

Terms and Conditions

Terms and Conditions of Use of Services of ROYAL ENTERTAINMENT B.V. (hereinafter ROYAL ENTERTAINMENT B.V.)

1. General

1.1. These Terms and Conditions (“T&C”) refer, in the valid Version, to the usage of the Betting offer (as defined below) by the customers through any of the websites (www.zz-poker.com)

and other URLs belonging to or that are licensed to ROYAL ENTERTAINMENT B.V., including the related internet-, mobile or other platforms.

1.2. These T&C constitute a binding agreement between the customer and ROYAL ENTERTAINMENT B.V.

1.3. ROYAL ENTERTAINMENT B.V. ENTERTAINMENT is a limited liability company based in Curaçao and is subject to the legislation of Curaçao. The business address is Dr. H. Fergusonweg 1 Curaçao.

1.4. ROYAL Entertainment website is owned and operated by ROYAL ENTERTAINMENT B.V. and licensed by ROYAL ENTERTAINMENT B.V. registered address Dr. H. Fergusonweg 1 Curaçao. ROYAL ENTERTAINMENT B.V. is licensed in Curaçao and regulated by the Central Government of the Netherlands Antilles. The licence is issued under the sublicense JAZ 1668 with CEG B.V, holder of Gaming License 1668/JAZ of the Central Government of the Netherlands Antilles and entitled to issues sublicences. The sublicense was issued on the March 2020

1.5. All bets placed either on the website or through an affiliated agent are operated, held, accepted, placed or processed exclusively in Curaçao. ROYAL ENTERTAINMENT B.V. pays betting and other taxes in Curaçao.

1.6. These T&C apply once the customer makes a usage of ROYAL ENTERTAINMENT B.V. products. This means that the customer places a bet via the website. By placing a bet, the customer agrees to these T&C.

1.7. The customer is obligated to read these T&C carefully and entirely before he/she makes usage of a ROYAL ENTERTAINMENT B.V. product. If the customer does not agree with any provision of these T&C he/she must not use or continue to use the Websites.

1.8. By placing a bet, a betting contract is concluded between ROYAL ENTERTAINMENT B.V. as the betting organizer and the customer as a user.

1.9. ROYAL ENTERTAINMENT B.V. reserves the right to modify these T&C.

1.10. The customer declares to have fully understood the currently valid version of T&C, and agrees to comply with them.

1.11. ROYAL ENTERTAINMENT B.V. reserves the right to modify and amend this Agreement at any time.

1.12. These amendments will become effective immediately after being posted on the internet.

It is the customer’s sole responsibility to review this Agreement and amendments before placing a bet.

1.13. Rules and explanations for placing various types of bets on various events provided separately on the Website are incorporated into these T&C.

1.14. These T&C are published in several languages, for information purposes and ease of access for the customer. However, only the German version applies as a legal basis for the business relationship between ROYAL ENTERTAINMENT B.V. and the customer. In case of any dispute between the German version of the T&C and versions in other languages, the German version shall prevail.

2. Eligibility to use ROYAL ENTERTAINMENT B.V. 'S Services

2.1. You may gain access to ROYAL ENTERTAINMENT B.V. 'S provided service if and only if:

2.1.1. You are over eighteen (18) years or the corresponding minimum legal age of majority as stipulated by the jurisdiction of Your residence;

2.1.2. It is legal for You to participate in sports betting according to applicable laws in the jurisdiction of your residence;

2.1.3. Bets are not placed on behalf or for the account of bookmakers or betting agents and their employees.

2.1.4. The customer is not involved in the sports event (e.g. as a participating athlete, owner, trainer or official of the participating club).

2.1.5. ROYAL ENTERTAINMENT B.V. reserves the right to cancel bets that are placed against these standards, also after the event.

2.1.6. It is entirely and solely the responsibility of the customer to enquire and ensure not to breach applicable laws by participating in a bet.

2.1.7. Prohibited territories are USA, France, Iran, Iraq, The Netherland and the Dutch Caribbean Island, which are Curacao, Aruba, Bonaire, St. Maarten, St. Eustatia and Saba if you are citizen of any above mentioned country you are not permitted to wager on our online gaming website, your access will be blocked and any wagers will be cancelled.

