Términos y Condiciones
Versión: V-2.0

IDENTIFICATION

The website www.casinoenchile.com belongs to the company W&C N.V., a limited liability company with its registered address at Groot Kwartierweg 10, Livestrong Building, Curaçao, registered with the Curaçao Chamber of Commerce (KVK) under number 145637. W&C N.V. operates under CGA License No. OGL/2024/922/0638, granted on February 19, 2026, hereinafter the "License".

The company's purpose is to organize, market, promote, manage and operate, through its authorized sites, all types of remote gaming activities, including games, betting and other betting exchange operations, interactive casinos, bingo, lotteries, sports betting and other interactive games and entertainment.

The terms and conditions of the Site are set out below. These rules constitute a binding agreement: by clicking to accept these terms and conditions and/or by using the Site and/or by accepting any bonus or prize, you agree that you have read and accepted these terms and any amendments thereto.

If you have any questions regarding these terms and conditions, you may contact customer service. If you do not agree to these rules, you should not register or continue using the Site.

DEFINITIONS

Operator: W&C N.V., a limited liability company domiciled at Groot Kwartierweg 10, Livestrong Building, Curaçao.

Site: the website available at the URL www.casinoenchile.com and any other related site accessible through links and/or other means of access operated by the Operator, including any mobile version or mobile application thereof.

Agreement: the set of terms and conditions and other clauses described in this instrument, the norms and rules contained in the Privacy Policy, and the game rules and detailed instructions for each of the specific games available on the Site.

Player(s): any person over 18 (eighteen) years of age with a valid and enabled Player Account on the Site.

Player Account: a personal registration opened by a Player which, under the conditions defined in the Agreement, gives access to the Site and to the Software through which the Player will play and bet online on the games offered. For such registration to become operational, it must be validated by the Operator once the checks defined by the Operator or required by any applicable regulations have been carried out.

Software: any program, data or other element contained in the Site that allows the Player to participate in the online games.

Player Name and Password: the Username and access password chosen by the Player during registration on the Site.

Parties: the Player and the Operator, jointly.

Username: the name or alias that the Player will use on the Site.

PURPOSE OF THE AGREEMENT

Opening a Player Account on the Site means that the Player has read, understood and expressly accepted the terms and conditions.

The Parties agree that the Operator is expressly entitled, without any right to indemnification or compensation for the Player, and without the need to state any cause or grounds, to close, cancel or block the Player Account in the event of a breach of these conditions.

SCOPE OF APPLICATION AND ENFORCEABILITY OF THE AGREEMENT

The Agreement forms an indivisible contractual whole. The Operator is expressly entitled to modify and/or update the terms and conditions of the Agreement from time to time.

Players shall be notified of any amendments, including a summary of material changes, the effective date and a link to the updated version. These changes will be presented clearly so that Players can decide whether they wish to continue using the services. Where amendments materially affect the Player's rights or obligations, continued use of the Website shall require explicit re-acceptance of the updated T&Cs by means of a dedicated confirmation mechanism or as described below.

However, the Company recommends that all Players revisit this page regularly and check for possible changes. If the Player continues to use the Website after such changes come into effect, the Player is deemed to have accepted such changes to the Terms.

The Player shall actively accept these Terms and Conditions ("T&Cs") during registration by selecting a dedicated confirmation mechanism (e.g., a checkbox) or through mere use of the Website. The Company shall electronically record the time, date, version and method of acceptance for each Player and securely retain such records for evidentiary and regulatory purposes.

Rejection of the amended T&Cs will lead to suspension of the Player Account.

The current version of the T&Cs shall be available at all times. Previous versions shall be made available to Players upon reasonable request.

The Player acknowledges that certain services or products offered under the same brand may be operated by entities not licensed by the CGA. Where applicable, the Player shall be clearly informed prior to redirection to any such entity.

PLAYER ACCOUNT

Participation in the games offered on the Site is reserved for Players who have duly registered on it. This registration process requires the Player to identify himself/herself by means of a Username, e-mail address and password, and to provide his/her first name, last name, full address, nationality, sex, date of birth, national identity document number, mobile phone number and any other information required during the online registration process.

The data collected during the registration process, as well as any other data provided by the Player through the use of the Site, will be processed in accordance with the provisions of the Privacy Policy.

The Player undertakes to provide accurate and complete information during registration and to keep it up to date. Accordingly, it is forbidden to use inaccurate registration data, to impersonate third parties or to choose a Username that may cause or lead to confusion.

The same person is forbidden from creating more than one Player Account, whether from the same computer or from different computers and/or from the same Internet connection (IP).

Registrations on the Site are limited to 1 (one) per Player. The Operator will establish the necessary mechanisms using the data (document number, phone number, e-mail address) collected and declared in the Privacy Policy at the time of registration.

Upon suspicion of multiple registration by a Player, of Players acting in collusion or as a syndicate, of the creation of fictitious accounts or of the use of front persons (straw men), the Operator reserves the right to change or withdraw any bonus offer, cancel any winnings, and block or close the Player Account(s) and/or Players involved.

The Player Account is personal to the Player and may not be assigned, made available or made accessible to third parties by any means.

The Player must meet the following conditions:

- Be a real natural person. You cannot be a company or other legal entity.
- Be at least 18 (eighteen) years of age, or above the legal gambling age in the country where you are playing. It is the Player's sole responsibility to know whether the Services are legal in the country of the Player's residence. Persons under the age of 18 are not allowed to use the Website and/or any Services available on it.
- Have sufficient legal capacity and properly enter into this Agreement.
- Not be a resident of the United States, France, The Netherlands, The Dutch Caribbean Islands, Curacao, Aruba, Bonaire, St. Maarten, St. Eustatia and Saba, among other countries listed in the Restricted Countries section.
- Be a resident of a territory that permits gambling, acknowledging that it is the Player's sole responsibility to be informed of the rules in his/her country of residence that may prohibit the Player from registering and/or betting on the Site.

When the Player checks the box corresponding to "I accept the Terms and Conditions", the Player declares that:

- The Player is over 18 (eighteen) years of age;
- The Player is playing for himself/herself and with his/her own money;
- The Player does not have any other Player Account on the Site;
- The Player has not self-excluded from any gambling website in the last 12 months;
- The Player has read and accepts the terms and conditions;
- The Player has a valid bank account, credit card or alternative payment method;
- All information provided by the Player to the Site is correct and may be verified, and the Player understands that providing any form of incorrect information will void all winnings from his/her plays on the Site;
- The Player is aware of and acknowledges that the Site sets certain limits on the maximum prizes that may be won per [day/week/month and/or may be withdrawn per day/week/month].
- The Player is the legitimate owner of the money he/she deposits, and any money deposited into his/her Player Account is not tainted with any illegality and does not originate from any illegal activity or source;
- The Player will use the Website and the Player Account solely for the purpose of his/her genuine participation in the Games;

- The Player acknowledges that there is a risk of losing money when gambling through the Website and is fully responsible for any such loss;
- The Player is solely responsible for maintaining the confidentiality of his/her login credentials. The Company shall not be liable for losses arising from unauthorized use of the Player Account where correct login credentials were used, except where such loss results from gross negligence or system failure attributable to the Operator; and
- The Player will behave acceptably, as described by the Operator, in chat rooms, forums and messaging channels.

