnings cannot exceed ten times the amount of cashback credited to your balance. For example, if you received €100 in cashback (or the equivalent in your currency), you can withdraw a maximum of €1000 (or the equivalent in your currency). Any amount exceeding 10 times the amount of cashback credited to your balance will be voided.

6.9.3 Cashback on Pledoo, once available, can be claimed in the tab "Rewards"

6.9.4 Cashback is calculated based on the total difference between losing and winning bets since the account was created, deducting any already accrued cashback.

6.9.5 The percentage of automatic cashback is calculated on the total difference between losing and winning bets and ranges from 5%-12%.

6.10 The maximum bet when having an active bonus is EUR 3 per spin or EUR 0.3 per bet line. Pledoo reserves the right to void and/or to remove winnings resulting from larger bets made than allowed with an active bonus on games of Pledoo. 6.10.1 The maximally allowed bet with an active "Welcome 1/2/3/4 deposit bonus" accounts to 3 EUR / 3 USD / 3 AUD / 3 CAD / 300 RUB / 120 UAH / 15 BRL / 60 MXN / 90 TRY / NOK 30

6.10.2 The maximally allowed bet with an active "Crypto 150% Deposit Bonus" accounts to 3 EUR / 3 USD / 3 AUD / 3 CAD / 300 RUB / 120 UAH / 15 BRL / 60 MXN / 90 TRY / NOK 30 .

6.10.3 The maximally allowed bet with an active "Reload 50% Deposit Bonus" accounts to 3 EUR / 3 USD / 3 AUD / 3 CAD / 300 RUB / 120 UAH / 15 BRL / 60 MXN / 90 TRY / NOK 30.

6.10.4 The maximally allowed bet with an active "Bet Raise reload bonus" accounts to 1% from deposit sum.

6.10.5 If a player is betting more than allowed per bet with an active bonus it classifies as bonus abuse.

6.10.6 It is forbidden to purchase bonus games / game extras / reel re-spinning feature / double up / "gamble" / in slots if You have an active bonus at Pledoo because max bet allowed for an active bonus will be exceeded. If a player is betting more than allowed per bet with an active bonus, it classifies as bonus abuse. This type of game-play is only allowed with special agreement.

6.10.7 If You exceed the maximum bet limit when wagering bonus money, Your winnings will be reduced to the amount of the last deposit.

6.11 Every player can use only one of the Welcome bonuses per deposit (either 1st, 2nd, 3rd or 4th deposit bonus of the Welcome package).

6.12 Pledoo reserves the right to impose various restrictions to different countries where Customers may reside regarding bonuses for reasons undisclosed. We further reserve the right to offer specific bonuses to individual customers or customer groups and their termination, change or other alteration without explanation and/or compensations in any form.

6.13 Bonuses are not available for Ukraine, Russia and Croatia.

6.14 Bonus hunt is strictly forbidden with any active bonuses (Welcome / Reload bonuses, Special / Streamer bonuses, etc.). *Bonus Hunt means collecting bonus features that include free spins in online slots or bonus savings, then closing that slot and opening it after the wagering process of a bonus is completed. This type of gameplay shall not be permitted unless specifically authorized by the management:

6.14.1 All conditions of streamer/affiliate/individual bonuses shall be discussed individually. The conditions of such bonuses are prescribed in a bonus description or discussed with the management of the casino. The general terms do not apply to affiliate bonuses. All questions concerning the restrictions and regulations of affiliate bonuses shall be administered through the affiliate or the Affiliate Department of the casino.

6.14.2 If a streamer or affiliate violates the terms of individual/affiliate bonuses, the management reserves the right to deprive the streamer or affiliate of such bonuses. The same rule applies if an affiliate or streamer offers bonuses to countries that were not pre-agreed.

6.15 When You cancel an active bonus You will lose all Your bonus money. When You make a withdrawal all Your active bonuses will be cancelled and Your bonus money will be lost during the withdrawal process. All the bonuses at Pledoo are sticky: all the bets are made from the real balance, all the winnings are credited to the bonus balance. If You have activated a bonus, You must wager it within 3 days or Your bonus balance will be canceled. Support Department agents are technically not able to repeatedly credit You the bonus that You have cancelled with the same wagering level.