3. Winnings and Determination of Winnings

3.1. Winnings on bets with fixed odds are calculated by multiplying the odds with the wager.

3.2. Provided the outcome is certain all bets will be decided and evaluated. ROYAL ENTERTAINMENT B.V. only accepts the results that occur during the event. Any changes that are made after this time have no influence on the evaluation of the betting event. Bets that have already been decided at the time of the interruption (live bets, half-time bets, match period bets, over/under bets, first goal etc.) are evaluated without regard to the time of the interruption or resumption of the match. If the event is canceled after the regular time (extra time / penalty shoot-out), the result after the regular time applies. 3.3. If a sports event that was cancelled, interrupted or withdrawn is restarted or continued by the end of the following day, local time, the bet will apply to the newly restarted or continue the bet continued betting event. If the match is not restarted or continued, it will be declared invalid. This shall not apply to betting markets previously offered as live bets and already evaluated (e.g. first goal, next goal, half-time bets, over/under bets). League matches or matches played within a tournament (e.g. Cup matches), which are ended by the referee before completion of the regular time of the match, will be evaluated according to the final score at the time, if the referee declares the match as finished with the final whistle and if the match is added to the official tables and is not replayed or continued to a later stage.

3.4. For all sports bets applies that if the party on which a bet has been placed on does not start, regardless of the reason, but the event itself starts, the bet has been lost. However, if the entire betting event does not take place, the bet will be declared as cancelled. For the bet type "goal scorer" applies that the player wagered on must participate in the match at the start of the event, otherwise the bet will be cancelled. Subsequent substitution will not be taken into consideration.

3.5. Dead heat: If two or more participants in a sporting event are declared winners, the betting odds will be divided accordingly.

3.6. ROYAL ENTERTAINMENT B.V. offers under some circumstances so called "buy-back" for certain betting slips. This offer is optional and depends on ROYAL ENTERTAINMENT B.V. , this means that the customer has no claim to sell back his betting slip.

3.7. Any attempt to collude or intent to participate, directly or indirectly, in any collusion in the course of any betting activity is strictly prohibited.

3.8. All transactions are checked for possible money laundry. Any suspicious activity on an account may be reported to the authorities and the balance of the betting account will be frozen. Also the closing of the relevant account and the confiscation of the funds is possible.

3.9. In all the aforementioned cases ROYAL ENTERTAINMENT B.V. shall notify the customer immediately in writing (by email or otherwise) and ask for a written statement. If the customer should fail to submit a statement within the prescribed period, ROYAL ENTERTAINMENT B.V. is entitled to terminate the

customer's account until the situation and the resulting legal consequences are clarified.

ROYAL ENTERTAINMENT B.V. reserves the right to assert claims for damages against the customer, if he/she was involved in the incurred damage.

4. Your User Account

4.1. Registration and opening of the user account must be carried out personally by the customer.

4.1.1. In order to be able to place bets using any of the Websites, the customer must first register with ROYAL ENTERTAINMENT B.V. and open an account ("User Account").

4.1.2. The registration is done either through the website of ROYAL ENTERTAINMENT B.V. or at a betting shop. The provisions of the registration are noted in the instructions.

4.1.3. The customer must enter all mandatory information requested into the registration form, in particular, name and surname, address and contact details, including a valid email address, as well as the needed payment information. All information must be true and correct. It is the sole responsibility of the customers to ensure that the information he/she has provided is true, complete and correct. ROYAL ENTERTAINMENT B.V. does not accept any liability for the liability for the misuse of a betting accounts with the specified username and password, by an unauthorized person. The customer is responsible for maintaining the

confidentiality of the username and the password; all account transactions, deposits and withdrawals are registered under these information of the customer.

4.1.4. Customers are hereby notified that ROYAL ENTERTAINMENT B.V. carries out verification procedures of user accounts. A user account may be blocked or closed if it is found out that the customer has provided incorrect or misleading information.