The information provided when creating the Player Account must be truthful, complete, accurate and kept up to date by the Player. The Player undertakes to inform the Operator of any change affecting the data provided during registration. If the above registration conditions are no longer met, or if the information provided is no longer truthful, complete, accurate or up to date, the Operator reserves the right to suspend and/or cancel the Player Account and access to the Site.

The Player authorizes the Operator, without geographical or time limitation, to use Usernames on the Site.

The Operator reserves the right to prohibit the use of any pseudonym or Player name that it considers inappropriate, contrary to public order or decency, or that creates confusion as to the identity of another Player.

The Player must enter his/her password each time he/she accesses the Site in order to be properly identified by the Operator.

The only information available and visible to all Players is the Player name.

The Operator recommends choosing a Player name different from one's first and last names. Once the Operator has approved the chosen Player name, it can no longer be changed.

If the Player forgets his/her password, he/she must click on the "Forgot your password?" link on the Site's home page and enter the e-mail address associated with his/her Player Account.

The Operator will send an e-mail with a link allowing the Player to create a new password.

In the event of forgetting, loss or theft of the Player name and password, the Player must send an e-mail to the Operator at info@casinoenchile.com. The Operator will take all necessary measures to restore the Player's access to his/her account after verifying his/her identity, for which purpose it may request any information and proof it deems necessary.

The Operator will verify the Player's identity and compliance with the provisions of this Agreement based on the information provided by the Player when creating the Player Account, and is entitled to require, during this process or at any other time, the presentation of documents proving the identity of the Players.

Upon suspicion of any use of the Website in breach of this article, the Operator reserves the right to change or terminate any bonus offer, cancel any winnings and close the Player Accounts involved.

Employees of the Operator, its licensees, distributors, wholesalers, subsidiaries, advertising, promotion or other agencies, media partners and retailers, and members of the immediate families of each, are not eligible to participate in the Games.

PLAYER NAME AND PASSWORD

The Player may change his/her password, for which he/she will be required to enter the password used up to that moment.

The Player accepts that the Operator may verify that the Player is who he/she claims to be, and therefore agrees to provide all documents requested to verify registration and payment information, such as (by way of example) passport, utility bills, bank statements or any other document proving the origin of funds, if necessary.

IDENTIFICATION (KYC)

By opening a Player Account, the Player agrees that Identification shall take place as part of the KYC (Know Your Customer) account opening process. Identification is the first step in the KYC process. The prospective Player is requested to provide the following details:

- name and surname;
- permanent residential address;
- date of birth;
- place of birth;
- nationality; and
- identity number.

The Player acknowledges that his/her information may be screened against sanctions lists and politically exposed persons (PEP) databases to ensure compliance with regulatory obligations.

The Operator reserves the right to close, suspend or terminate a Player Account at its sole discretion if there is any issue with the Identification.

All transactions conducted through the Website are subject to ongoing monitoring for Anti-Money Laundering ("AML") and Countering the Financing of Terrorism ("CFT") purposes. Suspicious activities shall be reported to the relevant authorities in accordance with applicable law.

The Operator shall not be obliged to disclose to the Player whether a report has been submitted to any authority or whether an investigation is being conducted.

VERIFICATION CHECKS

The Player furthermore agrees that the Operator may perform Verification Checks as described in further detail in this article. The Operator reserves the right to close, suspend or terminate a Player Account at its sole discretion if there is any issue with the Verification Checks.

The Player may be asked to verify his/her e-mail address via an activation link or other proof that the e-mail account belongs to the Player. If this step is not completed, the Player Account may be suspended and any winnings voided until the Player Account details have been verified.

Electronic age verification checks are carried out, and the Operator may make use of third-party agencies to confirm the Player's age. The Operator may require and request further information directly from the Player. If, upon completion of the Verification Checks (or subsequently), the Player is ultimately proven to be underage: (i) his/her Player Account will be closed; (ii) any winnings obtained while using the Website will be retained by the Operator; and (iii) all funds deposited by the Player will be returned by a method determined by the Operator. Any monies already withdrawn will be deducted from the amount returned.

The Operator may make use of third-party agencies to confirm the Player's age, identity, address, payment details and methods or any other information that the Player provides to the Operator. This process involves checking the disclosed details against certain (public or private) databases. By entering this process, the Player agrees that the Operator may use, record and disclose such personal information, and that such data may be recorded by the Company or by such third parties. The third parties used by the Operator are fully aware of their obligations under applicable data privacy legislation and will always act in accordance with its provisions and the Operator's instructions. The Company processes personal data in accordance with applicable data protection laws. Personal data shall be retained only for as long as necessary to comply with legal, regulatory and operational requirements.

As part of the Verification Checks, the Player may be requested to provide supporting ID or other documentation or information, of which the Player will be advised at the time. The Operator may suspend the Player Account and/or prevent the Player from placing any further bets until the Player has satisfactorily completed these Verification Checks.

The Operator may decide to carry out further verification checks (including requesting extra documents or information) at any time to confirm, without limitation, the Player's identity, age and address or payment method details. This is to satisfy the Operator's license obligations and routine security checks, and to safeguard the integrity of the relevant Player Account.

If, upon completion of verification checks, the Operator is unable to verify the Player's details, or the Player is unable and/or unwilling to provide proof of his/her residential address or other information required to complete verification, the Operator will within a reasonable time (i) close the Player Account; and (ii) return any residual balance, up to the value of the Player's initial deposits, at the time of the unsuccessful verification. Any winnings after the unsuccessful verification will not be credited.

In addition to the above and as part of the Operator's compliance with AML regulations, the Operator may at any time (including, but not limited to, certain stages of the Player Account registration) ask the Player not only to verify his/her identity and address but also to provide proof of ownership of any payment methods used to deposit or withdraw funds. In addition, the Operator may at any moment request proof of the Player's source of funds and/or source of wealth.

RESPONSIBLE GAMING

The Operator has a section dedicated to Responsible Gaming, with several pages and detailed information. The Operator will make available to the Player a number of tips, a problem-gambling test, a list of help centers, and the option to request self-exclusion or self-limitation of use of the Site.

ACCESS TO THE SITE

The Player declares that he/she has been informed that access to the Site and participation in the games require an Internet connection enabling communication with the Site.

The Player releases the Operator from all liability if access to the Site and participation in the games are impossible due to force majeure, the use of inadequate equipment by the Player, access through a VPN, or access from territories restricted by the Operator.

The Player warrants to the Operator that the equipment used is free of defects that could affect the proper functioning of the Site.

The Player undertakes to use up-to-date antivirus software.

The use of a VPN (Virtual Private Network) to access the Site is strictly prohibited.

The Player may under no circumstances authorize third parties to use his/her registered account, password or identity to access the Site. The Operator will not accept any claim relating to gaming activities carried out on the Player's account by a third party.