6.16 If the violation of the rules was considered by us as an attempt to cheat the casino, Pledoo has the right to confiscate all winnings and deposits without the possibility of return

# 7 Loyalty

7.1 In following games current coefficient of player loyalty level is fully credited:

Slot machines: 100%; All other games: 100%

7.2 In some games current coefficient of player loyalty level applies differently:

All blackjack games: 10%; All roulette games: 10%; All baccarat games: 10%; Video poker: 0%; Punto banco: 0%; Oasis poker: 0%; Texas hold’em poker: 0%; Casino hold’em: 0%; Live dealer games: 10%

7.3 Level up bonus will be credited automatically if the customer has no active bonuses.

7.4 Pledoo management reserves all rights to take away a client's loyalty level and benefits in cases when a client abuses loyalty system, bonuses or tournaments.

7.5 You can use Your loyalty points to buy free spins in the game Viking Voyage provided by BetSoft.

# 8 Tournament

8.1 Pledoo reserves a rule to exclude the players account from participating in the tournament and confiscate all winnings if the player abused the bonuses and/or the loyalty system. Also, if the client was suspected of fraud with tournament points and gaining an advantage over other players in an unfair way

8.2 Pledoo is not paying winnings for the participation in tournaments if the client has been permanently blocked.

8.3 Blackjack, Roulette games and games from “Evolution Gaming” do not count towards tournaments.

8.4 The winnings received within the “Drop and Wins” tournament from Pragmatic Play are automatically credited to the player's real account.

# 9 Sportsbook Terms

9.1 **Definitions**

9.1.1 **Bet/Wager** – A sum of money risked on the outcome of a sporting event.
9.1.2 **Market** – A betting option within an event (e.g., match winner, total goals).
9.1.3 **Odds** – Numerical expression of the probability of an outcome, used to calculate potential winnings.
9.1.4 **Pre-Match Betting** – Betting placed before an event starts.
9.1.5 **Live Betting** – Betting placed while an event is in progress.
9.1.6 **Cash Out** – A feature allowing players to settle a bet before the event ends.
9.1.7 **Settlement** – The process of determining the outcome of a bet and crediting winnings.

9.2 **Acceptance of Bets**

9.2.1 Bets are accepted only via the official **Pledoo** website and mobile app.
9.2.2 A bet is valid once it has been accepted and recorded in our system.
9.2.3 Bets placed after the start of an event are void unless they qualify as live bets.

9.3 **Odds and Errors**

9.3.1 All odds are subject to change. The odds confirmed at the time of placing the bet will apply.
9.3.2 If a bet is accepted at incorrect odds due to a clear error (“palpable error”), **Pledoo** may void the bet or settle it at the correct odds.
9.3.3 In the event of technical or system errors, affected bets may be declared void.
9.3.4 **Pledoo** reserves the right to refuse any bet or part of a bet without providing a reason.

9.4 **Tennis regulations in case of retirement**

9.4.1 Pre-match:
- All **Match Winner** bets will be settled in favor of the player who advances to the next round.
- All **markets that have already been logically decided** at the time of retirement will be settled based on the actual outcome.
- All **undecided markets**, where the result cannot be determined, will be **voided (stake refunded)**.

9.4.2 Live:
- **Bets on the Match Winner** will be settled in favor of the player who advances to the next round.
- All **markets that have already been logically decided** at the time of retirement will be settled based on the actual outcome.
- **Bets whose outcome can be logically determined** at the time of retirement will be settled as winners or losers. For example, a bet on *Over 9.5 games* at a score of 4–4 will be settled, as 8 games have already been played and the outcome can be determined.
- **All other bets**, where the outcome cannot be logically determined (for example, *Over 8.5 games* at a score of 5–2), will be considered **VOID**, and the stake will be refunded to the player.

9.5 **Fraud and Abuse**

9.5.1 If the Company has reasonable grounds to suspect fraudulent activity (including, but not limited to, the use of insider information, collusion, arbitrage, or multiple accounts), the related bets may be declared void.

9.5.2 In such cases, the Company may cancel the bet(s) and refund only the original stake amount without any winnings.
9.5.3 Where fraud is confirmed, **Pledoo** reserves the right to void all related bets and suspend or permanently close the account.
9.5.4 The Company's decision in such matters shall be final and binding.

9.6 **Prohibition of Automation and Bots**

9.6.1 Users are strictly forbidden from using any automated systems, bots, scripts, macros, third-party software, or any tools that provide an unfair advantage in placing bets, collecting data, or interacting with the platform.
9.6.2 If such activity is detected, the Operator reserves the right to:

void all active bets;
withhold or confiscate winnings;
suspend or permanently close the account without prior notice.