4.1.5. Customers are not entitled to more than one user account. If a customer tries to open more than one account, all betting accounts will be closed. In this case ROYAL ENTERTAINMENT B.V. reserves a general exclusion of the customer.

4.1.6. If a customer notices that he/she has more than one user account under different names, he/she must notify ROYAL ENTERTAINMENT B.V. immediately.

4.1.7. As part of the registration process customers will have to choose a username and password for the login into the Website(s). It is the sole and exclusive responsibility of the customer to ensure that the login details are kept securely. Customers must not disclose their login details to anyone. ROYAL ENTERTAINMENT B.V. is not responsible for any abuse or misuse of a user account by third parties due to disclosure of login details by a customer, whether intentional or accidental, whether active or passive.

4.1.8. ROYAL ENTERTAINMENT B.V. reserves the right to reject a registration without stating the reasons for such actions. Customers are entitled to close their user accounts at any time. In that respect they can contact our customer service. In the event of closing an account at a customer's request, we shall pay out the existing credit on the user account.

4.2. Deposits into User Account

4.2.1. Customers may participate in any sports betting, only if they have sufficient funds on the user account for such participation. ROYAL ENTERTAINMENT B.V. shall not give you any credit whatsoever for participation in sports betting.

4.2.2. The minimum deposit is EUR 10,00 the maximum deposit is EUR 1.000,00.

4.2.3. To deposit funds into the user Account, customers can use any of the methods specified in the relevant pages of the Website(s), as may be amended from time to time.

4.2.4. ROYAL ENTERTAINMENT B.V. reserves the right to use additional procedures and means to verify the identity of a customer when deposits are effected into user accounts. Customers have no right to receive interest or other sums produced by the account. The personal balance may be viewed at any time

under “My Account”.

4.3. Withdrawals from User Account

4.3.1. Withdrawals are made via Bank transfer or by using Wirecard payment service. There are no charges nor fees for customers.

4.3.2. ROYAL ENTERTAINMENT B.V. will carry out additional verification procedures for any withdrawal exceeding the equivalent of EUR 1,000 and reserves the right to carry such verification procedures in case of lower payouts.

4.3.3. Customers can make withdrawals of a minimum EUR 10,00 to the bank account or to another account provided.

4.4. Inactive User Accounts

4.4.1. If there is no activity on an account for 30 months, the account is considered inactive. will transfer the credit that may be on the user account to the bank account stated by the customer in the account. The user account will be blocked.

5. Your obligation as a Customer

5.1. You hereby declare and warrant that:

5.1.1. You are over 18 years or such higher minimum legal age of majority as stipulated by the jurisdiction of your residence and, under the laws applicable to You, legally allowed to participate service offered on the Websites.

5.1.2. You are participating in the sports betting in your personal non-professional capacity for recreational and entertainment reasons only.

5.1.3. You participate in the sports betting on your own behalf and not on behalf of any other person.

5.1.4. You are not a resident of Curaçao.

5.1.5. All information that you provide to ROYAL ENTERTAINMENT B.V. during the term of validity of this agreement is true, complete, and correct, and that you shall immediately notify ROYAL ENTERTAINMENT B.V. of any change of such information.

5.1.6. You are solely responsible for the reporting and accounting of any taxes applicable to you under relevant laws for any winnings that you receive from ROYAL ENTERTAINMENT B.V. .

5.1.7. Money that you deposit into the user account is not not tainted with any illegality and, in particular, do not originate from any illegal activity or source.

5.1.8. You understand that by participating in the sports betting you take the risk of losing money deposited into your user account.

5.1.9. You shall not be involved in any fraudulent, collusive, fixing or other unlawful activity in relation to your or third parties' participation in any of the sports bets and shall not use any software-assisted methods or techniques or hardware devices for the same. ROYAL ENTERTAINMENT B.V. hereby reserves the right to invalidate any betting in the event of such behavior.

5.1.10. In relation to deposits and withdrawals of funds into and from your user account, you shall only use credit cards and other financial instruments that are valid and lawfully belong to you.