The Operator shall in no case be liable for the fraudulent or abusive use of a Player Account, or of stolen bank accounts, credit cards or debit cards.

The Player is therefore solely responsible for any use by third parties, whether authorized or not, of his/her computer equipment, e-mail address, pseudonym/Player name and/or password, as well as his/her bank card and means of payment in general. Accordingly, the Player is bound by the provisions of this Agreement to safeguard and properly use them, and releases the Operator from liability for any damage caused by the use of his/her Player name or password by third parties.

The Player undertakes to take all necessary measures to keep his/her access data confidential. The Player must log out of his/her account at the end of each session, must make sure that the links used to participate in the games lead to the Site, and must verify that the web address is that of the Site. Any participation in games that are not on the Site, i.e. through web addresses other than the Site, is deemed non-existent and releases the Operator from all liability for its consequences.

The Player is prohibited from downloading, publishing or transmitting by any means any content containing computer viruses or any other code or Software designed to hinder, distort, interrupt, destroy or limit the normal operation of the Site, the Software or the games and betting services.

USE OF THE SITE

Use of the Site is completely free of charge. The Player undertakes not to commit acts or engage in conduct that may harm or damage the operation and/or reputation of the Operator and the Site.

It is forbidden to modify or attempt to modify the functions of the games and bets offered, in particular to alter the results or any other element that determines the end of a game or its winners, or that may affect the Player's odds of winning or those of other Players, or cause losses to other Players.

The Player is strictly prohibited from using robots, search programs or other manual or automatic procedures aimed at obtaining, recording, storing, capturing or reproducing the structure or presentation of the Site. Stochastic calculation and the use of any computer program, artificial intelligence or any other tool that may affect the normal operation of the Site are also strictly prohibited. If the Operator considers that the Player has modified or attempted to modify the devices used to play, in express violation of this clause or any other provision of the Agreement, it shall be expressly entitled to suspend or cancel the Player Account, freezing any balances in it.

The Operator is entitled to report such conduct to the competent authorities for the determination of the relevant liabilities and to keep the balances frozen until the judicial proceedings have been resolved.

The Player declares that he/she is aware of and accepts that playing the specific games offered on the Site may not produce any winnings and may even cause him/her to lose money. The Player shall personally bear the consequences of all financial losses and hereby waives any legal action against the Operator on this ground.

The Player declares that the funds used to play on the Site are of lawful origin and undertakes not to use the Site to transfer funds to third parties or to carry out any unlawful or fraudulent activity, or any transaction that is prohibited or other than the use of the services offered on the Site.

The Player is strictly prohibited from forcing, attempting to force or in any way attempting to circumvent the security measures applied by the Operator, including those relating to registration procedures.

The Player undertakes to use the Site and any element related to it (links, hypertexts, software, databases, editorial content, graphics, etc.) in compliance with the clauses of this Agreement.

The Player declares and accepts that any sum of money in his/her gaming account does not generate any adjustment or interest, regardless of how long the money has remained in the Player Account.

The Player undertakes to comply with any tax obligations that may apply to him/her. The Player shall be solely and fully responsible for declaring, registering, paying and accounting for any taxes or fees (ordinary or extraordinary) that may accrue before the tax authorities of his/her domicile in the event of winnings. The foregoing is without prejudice to any legal obligations of the Operator to report Players' data to the relevant tax administration.

The Player is strictly prohibited from collecting or gathering any information relating to other Players of the Site.

The Player may use the services strictly in a personal, non-professional capacity, in his/her own name and expressly not on behalf of any other person or company. The Player may only use the services for recreational and entertainment purposes, in accordance with these Terms and Conditions and all applicable laws, rules and regulations. Any use of the services by a corporate Player or for commercial purposes is prohibited.

The Operator is committed to providing fair gaming services. Games that use Random Number Generator ("RNG") technology operate using independently tested and certified RNG systems where applicable. Results for sports betting, live dealer games and other non-RNG products are determined in accordance with the applicable game rules and event outcomes. In the event of any discrepancy or dispute, server records and certified game records shall prevail unless otherwise required by law.

Upon suspicion of any use of the services in breach of this article, the Operator reserves the right to change or withdraw any bonus offer, cancel any winnings and close the Player Accounts involved.

Since this is a personal account for that specific Player, by which the Player has been identified, and since the method of payment of winnings is linked to the Player himself/herself, in order to prevent possible money laundering, terrorist financing or other crimes, the Player may not assign, sub-license, transfer or encumber in any way any of his/her rights or obligations under the terms and conditions. If the Player assigns, transfers or encumbers any of his/her rights under the terms and conditions, the Player shall lose all of his/her rights under the terms and conditions vis-à-vis the Operator.

If, by law or by court decision, the transfer of the Player's rights and/or obligations is deemed lawful, all withdrawals will be made using the same payment, method and payment details chosen by the Player when making a deposit, in order to ensure compliance with anti-money laundering policies and regulations.

CODE OF CONDUCT

The Player is free to enter and participate in the dialogue spaces offered on the Site (real-time chat), provided that he/she complies with the legislation in force and with this Agreement.

The Player is obliged to respect the basic rules of good conduct, manners and courtesy, and in particular the following:

- Treat other participants politely.

- Avoid personal attacks.
- The Player is prohibited from disseminating or spreading messages of hatred, racism, anti-Semitism, xenophobia, homophobia or defamation, or messages contrary to morality and public order, and in general any denigrating or unpleasant message on any subject, in all discussion spaces, and must show respect for Players, the Site, the games and the Operator.
- Messages contrary to the spirit of the Site are also prohibited in such discussion spaces, such as messages expressing political or religious opinions, or abusive, excessive or inappropriate messages, messages that tend to mislead other Players regarding the rules of the games, or messages impersonating other people, especially a moderator, host, employee, collaborator, partner or affiliate of the Operator.
- The Operator reserves the right to remove from the forums and discussion spaces any message contrary to this clause.
- Each Player shall be solely responsible for the content of the messages he/she posts in the discussion spaces. The Operator may in no case be held liable for the content of such messages, in particular for their unlawful nature under applicable regulations, or for any loss or damage arising from the use of content published or transmitted by instant messaging or in any other way through the forums or discussion spaces.

DEPOSITS, WITHDRAWALS AND BETTING

The Player may top up the balance of his/her own Player Account through the mechanisms declared by the Site.

The Operator reserves the right to check any balance top-up made by the Player in order to determine its origin.

It is strictly forbidden to top up the Player Account from third-party accounts other than those of the Player who holds the Player Account on the Site.

The Player may not transfer or receive funds from one account to another and/or transfer, sell or buy accounts.

Part of the Player Account crediting procedure is the receipt of funds or deposits from the Player through the payment companies or wallets offered on the Site. The collection companies receive the deposit, verify that the funds have been duly credited, and internally report and validate the Username, the Player Account data and the amount deposited to the balance crediting platform.

The Operator may make external collection and payment companies available to its Players, which may be used at the Player's choice.