9.7 **Cash Out Feature**

9.7.1 Where available, Cash Out allows players to settle a bet before the event ends.
9.7.2 The Cash Out value is calculated based on live odds and may be higher or lower than the original stake.
9.7.3 **Pledoo** does not guarantee the availability of Cash Out for all bets.

9.8 **Bonuses and Promotions**

9.8.1 Sportsbook bonuses are subject to specific terms outlined in each promotion.
9.8.2 Unless otherwise stated, bonuses require wagers at minimum odds of 1.60 (1/2).
9.8.3 Free Bets must be used on markets with odds between 1.6 and 3.0.
9.8.4 Free Bet stakes are not returned with winnings (only net winnings are credited).
9.8.5 Unless otherwise stated, the maximum amount that can be won and/or withdrawn from Sportsbook Free Bets is 10 times the value of the bonus funds.
9.8.6 System bets, cashed-out bets, voided bets, and bets on virtual sports do not contribute toward wagering requirements.
9.8.7 All Free Bets and bonuses remain the sole property of **Pledoo** and may be modified, suspended, or withdrawn at our discretion.

9.9 **Welcome Bonus (if applicable)**

9.9.1 Available only to new customers making their first deposit in the Sportsbook.
9.9.2 Only one Welcome Bonus per household, IP address, payment method, or device.
9.9.3 A minimum deposit of 20 EUR is required.
9.9.4 Bonus funds must be wagered 10x on eligible sports markets before withdrawal.
9.9.5 The Welcome Bonus and any associated winnings must be used within the stated time frame; unused funds will be removed.
9.9.6 Any attempt to exploit the Welcome Bonus (matched betting, hedge betting, risk-free betting, or similar practices) will result in bonus removal and possible account suspension.

## 10 Idle and inactive accounts

10.1 Pledoo considers a Customers account idle when there has been no activity from the Customer for twelve (12) months that has real money balance. After an account has been flagged idle Pledoo reserves the right to charge maintenance fee of the account amounting EUR 20 a month.
10.2 Pledoo charges maintenance fees on idle accounts automatically. Each time a fee is collected from the Customers account an email stating this occurrence will be sent out to the Customers email address.

## 11 Cookie policy

11.1 It is essential for Pledoo to create a fun and enjoyable environment for its customers therefore personal data has to be collected to deliver games and/or services tailored to each customer in order to achieve excellence. You accept that Pledoo will collect Your personal data. Pledoo will protect this data in accordance with our Privacy Policy that is available on the FrontPage of Website(s) and on the Home Screen of App(s).
11.2 The Customer acknowledges that Pledoo collects small pieces of data from the browser in use to enter Website(s) and/or App(s) called "cookies" and/or "cookie". Personal information of each customer is strictly confidential and will be used only when necessary. The information shall be used for but not limited to: bonus offers, promotional SMS and phone calls, marketing emails. Any Customer account with or without funds would receive such information.

## 12 Exceptional circumstances/aborted games

12.1 Pledoo reserves the right to cancel bets and grant refunds to players if unexpected issues or events outside the direct control of Pledoo such as but not limited to: technical problems at third party service and/or game providers, internet connection problems of the Customer, hardware, software and/or equipment of the Customer. Pledoo takes no liability for any failure which it cannot control.
12.2 Pledoo has the right to void large bets that are being used to take advantage of the offerings and/or services.
12.3 If a bet or service is stuck in between, for example a loss while playing roulette a refund can be requested by contacting customer support. A refund will be credited to the account of Customer no longer than 48hrs after the decision has been made.
12.4 If a Customer has an unused balance, the Customer can ask for its refund by sending the request to the customer support. In the request the Customer should state their name and surname, date of birth, email and the amount requested for a refund. Additionally, the customer should provide the invoice or a bank statement of the payment that the Customer wants a refund for. A refund will be credited to the account of a Customer no longer than 48hrs after the decision has been made. The

Customer should keep in mind that Pledoo has the payout limits, which play a priority role in Pledoo's refund policy.

12.5 If a bonus has been made and credited to the customer that is regarded as faulty and/or incorrect, Pledoo has the right to make alterations to the bonus or balance of Customer to alter the mistake. If a bet, game and/or service contains a bug and/or any inaccuracy that shall not be there Pledoo has the right to make alterations to the bonus or balance of Customer to alter the mistake.

12.6 Pledoo shall accept no liability for any downtime, server disruptions or any unexpected disturbances to game play and/or service consumption. Further, Pledoo should not take responsibility for any connection disturbances, delays or any other operational obstacles that
may result in a partial or complete inaccessibility of Website(s) or App(s) and their respective content. Refunds are paid on an individual basis upon a positive decision from the management.