5.1.11. It is prohibited to customers to sell, transfer and/or acquire funds to/from other players.

5.1.12. The computer software that we make available to you is owned by ROYAL ENTERTAINMENT B.V. (e.g. App) and protected by copyright laws. You may only use the software for your own personal, recreational uses in accordance with all rules, terms and conditions we have established and in accordance with all applicable laws, rules and regulations. You hereby agree to abide by the terms of use as attached to the End User License Agreement.

5.1.13. Bets placed on our website should be placed in the same manner as played in any other setting. This means that customers should be courteous to each other and avoid rude or obscene comments.

5.1.14. Customers are strictly prohibited from utilizing ROYAL ENTERTAINMENT B.V. and its systems to facilitate any type of illegal money transfer system.

You will not use the Website for any unlawful or fraudulent activity or prohibited transaction (including money laundering) under the laws of any jurisdiction that applies to you. If ROYAL ENTERTAINMENT B.V. has suspicion that You may be engaging in or have engaged in fraudulent, unlawful or improper activity, including, without limitation, money laundering activities, or conduct otherwise in violation of these T&C's, Your access to the Website will be terminated immediately and/or Your account blocked. If your account is terminated or blocked in such circumstances ROYAL ENTERTAINMENT B.V. is under no obligation to refund any funds that may be in your account. In addition ROYAL ENTERTAINMENT B.V. shall be entitled to inform relevant authorities, other online service providers and banks, credit card companies, electronic payment providers or other financial institutions of your identity and of any suspected unlawful, fraudulent or improper activity and you will cooperate fully with ROYAL ENTERTAINMENT B.V. to investigate any such activity.

6. Responsible Gaming

- 6.1. You may at your discretion choose to exclude yourself from placing any bets on our website. In order to block your access you need to send an email to the email address support@zz-poker.com indicating the subject "self-exclusion". You can also send us these information via fax or fill out the form on the website.
- 6.2. When setting up your user account you may also choose to impose a ceiling on the maximum stake you may make in relation to a Bet. Should you exceed the maximum stake at any time, then your user account will automatically be blocked.
- 6.3. Should you decide for self-exclusion in the manners contemplated above then you will not be able to reverse this position for at least 7 days, after which you will be able to send an email to the same email address in order to re-activate your user account.
- 6.4. A customer who has set a limit as above in (6.1) and (6.2) may change or revoke the limit in the user account settings. Increasing or revoking a limit has effect 7 days after www.zz-poker.com has registered the change. Decreasing a limit has effect immediately after the operator has registered the change. ROYAL ENTERTAINMENT B.V. shall not accept a wager from a customer contrary to a limit or exclusion set by the account holder as above.
- 6.5 Be honest with yourself. If you have difficulties following the above basic rules (even in individual points) we suggest you seek professional help. There are lots of independent organisations that offer help to compulsive gamblers. Further information regarding this can be found at <http://www.gamblingtherapy.org.uk/>

7. Sports Bets

- 7.1. A bet can only be placed by a registered customer.
- 7.2. A bet can only be placed via the website.
- 7.3. A bet can only be placed by a customer, who has sufficient funds in his/her account.
- 7.4. The bet, once concluded, will be subject to the version of Terms and Conditions valid at the time of the bet being accepted.
- 7.5. A bet has been placed as soon as the customer receives a confirmation of acceptance for betting offer from ROYAL ENTERTAINMENT B.V. When several bets are placed by a customer, the bets will be processed in the order they are received by ROYAL ENTERTAINMENT B.V.
- 7.6. The customer agrees that at the time he/she placed a bet(s), he/she had no knowledge as to the outcome of the respective event(s). A customer is not allowed to bet on events where he/she is directly involved or has access to insider information. Where there is suspicion of a violation of this rule, ROYAL ENTERTAINMENT B.V. retains the right to void the bet and to refuse the winnings. ROYAL ENTERTAINMENT B.V. also retains the right to take any further action to protect its legitimate interests and to comply with local and international laws and regulations. Any suspicious activities may also be submitted to various monitoring agencies that are set up to protect and uphold the integrity of sports.
- 7.7. ROYAL ENTERTAINMENT B.V. retains the right to decline any bet without providing any reason.