Provided that all provisions of this Agreement are complied with, the Operator will immediately execute Players' requests to withdraw winnings. The procedure begins with the request generated by the Player on the Site. This request enters the payment process, which is carried out on a first-come, first-served basis.

For new Players, on their first withdrawals and as part of identity verification, the Operator reserves the right to request a means of identifying the Player, verification of any data used during registration, or any other method necessary to validate the Player's identity. If the result of this additional verification is negative or inconsistent, the Operator reserves the right to suspend the Player Account.

If deposits have been made through external online collection companies, the Operator may require proof and a photograph of the means of payment used, whether a credit or debit card. Such photograph must show the front of the bank card, displaying the cardholder's name and only the last 4 digits of the card. The purpose is to verify that the holder of the means of payment matches the identity document and the Player Account data

registered on the Site. If they do not match, the withdrawal will be withheld, the Player Account will be suspended and submitted to an investigation process, and the withdrawal will be subject to the outcome of that process.

For deposits made through online collection companies, the Operator reserves the right to process withdrawals only once the funds have been duly credited to the Operator's accounts, which normally takes up to 48 business hours from the day following the deposit.

The Operator reserves the right to request an additional source of funds on a case-by-case basis.

For all Players, the Site Operator reserves the right at any time to request the Player to verify his/her identity and means of payment, by requesting supporting documentation or any other technological means it determines, such as the Player's biometrics. The sole purpose of all these verification measures is to protect Players from fraud and misuse of their means of payment, and to prevent money laundering.

Maximum deposit per day: the maximum amount the Player may deposit in any 24 (twenty-four) hour period is USD 10,000. Any deposit above this maximum amount may be cancelled and refunded by the Operator.

Maximum winnings per day: the maximum amount of winnings in any 24 (twenty-four) hour period is USD 10,000. Any winnings above this maximum amount may be cancelled by the Operator.

Maximum withdrawal amount per day: the Player may only withdraw a maximum of USD 10,000 in any 24 (twenty-four) hour period, unless a higher amount has been agreed between the Player and the Operator. The Operator may refuse a withdrawal request if there is suspicion that the funds are being withdrawn for fraudulent or money laundering purposes, pending investigation.

Notwithstanding the maximum withdrawal amount defined in this article, the maximum withdrawal amount is subject to the limits established by the payment method chosen by the Player when making a deposit.

Withdrawal amounts and processing times: withdrawals of amounts below the equivalent in local currency of USD 1,300 are processed immediately, after verification of the Player Account data and the amount withdrawn and generation of the payment instruction, which may be made by bank transfer or by deposit of a bank check. The Operator will process them immediately, it being understood that, due to the need for third-party intervention and depending on demand, this may take up to 2 hours from the request.

For amounts equal to or greater than the equivalent in local currency of USD 1,300, authorization is required from the gaming and financial analysis platform, which reviews the Player's transactions. Such approval has a maximum execution period of 8 (eight) business hours. At this stage, verification of the identity and legitimacy of the Player's means of payment may be required. Once the payment is approved, the payment instruction is sent to the payment provider to make the deposit to the Player, which may take more than one day.

Same payment method for withdrawals: all withdrawals must be made through the same payment method and payment details chosen by the Player when making a deposit, unless the Operator is unable to do so or decides otherwise. This is at the Operator's discretion. If the Player has deposited using several payment methods, the Operator reserves the right to split the Player's withdrawal among those payment methods and to process each part through the respective payment method at its discretion and in accordance with anti-money laundering policies and regulations.

Withdrawal to the same person: the Player accepts that all deposits/withdrawals made to/from his/her Player Account are transferred to/from bank accounts, debit cards, credit cards, wallets or any other payment options available in the Player's country that belong solely to the Player and are in the Player's name.

It is prohibited to make any withdrawal from a Player Account to any bank account(s), debit/credit card(s), wallet or any other payment option that does not belong (solely) to the Player. This is to prevent the Operator from transferring funds to persons who have not been duly identified by the Operator, in accordance with anti-money laundering policies and regulations.

Jackpot payments: for jackpot payments, understood as amounts equal to or greater than the equivalent in local currency of USD 10,000, in addition to verifying the Player's identity and means of deposit, the Operator is entitled to request the Player to provide the source of funds when the Player has made a deposit greater than the indicated amount.

In these cases, payment may be made through a bank instrument other than a transfer to the Player Account, issued by the financial institution providing payment services in the relevant jurisdiction, after the Player signs a receipt of conformity.

Withdrawals without use of the Site's services: the Site provides gambling entertainment services to persons over 18 (eighteen) years of age. A Player is considered to have used the Site's services when he/she has placed bets for at least 50% of the amount deposited. Withdrawal requests that do not meet this condition will be penalized with the equivalent of 5% of the amounts deposited; this percentage will be automatically deducted when the withdrawal is processed and will pass to the Operator as a penalty and liquidated damages.

In the event of any discrepancy between the result displayed on the Site and the result recorded directly or indirectly by the Operator on its computer server, the latter shall prevail in all cases.

Use of the Player Account is strictly limited to participation in the online games offered on the Site. Deposits into the Player Account may only be used for this purpose, excluding any other use, such as use as a bank account or transfer of funds to another Player of the Site.

The Operator uses private/public encryption methods to ensure, as far as possible, the confidentiality of Players' passwords and to protect access to the Site and the games. However, the Player is solely responsible for the proper use of his/her Player Account and the confidentiality of his/her password.

The Player expressly undertakes not to oppose, revoke and/or cancel with his/her financial institution, for any reason whatsoever, any payment of amounts transferred to the Operator. The Player shall act in the same way if any amount has been charged to his/her debit card. Accordingly, the Player irrevocably and definitively waives the right to oppose or refuse any payment of amounts owed to the Operator.

The Player grants the Operator the right to deduct from the Player Account any amount improperly received due to fraudulent use or malfunction of the Site or the games.

The Player shall indemnify the Operator for any loss related to the Player's payments or possible non-payments, or to the improper or abusive use of his/her Player Account.

The Player expressly accepts that:

- The Operator uses electronic payment processes of third parties and/or financial institutions that manage the payments made by the Player in his/her activity on the Site.
- The Operator may suspend or cancel the Player Account of Players suspected of fraud, cheating or use of the Site or the games in breach of the provisions of the Agreement.
- The Operator may prevent the use of certain credit cards related to unlawful activities, fraud, cheating or breach of the Agreement.
- The Operator may request from the Player his/her bank account details and the financial transactions carried out in connection with the use of the Site at the Player's initiative.