12.7 Pledoo strives to have its Website(s) and App(s) to be available for use twenty-four hours a day, however Pledoo shall accept no liability if its Website(s) and/or App(s) are unavailable for any period of time. Pledoo reserves the right to alter the content of available games and/or services on Website(s) and App(s), carry out maintenance work, update the system or any other technical and/or software alterations and/or updates necessary upon the discretion of management.

12.8 Pledoo expects that any Customer will not abuse any errors on Website(s) and/or App(s). It is expected that a Customer that has become aware of an incompleteness on the Website(s) and/or App(s) should refrain from taking any advantage thereof and inform customer support about it immediately. A Customer that has taken advantage of errors and has failed to inform customer support in reasonable time may be held liable and Pledoo has the right to claim compensation that has incurred from breaching this provision.

## 13 Customer Support

13.1 Customer experience is essential to Pledoo and we understand that there are numerous matters of Customers that should be dealt with accordingly. On occasions of uncertainties, general questions and complaints of any kind the visitors and customers of Pledoo can contact us via various channels listed below:

E-mail: support@pledoo.com or Live Chat: see section Support

13.2 When contacting the customer support of Pledoo it is expected that the Customer will not

13.2.1 Use sexually offensive statements

13.2.2 Use statements that directly or indirectly incites hatred

13.2.3 Abuse, harass or influence customer support in a way that causes distress, inconvenience and insecurity to agents of Pledoo

13.3 Pledoo does not tolerate abusive communication and players accounts of Customers flagged as abusive will be banned, deleted, inactivated or dealt with in any way that stops their usage of Website(s) and/or App(s) of Pledoo.

## 14 Complaints

14.1 Pledoo acknowledges that misunderstandings and/or bad experiences might occur from time to time and Customers are more than welcome to contact customer support in case they happen.

14.2 When filing a complaint the Customer should address the issue clearly, describe it as detailed as possible and leave identity credentials for our team to be able to process the complaint in a timely fashion. The Customer service of Pledoo accepts claims only in English, any claims and/or requests in other languages will be disregarded and not addressed.

14.3 Any claim regarding any transaction must be made within three months after the transaction, payment and/or settlement took place/should have taken place; otherwise Pledoo reserves the right not to acknowledge the claim. Once a claim is received and accepted by Pledoo it will be dealt with accordingly. The decision of Pledoo will be made known to the Customer by email, sms or phone. The decision made by Pledoo is final.

14.4 The Customer can contact complaints@gaminglicences.com if the Customer isn’t satisfied with the resolution offered by Pledoo and wishes to file a further complaint and/or dispute.

## 15 Intellectual property rights

15.1 Pledoo is the sole owner of the trademark “Pledoo” and the “Pledoo” logo. Any illegal use of the “Pledoo” trademark or “Pledoo” logo may result in legal action.

15.2 www.pledoo.com is our resource locator and no unauthorised use may be contrived of this URL on any other site and/or digital platform without a written permission from Pledoo. Links to www.pledoo.com can only be included in any other site after a written permission from Pledoo.

15.3 Pledoo is the licensee of the rights to the technology, software and business systems used within the Site.

15.4 The contents and structure of Pledoo is subject to copyright, it includes text, code, graphics, files, links and it belongs to Pledoo. The content of Pledoo can not be blueprinted, duplicated or reproduced in any way without a written agreement between the user/benefitor and Pledoo. The registration of the Customer does not grant any rights to the intellectual property of Pledoo.

## 16 Limitation of liability

16.1 The Customer enters the games and/or uses the services of Pledoo at Customers own sole option, risk and discretion. The games, services, Website(s) and App(s) are provided without any warranty, whether express or implied.

16.2 Without prejudice to the generality of the preceding provision, the Operators, its respective directors, employees, partners, service providers, agents, affiliated entities:

16.2.1 do not warrant that the software of the Website(s) and/or App(s) is/are fit for their purpose;

16.2.2 do not warrant that the software, Website(s) and App(s) are free from errors,

16.2.3 do not warrant that the games, services, Website(s) and App(s) will be accessible at all times without any lags and/or interruptions,

16.2.4 shall not be liable for negligence, loss, damage, expenses, direct, indirect, special, incidental or otherwise emerge in relation to the Customers use of Website(s) or App(s) or participation in games and/or services of Pledoo.