RESPONSIBLE GAMBLING: PLAYER PROTECTION AND CONTROLS

The Operator is committed to responsible gaming and provides tools such as deposit limits, self-exclusion and time-outs. Full details are available in these Terms and Conditions and/or the Responsible Gaming Policy. For Players who wish to restrict themselves, the following tools/options for limits and self-exclusion are available:

- Set a limit on the amount the Player can deposit into the Player Account within a specified period of time.
- Set a limit on the amount the Player can wager within a specified period of time.
- Set a limit on the losses the Player can incur within a specified period of time.
- Set a limit on the amount of time the Player can play in any one session.
- Self-exclusion: a Player may request self-exclusion for a fixed or indefinite period in accordance with the Responsible Gaming Policy. Upon activation of self-exclusion: the Player Account will be blocked; no wagers may be placed; no marketing materials will be sent; existing balances may be withdrawn subject to standard verification procedures; and the Company will take reasonable steps to prevent the Player from opening new accounts.
- Cooling-off: when setting a cooling-off period, the Player has the right to suspend his/her Player Account for a period of no less than seventy-two (72) hours. A cooling-off period allows a Player to temporarily suspend access to gambling services. During the selected cooling-off period, the Player shall not be permitted to deposit funds, place wagers or participate in games offered by the Company.
- Deregistration from the Website.

To implement the tools/options for limits and self-exclusion, a request should be sent to the Customer Support Team, as per the Operator's Responsible Gaming Policy.

As a consequence of the limits, the Company will make all reasonable efforts not to accept a wager from the Player contrary to a limit or exclusion set by the Player. However, the Company does not accept any responsibility if the Player's use of the Website to place bets is not detected or noticed by the Company.

The Company is committed to supporting Responsible Gaming initiatives and recommends that the Player visit organizations dealing with problem gambling in the Player's country of residence.

If the Player breaches the Operator's Responsible Gambling Policy, the Operator may suspend or close the Player's Player Account.

The Operator provides Players with access to responsible gaming information and self-assessment tools through the Responsible Gaming section of the Website. These tools are intended to help Players evaluate their gambling behaviour and identify potential gambling-related risks.

The Operator is committed to responsible advertising practices. Marketing communications shall not be directed at minors, vulnerable individuals, self-excluded Players or Players subject to gambling restrictions. Players may opt out of receiving marketing communications at any time.

The Operator monitors player activity for indicators of gambling-related harm. Where such indicators are identified, the Operator may take responsible gaming measures, including:

- Communication with the Player;
- Requests to review gambling activity;
- Application of deposit or wagering restrictions;
- Temporary account suspension;

- Recommendation of self-exclusion tools; and
- Any additional intervention deemed necessary to protect the Player.

The Operator reserves the right to restrict or suspend access to gambling services where responsible gaming concerns arise.

PLAYER ACCOUNT MONITORING

The Operator undertakes to protect and respect the confidential information of each Player of the Site. The document entitled Privacy Policy, which forms part of the Agreement, sets out information on the use of personal data and on the rights and obligations of Players.

The Operator will access Players' personal data when it needs to provide the Site's own services, for example to process deposits and withdrawals of winnings or to provide additional information requested by its Players. E-mail is the main means of contact to inform Players about updates to the Site and the Agreement, to send promotions, to help with operations such as deposits and withdrawals, and to answer questions sent through the contact form on the Site. If the Player does not wish to receive advertising material, he/she must unsubscribe from the newsletter or contact customer service.

The Operator has access to Players' personal data, as this is essential to fulfil its obligations and to ensure at all times that Players receive the necessary assistance.

The Operator complies with high data protection standards and has adopted the necessary measures to ensure that its Players' data are not accessible to third parties and that all communication between Players and the Operator is encrypted and strictly confidential.

All data obtained during the registration process and the use of the Site are stored in the Operator's database, even if the Player decides to close his/her account. Such data are also stored as a measure to prevent fraudulent activities and money laundering. The Operator reserves the right to report any suspicious activity or to provide any information to the competent authorities if it considers that there are indications of criminal acts.

MOBILE VERSION

The Player accepts and confirms that he/she is fully aware of the functional differences between the desktop version and the mobile version of the Site.

The Player understands that the mobile version of the Site offers reduced functionality. However, all of the Site's options and applications can be fully consulted and accessed through the desktop version.

OPERATOR'S LIABILITY

The Operator undertakes to make every effort to ensure fast and professional access to the Site 24 (twenty-four) hours a day, Monday through Sunday.

The Operator undertakes that the Site will ensure the Player fair chances of winning thanks to the "Random Number Generator Software (RNG)". To this end, the Operator integrates on its sites only game providers from the online gaming industry that hold the appropriate technical certifications for their games and live rooms.

In order to connect to the Site, the Player acknowledges and accepts that he/she must have the necessary equipment and software, as well as an Internet connection compatible with the access conditions of the

games offered on the Site.

The Operator guarantees the proper functioning of the Site and the available games with a minimum connection of 10 MB ADSL for Slots and 30 MB for Live Casino, and the following minimum operating system requirements:

Hardware and operating system:

- PC: Windows 7 or later.
- Macintosh: Mac OS X 10.13 (High Sierra) or later.
- Browser software: EDGE or later with JavaScript enabled, Firefox with JavaScript enabled, Chrome with JavaScript enabled.

If the Player does not meet these minimum specifications, he/she runs the risk of not being able to enjoy the services offered on the Site.

The Player accepts that access to the Site may be interrupted or temporarily suspended due to maintenance operations, updates to the Site or repairs following acts of piracy, vandalism or other circumstances beyond the Operator's control, such as:

- Failures in the operation of the Internet network that prevent the correct running and/or operation of one or more of the games offered on the Site, or even access to the Site.
- A breakdown of the receiving equipment or communication lines.
- An addressing problem.
- A virus or malicious code, an anomaly, or a technical, physical or logical failure of any kind.
- Suspension of Data Center services and backup servers.
- Acts of authority (including the denial or revocation of any license or consent).

The Operator undertakes to take all reasonable measures to limit these interruptions, insofar as they are attributable to it. The Player acknowledges and accepts, for this reason, that the Operator has and assumes no liability for the unavailability, suspension or interruption of the Site or its services during play.

The Operator, therefore, shall not be liable under any circumstances for damages or inconveniences of any nature, direct or indirect, foreseeable or unforeseeable, relating to the use of the Site, including, among others:

- Loss of profit, loss of opportunity, cost of obtaining a substitute service or technology.
- All consequences of the circumstances mentioned above.
- All consequences of a fortuitous event, force majeure or similar circumstance.

The Operator shall not be liable if, for any reason beyond its control, one or more of the games or services are modified, postponed or cancelled.

Any evolution or change in the content of the Site may require the updating and/or temporary unavailability of the Site, which shall in no way imply liability for the Operator.

Likewise, the Operator reserves the right to interrupt or suspend one or more of the games or services offered on the Site at any time and without prior notice, without the need to justify the reasons. In this case, the Operator shall not be liable in any way, and Players may not claim compensation of any kind.

In the event of a complaint by a Player due to the unavailability of the Site, the Software or any game, the Operator may require a screenshot, without such request implying any liability for the Operator.

Finally, the Player releases the Operator from any liability for any damage or inconvenience of any kind, direct or indirect, foreseeable or unforeseeable, suffered by the Player as a result of the abusive or improper use of the Site, the Software or the games by another Player or third party, including, without limitation, damages related to economic loss, loss of earnings, loss of data or property damage.