16.3 The Customer agree to hold no liability upon Operators, their directors, partners, agents, affiliated entities, employees,

services providers for any expense, negligence, loss, damage, claims and liabilities caused that may derive in relation of Customers usage of Website(s) or App(s) or participation in games and/or services of Pledoo.

## 17 Breaches, penalties and termination

17.1 If the Customer breaches any provision of these Terms and Conditions or if Pledoo has reasonable ground to presume that the Customer has breached them, Pledoo reserves the right to close, restrict the usage, to not open a players account and withhold any funds thereof.
17.2 The decision of Pledoo is final, whether it is a breach of Terms of Conditions or any misbehaviour that results in players account suspension, limitation or permanent restriction to participate in our Website(s) and/or App(s).
17.3 If we consider the violation of the rules as an attempt to cheat the casino, Pledoo may confiscate all winnings and deposits without refund.

## 18 Severability

18.1 If any provision of these Terms and Conditions are determined to be illegal, unlawful or unenforceable, such provision shall be detached from these Terms and Conditions and all other provisions shall remain effective unaffected by such detachment.

## 19 Assignment

19.1 Pledoo reserves the right to assign or otherwise lawfully transfer this agreement. The Customer however, shall not assign or otherwise transfer this agreement.

## 20 Entire Agreement

20.1 These Terms and Conditions establish the entire perception between the Customer and Pledoo with respect to the use of Website(s) and App(s) and, save in case of fraud, they shall overrule any prior communications, outlines and covenants, whether electronic, written or oral, between the Customer and Pledoo with respect to Website(s) and/or App(s).

## 21 Applicable law

21.1 These Terms and Conditions in a part, which relates to Your participation in the Games, shall be governed by the Law of Curaçao, and in a part which relates to payment collection and transactions shall be governed by the Law of Cyprus.
21.2 The parties agree that any dispute, controversy or claim arising out of or in connection with these Terms and Conditions, or the breach, termination or invalidity thereof, shall be submitted to the exclusive jurisdiction of courts of Curaçao, except for claims arising out of payment transactions which shall be submitted to the courts of Cyprus.

## 22 Responsible Gaming/Gambling

22.1 For those customers who wish to restrict their gambling, we provide a voluntary self-exclusion policy, which enables You to close Your Account or restrict Your ability to place bets or game on the Website for a minimum period of one day. Once Your Account has been self excluded You will receive mail from security@pledoo.com and You won't be able to reactivate the Account under any circumstances until the expiry of the period chosen under this paragraph. After sending a request to block Your account to security@pledoo.com, please make sure You get a confirmation email back. Sometimes emails might be stuck in spam, if You haven't received a confirmation email from security@pledoo.com, please contact our Support Department. At the expiry of the self-exclusion period You will be entitled to re-commence use of the Services by contacting security@pledoo.com.

22.1.1 When sending an email to support@pledoo.com or security@pledoo.com, please make sure that this message is directly addressed and not a forward or carbon copy (cc). There is a high possibility that these types of emails will go into Spam and therefore won't be viewed by the relevant department. This procedure is even more relevant when the matter is regarding account closure or gambling problems.
22.1.2 The week on Pledoo starts on Monday. The day starts at 00:00 UTC. Every month starts from the first day of each month. Please take this into account when You set Your limits.

22.2 In case You are concerned about Your gambling practices there are a number of guidelines You may find useful:

22.2.1 try and establish limits for the amounts You want to wager or deposit;
22.2.2 consider how long You wish any wagering session to last before commencing and be sure to keep an eye on the clock;
22.2.3 try not to let gambling interfere with Your daily responsibilities;
22.2.4 mind that gambling is not advised if You are recovering from any form of dependency or if You are under the influence of alcohol or any other substance including some prescription medication.
22.2.5 You should always be aware that gambling is a form of recreation and should not be viewed as an alternative source of income or a way to recoup debt. Recognizing that You may be developing a gambling problem is the first step to regaining control.

22.3 Please bear in mind, that:

22.3.1 gambling should be entertaining and not seen as a way of making money;
22.3.2 You should avoid chasing losses;
22.3.3 only gamble what You can afford to lose;
22.3.4 keep track of time and the amount You spend gambling;
22.3.5 if You require any information relating to this contact our Support support@pledoo.com or view our Responsible Gambling section;
22.3.6 The Operator is committed to supporting Responsible Gambling initiatives. We suggest visiting www.responsiblegambling.org for further help, if You feel that gambling starts to become a problem for You.