The Player accepts and declares to be aware that the Operator's liability, where applicable, shall always and in all cases be limited to the equivalent in local currency of USD 750.

These terms and conditions shall apply regardless of the basis of liability, whether contractual, non-contractual (including negligence and strict liability) or otherwise, and extend to the Operator's employees, agents and representatives.

In the event of errors in the systems or means of communication due to viruses or malicious code affecting the payment of accounts or any other parameter or element of the Site, the Operator is released from all liability towards the Player or third parties for any damages, costs, expenses, losses or claims caused by such errors, and reserves the right, in the event of such errors, to remove all games from the Site and to take any other measure to correct such errors, without any obligation to provide similar substitute Software and/or games. The Operator will not pay winnings obtained outside the normal course of play; that is, following the intrusion of malicious code into the game, a platform failure, a failure of the game provider or manufacturer, embezzlement by an employee, the use of hacking Software or other reasons of that kind, winnings will be automatically voided.

The Operator shall not be liable for any act or omission of the Internet provider or of any third party with whom the Player has contracted in order to access the Site. In the event of a dispute between the Player and the Internet provider, the Operator will not be involved in the proceedings, and such disputes shall in no way affect the Player's obligations under this Agreement.

The Operator is not responsible for the quality of the Internet connection contracted by the Player. Interruptions in play due to Internet service outages are the sole responsibility of the Player. Claims for plays affected by Internet connection outages will not be accepted.

INTELLECTUAL PROPERTY

The Player declares that he/she has been informed that the Operator is the owner or beneficiary of the rights relating to all distinctive signs of the Site, the Software, and the games and bets offered. The games and the Site are the property and/or rights of third parties legitimately granted to the Operator, which is the exclusive holder of the corresponding rights.

Access to the Site and use of the games involve the use of data and programs that are not the property of the Player and whose use the Operator grants to the Player.

Any use of the games or the Site outside the legitimate connection authorized by the Operator is strictly prohibited.

The Player is prohibited from infringing the aforementioned intellectual property rights in any way, in particular by reproducing, communicating or using (even partially) the distinctive signs of the Site, or by using all or part of the content of the Software, the games, the Site or any of their components.

The Player is also prohibited from copying, printing, transferring and transmitting all or part of the Software or the games in any medium or form, as well as from selling, renting, subletting or distributing the Software and the games by any means, modifying the Software, the Site or the games, merging all or part of the Software, the Site or the games and bets with other computer programs, compiling the Software, the Site or the games and bets, or decompiling, disassembling or translating them.

The Player is prohibited from using robots, search programs or any other manual or automatic procedure that allows him/her or a third party to obtain, record, store, capture or reproduce all or part of the content of the Site, the games and bets, or data relating to Players.

The Player is further prohibited from:

- Allowing one or more third parties to use the Site, the Software or the games without the prior consent of the Operator.
- Reverse engineering or creating derivative works of the Site, the Software or the games.
- Using the Site, the Software or the games for purposes other than those described in this Agreement.

The Player undertakes to delete all copies of the Site, the Software or the games upon deletion of his/her registration, whether voluntarily or at the Operator's initiative, regardless of the reason.

BREACH OF THE AGREEMENT OR APPLICABLE LAW

In order to maintain strict security controls on the Site, the Player will have 3 attempts to enter his/her Username and password correctly; after 3 failed attempts, the Player will not be allowed access for 30 (thirty) minutes, and a message stating the reason for the block will be displayed in the login window.

The Operator reserves the right to suspend or close a Player's Player Account in the event of a breach of the Agreement or of the law applicable in the relevant jurisdiction, without prior notice or compensation.

In particular, the following are considered breaches justifying the suspension of the Player and the closure of the associated Player Account:

- Failure to comply with the conditions of the Agreement regarding registration, or if the information provided by the Player is no longer accurate, truthful, complete or up to date. The same shall apply if the Player is subject to a gambling ban.
- Abusive use of the account opening procedure.
- Unauthorized use of the Player Account by the Player (e.g. its use as a bank account, transfer of chips).
- Abusive use of promotions and/or any other offer of the Operator.
- Any fraud, unlawful activity or attempted unlawful or unauthorized use of the Site, the Software or the games by the Player, including the use of the Player Account by another Player (even with the Player's consent), as well as the use of stolen credit or debit cards or money laundering or terrorist financing activities.
- Any act of "piracy" against the Site, the Software or the games, including infringements of the Operator's intellectual property rights by the Player.
- Any infringement of the rules of the games permanently available on the Site, and above all cases of cheating (such as chip "dumping" or the use of automated programs).
- Any activity or attempt of collusion between Players.
- Any improper conduct by the Player, verbal and/or written, when dealing with the Operator or any company engaged by the Operator to provide services to its customers, such as payment providers, call center, among others.

In the event of suspension or closure of a Player's Player Account, the Operator reserves the right to:

- Report to the competent authorities, including judicial authorities, electronic payment service providers or other financial institutions, any unlawful or suspicious activity by a Player.
- Suspend or cancel any transaction, deposit or payment to/from a Player.
- Block the Player's balance to prevent the consequences of abusive or unlawful use, alleged or flagrant, of the Site or the games.

- Initiate any legal action necessary or useful to remedy the Player's breach, obtain compensation for the damage suffered by the Operator, or recover any winnings paid to the Player after or by reason of the breach attributed to him/her.

If the Player Account is closed by the Operator due to a breach of the Agreement, the Player will be notified of the closure by e-mail sent to the address provided during registration. Closure of the Player Account entails forfeiture of any winnings accrued after the Player's breach of the Agreement, without prejudice to the Operator's right to receive any compensation that may be due to it.

In the event of suspension or termination, the Operator shall clearly indicate to the Player:

- the status of the Player's funds;
- the conditions for withdrawal or return; and
- the applicable deductions (if any).

The Operator may perform a refreshed KYC prior to the withdrawal of funds upon account closure. Additionally, the Player shall have the right to escalate disputes relating to account closure or funds handling through the complaints procedure.

DURATION AND TERMINATION

The Agreement enters into force when, during the registration and Player Account creation process, the box "I agree with the Terms and Conditions" is checked, and remains in force until the Player Account is closed.

The procedure for cancelling the Player Account due to inactivity is as follows:

After 12 (twelve) months without any activity or transaction recorded in the Player Account, the Operator will send an e-mail to the address registered by the Player, stating that his/her Player Account will be suspended if no activity is recorded within the following 15 (fifteen) business days. Inactivity of the Player Account is counted from the last login to the website.

If the Player has not contacted the Operator and has not logged in to the Site since receiving the e-mail, once the stated period has elapsed, the Operator is entitled to cancel the Player Account. In such case, the Operator will send an e-mail to the Player communicating its decision.

If the Operator becomes aware of the death of a Player, the Player Account will be automatically blocked. If, 6 months after the blocking, the legal heirs, in accordance with the applicable legislation, have not contacted the Operator, the Player Account will be cancelled and the funds in the associated Player Account will become the property of the Operator.

If you wish to recover funds from closed, blocked or excluded accounts, you must contact customer service.

COMPLAINTS

The Player may file a complaint within six (6) months after the incident or the settlement of the bet, without prejudice to the special period of 7 (seven) calendar days applicable to game play claims, set out in the Customer Service section.

The Player may not sell, donate, rent, lease, pawn or pledge, under any title, any of his/her claims against the Operator.

If the Player has any complaint about the Operator's performance under the agreement governed by the Terms, he/she must address it to customer service. If customer service's initial response is not satisfactory,

the Player can find the player complaint submission form in his/her account, or request it from customer service, and submit it. A sample of the player complaint submission form is also available on the Site; however, since it is important to verify that the complaint comes from a registered Player, the form may only be submitted through the means mentioned above, including e-mail. Upon receipt of the player complaint submission form through one of these means, it becomes a Reportable Complaint if the Player's identity can be verified.

The complaint submission form must include the following information:

- Player's name, address and place of residence;
- Player's account number or name;
- Date of the complaint and date of the disputed event;
- Description of the disputed conduct;
- Amount in dispute;
- URL.

Depending on the nature of the complaint, customer service will send an acknowledgement of receipt within 2 business days (for a Responsible Gaming complaint) or 1 week (for other complaints).

The Operator aims to resolve Responsible Gaming complaints within five (5) business days. If more time is needed to reach a reasonable and informed decision, this period may be extended by two (2) weeks, and Players will be informed of the delay. If the delay is due to the Player's lack of response or slow response, the resolution period may be extended by a further two (2) weeks.

The Operator aims to resolve any other type of complaint within four (4) weeks, which may be extended by a further four weeks if the complaint is complex or the Player's response is slow. The Player will be informed of the extension.

The decision of an ADR entity is binding on both the Operator and the Player who submitted the Reportable Complaint. The Operator has engaged Resolvo N.V. as its ADR entity, which can be contacted at info@resolvocuracao.com.

The Player may not initiate any court proceedings in relation to the dispute until he/she has attempted to resolve the claim through mediation and the mediation has ended or the Operator has declined to participate, provided that the right to bring proceedings is not prejudiced by delay.

The Parties note that the Curaçao Gaming Authority (CGA) will not resolve or rule on player complaints, nor act as an alternative dispute resolution (ADR) or escalation body, as it does not mediate individual disputes. The Player may contact the CGA regarding matters such as malpractice, breach of license conditions or whistleblowing.

INFORMATION THE OPERATOR COLLECTS ABOUT THE PLAYER

The Operator processes information about the Player in accordance with its Privacy Policy. The Privacy Policy contains details of the types of information the Company collects and what the Company does with that information, and covers the collection, use, storage, retention and sharing of personal data in line with applicable law. Players can find this policy in the footer of the Operator's website. Personal data shall be retained for the period required under applicable legal, regulatory and licensing obligations and thereafter securely deleted or anonymised, unless a longer retention period is required by law, ongoing investigations, dispute resolution procedures or regulatory requests. Further details regarding data retention periods are available in the Privacy Policy.

The Operator is entitled to share the information it holds on the Player, including personal data and betting history, with the regulator and other bodies, including the police, in order to investigate fraud and money laundering and to comply with the Operator's regulatory duties.

CUSTOMER SERVICE

Unless otherwise provided in this Agreement, the Player must send all requests to modify data, suggestions, comments or any claim through the contact form on the Site or by e-mail to info@casinoenchile.com.

Game play claims must be submitted through the form provided by the Site in the Contact/Game Play Claim tab, which must be completed in full and expressed clearly and precisely, whether it concerns a particular play on Slots, Live Tables, Bingo or Virtual Tables. The minimum information required for the review must be provided: play ID (the Player can find it in the casino history; every bet has an identification number), date, time at which the claimed event occurred (approximate range), name of the game (for Slots, the title; for Live Tables, the game and table number) and a description of what happened. The claim may be accompanied by an image or screenshot, which must be full size (not just a detail). Claims will be processed in strict order of arrival.

Game play claims for the Sports Betting category must be submitted through the form provided by the Site in the Contact/Sports Betting Game Play Claim tab, which must be completed in full and expressed clearly and precisely, stating the information necessary for the review, such as the Ticket No. (the Player can find it in the casino history) and a description.

Claims regarding plays or game situations received through Online Chat, WhatsApp, phone calls, e-mails or any other means of communication provided by the Operator to its Players for other purposes will not be processed.

The Operator undertakes to respond to the claim within a maximum period of 7 (seven) business days, starting from the business day following receipt of the claim.

Claims must be submitted within a maximum of 7 (seven) calendar days from the original transaction or event giving rise to the claim. Claims filed after this deadline will be rejected outright.

The Operator may request any information it deems necessary to resolve the claim. It will confirm receipt of the claim by e-mail and communicate the estimated response time.

BONUS AND PROMOTION POLICY AND CONDITIONS

Bonuses are amounts of promotional money that the Operator provides free of charge to its Players for use on the Site.

Promotions are special events that the Operator offers to its Players, such as free spins, cash bonuses (an amount to play on Slots) and Slots tournaments.

Promotions include those organized exclusively by the Operator for its Players, as well as promotions offered by the Provider of each game, which are general in nature and open to the entire network of Players across the different sites.

The Operator is solely responsible for the payment of prizes of promotions organized by the Operator itself exclusively for its Players. Likewise, each game Provider is responsible for the promotions it organizes and offers, and shall be solely responsible for the payment of the prizes of such promotions, either directly or through the Operator.

Any "Welcome" bonus is only available to Players who create an account on the Site and who have never had an account before, have never received a welcome offer of any kind, and are invited to take part in the welcome offer because such offer was specifically made to them when registering on the Site.

The availability and use of bonuses and promotions are subject to the conditions of each promotion and those set out in this Agreement, as well as the general requirements for use of the Site and the contents of this Agreement. The Player must comply with them in order to benefit from bonuses and promotions.

Unless the particular terms and conditions of a promotion explicitly state otherwise, and given the promotional nature of the Bonuses, bonus offers or promotions granted by the Site to its Players, these have no monetary value and cannot be withdrawn by the Player. Only any winnings generated with the Bonus may be withdrawn. At the time of withdrawal or collection, the winnings generated with the Bonus will be paid.

The Player can access the Terms and Conditions of each Bonus when logged in to the Site, through the Bonuses link, which sets out the special conditions of each bonus the Player may have access to.

The Operator reserves the right at any time to cancel or suspend a Bonus or promotion campaign, even if it has not ended, in which case any winnings obtained or the position a Player held will be void. Among other cases, this measure will be applied when situations such as the following are detected: fraudulent use by the Player, abusive use of the Bonus and promotion system, malfunction of the Bonus and promotion system resulting in illegitimate winnings or positions due to a system error, or an error in the configuration of a promotion.

The Site will offer the possibility of playing Bonuses and promotions on the games enabled and defined unilaterally and freely by the Operator. The Sports Betting, Live Tables and Virtual Casino categories are excluded. Bonuses granted by the Operator are not transferable.

The Player may have several Bonuses but may only use one Bonus at a time.

The Bonus expires when the Bonus balance is below the minimum set for promotional bets. For example, if the minimum amount set is the equivalent of USD 1, the Bonus will expire when the Bonus balance is equal to or less than the equivalent of USD 1. The Bonus target is understood as total bets equivalent to 40 (forty) times the bonus amount. For example, if a Bonus equivalent to USD 10 is granted, the Bonus target will be 40 x USD 10 = USD 400.

Details of Bonus use will be available in the "casino history" on the Site.

Bonuses and promotions will be used with the consent and approval of the Player, and their use is not mandatory for the Player.

The Site will offer the mechanism through which the Player may freely accept or reject the Bonus or promotion, under his/her own decision and responsibility. If the Player waives the Bonus or promotion, it will be immediately and irrevocably removed from his/her account.

The Bonuses or promotions assigned are independent of each other, so the Player may accept or waive each of them in the same way.

The Operator reserves the right to review all gaming records and transactions at any time and/or to monitor the use of any prize, bonus or free plays. If irregular gaming activity (as defined below) is suspected, we reserve the right to disqualify you from any free play or bonus promotion, or any other form of promotion, and/or to withhold all deposits and/or winnings, and/or to close your account.

Irregular play is considered bonus abuse and is not permitted on the Site. Irregular play may include (but is not limited to) equal, zero or low margin betting, or hedge betting (single bets using all or most of your

account balance and Bonuses). These types of bets are considered irregular play when made deliberately to exploit bonuses. In addition, the following types of play are also considered irregular play:

- Increasing the balance and then significantly changing your playing pattern (stakes, type of game, betting structure or other betting pattern) to complete any wagering or bonus requirement.
- Using any betting system or placing even-money bets on any game of chance.
- Using the double-up or gamble feature in a game to increase the chances of winning.
- Significantly increasing your balance after placing high-value bets and then placing bets of less than half the value of the previous bet in order to meet the bonus wagering requirements.
- Betting on games that do not contribute to the wagering requirements, or games with a 0% wagering weight as specified in the bonus terms on their specific pages.
- Betting on games with bonus money to accumulate value, losing the Bonus and then securing the bet with the accumulated value through a second deposit.

ANTI-MONEY LAUNDERING REGULATION

As a gambling Operator, we must comply with money laundering prevention rules and any associated regulations.

We must verify all transactions and report any suspicious transaction to the competent authorities.

If you become aware of any suspicious activity related to any of the games on the Site, you must inform us immediately by e-mail to info@casinoenchile.com.

We may suspend, block or close the Player Account and withhold funds in accordance with any applicable anti-money laundering rules.

SEVERABILITY

If any provision of this Agreement is held to be illegal or unenforceable, such provision shall be severed from these rules and all other provisions shall remain in force and unaffected by such severance.

REGULATORY AUTHORITY

The Site is regulated by the provisions of the legislation, ordinances and regulations on gambling issued by the Government of Curaçao. Players acknowledge and accept that the Operator will be obliged to disclose any information about them and/or their Player Account if the regulations so require.

RESTRICTED COUNTRIES

The Site prohibits all citizens of the following countries from accessing our site, creating accounts and using our gaming platform. The restricted countries include, among others: Australia, Belgium, UK, Spain, USA, France, The Netherlands, The Dutch Caribbean Islands, Curacao, Aruba, Bonaire, St. Maarten, St. Eustatia and Saba.

Residents of restricted countries are not allowed to register on the Website and use the services. The Operator reserves the right, at its own discretion, to refuse customers from any other jurisdictions over and above the restricted jurisdictions.

The Operator reserves the right to amend its restricted countries list from time to time at its sole discretion. The Player shall be informed of any such amendment by e-mail.

The Player Account of any Player who accesses the Website while residing in a restricted country may be closed by the Operator immediately upon detection. Any winnings and bonuses obtained by the Player from the time the Player accessed the Website while residing in a restricted country will be confiscated, and the remaining balance in the Player Account shall be returned subject to the deduction of any payment processing charges. Any winnings or bonuses which the Player has gained or accrued after accessing the Website while residing in a restricted jurisdiction will be forfeited by the Player and may be reclaimed by the Operator. The Player will return to the Company on demand any such funds which have been withdrawn.

A maximum of two weeks prior to the placement of a jurisdiction on the restricted countries list, such placement will be announced on the Website. Any Player who resides in such jurisdiction or has his/her registered address in such jurisdiction will be informed by e-mail by the Company of its intention to place said jurisdiction on the restricted countries list, the date of such placement and the intended closure of such Player Account upon placement. The Player will be granted the opportunity to withdraw the remaining funds in his/her Player Account until the closure of the Player Account. If any funds remain in the Player Account at the moment of its closure, the Player may request the Customer Support Team to assist with the transfer of such funds to the Player in accordance with these Terms and Conditions.

It is the Player's sole responsibility to inform himself/herself about the rules in his/her country that may prohibit him/her from registering and/or wagering on the Website.

The availability of the Website in a certain jurisdiction does not constitute an offer, solicitation or invitation by the Company for the use of betting, gaming or other services in any jurisdiction in which such activities are prohibited by law. Under no circumstances will the Company be liable for any breach of state or country law that may occur as a result of the Player's use of the Website.

CLAIMS, DISPUTES AND CONFLICT RESOLUTION

If any dispute arises from the agreement governed by these terms and conditions, a representative of the Operator's director shall, within 14 (fourteen) business days of a written request from the Player to the Operator, or of the Operator's director becoming aware of such written request (whether or not it was addressed directly to a representative of the Operator's director), engage in good-faith discussions in an effort to resolve the dispute.

If the dispute is not fully resolved after such discussions, each of the parties involved agrees to enter into good-faith mediation to resolve the dispute, in accordance with the rules/procedures in force established by the Government of Curaçao. Unless otherwise agreed between the parties, within 14 (fourteen) business days following the aforementioned agreement to enter into mediation, the mediator shall be appointed by the Operator's director. To initiate mediation, a party must give written notice of the dispute to the other party, referring the dispute to mediation (the "ADR Notice").

Unless otherwise agreed, mediation shall commence no later than 8 (eight) weeks after the date of the ADR Notice.

Neither party may commence any court/arbitration proceedings in relation to the dispute arising from the agreement governed by these terms and conditions until it has attempted to resolve the dispute through mediation and the mediation has ended, or the other party has failed to participate in the mediation, provided that the right to bring proceedings is not prejudiced by delay.

LANGUAGE

These Terms are written in English, and any interpretation of them will be based on the English version. The English version will always prevail if these Terms or other related documents are translated into any other

language.

GOVERNING LAW AND CHOICE OF FORUM

These Terms shall be governed by and interpreted in accordance with the laws of Curaçao.

The Player irrevocably submits to the exclusive jurisdiction of the courts of Curaçao in relation to any disputes (including claims for set-off and counterclaims) in relation to these Terms.

ENTIRE AGREEMENT

These Terms and Conditions, together with the applicable laws of Curaçao, constitute the entire agreement between the Parties.