- 7.8. The minimum stake per bet is EUR 1,00.
- 7.9. The list of all bets, their status and further details is available to the customer on the website.
- 7.10. ROYAL ENTERTAINMENT B.V. retains the right to declare all bets on an event/s invalid if they emanate from a group of users who appear to have had knowledge of the outcome of such event/s, e.g. manipulated sporting events.
- 7.11. Any individual or group of individuals deemed to be working as a team (syndicate), who manipulate promotions or any other offer will have their account closed immediately. Moreover, the transactions (bets) will not be evaluated as bets and are therefore not relevant.
- 7.12. When a bet is declared invalid or void, it will be calculated at odds of 1,00. The stake will be refunded to the customer. In the case of combination bets, the invalid result will not be included in the calculation of the (total) odds.
- 7.13. Any bet placed after the start of an event is invalid, and such bet will be calculated at odds of 1, 00. The only exception to this rule are bets placed on Live Betting events (i.e. in-running betting).
- 7.14. Should ROYAL ENTERTAINMENT B.V. decide to close a user's account for any reason, bets which have already been placed and accepted within the general terms and conditions and sports rules will not be voided, and the user will be paid any winnings. Should security questions arise in relation to an account, ROYAL ENTERTAINMENT B.V. reserves the right to void such transactions (bets) within the legal and regulatory scope.
- 7.15. ROYAL ENTERTAINMENT B.V. manages users' accounts and calculates available funds, pending funds, betting funds, as well as the amount of the winnings. Unless proven otherwise, these amounts are considered as final and are not subject to dispute.
- 7.16. By confirming a bet, a customer confirms his/her willful intention to conclude such a transaction. On confirmation, the transaction is deemed to be completed and as such, nonreversible, without prejudice to any clause in the Terms and Conditions that may provide to the contrary.
- 7.17. Payouts on bets with fixed odds are calculated by the multiplication of the original stake by the predetermined decimal odds. The result of this calculation includes the original stake amount, which is returned for all real money bets (i.e. not including bets placed from the free bet sports balance).
- 7.18. Winnings will be paid into the user's account after the final result is confirmed. Any later amendment to the result, e.g. disciplinary procedures (doping) or intervention by ruling bodies which lead to a post-event modification of the result, will not be taken into account for the purpose of determining the outcome of a bet. However, ROYAL ENTERTAINMENT B.V. reserves the right to set aside any winnings, should there be investigations into an event as a result of a suspicion of criminal activities that may have affected the result of the event. If any irregularity is confirmed, ROYAL ENTERTAINMENT B.V. retains the right to cancel any related bets.
- 7.19. When an event is cancelled or abandoned and no final result is declared within 24 hours, all bets on the event will be declared void.
- 7.20. In the case of multiple bets (e.g. doubles, trebles, 4-folds, etc.) placed in the form of a combination of multiples through the bet slip (e.g. 3 X Doubles, 2 X Trebles), all bets submitted through this combination will be settled once the final event in the combination has been settled. For example, should you select three markets in your bet slip and place the maximum combination of three Doubles, the three Doubles will not be settled until the final market has been settled.
- 7.21. ROYAL ENTERTAINMENT B.V. retains the right to lock accounts and to cancel all bets placed from accounts that have opened multiple accounts for the purpose of placing bets from different accounts. The stakes on these bets will be refunded to the customer but not the winnings.
- 7.22. Customers may apply for higher bet limits. The limits can be increased upon a written agreement. Please contact our support team to initiate this process.
- 7.23. The maximum winnings of EUR 25.000,00 per day a bet is accepted on the basis that it is the investment of one customer only and that the possible payout amount is the maximum amount that can be won by a customer in one day's betting (regardless of stake).
- 7.24. Where bets have been placed on different days, the maximum amount that can be won in one day's betting is determined by the day on which the final event on each bet is settled, rather than the day on which each individual bet is placed.

7.25. ROYAL ENTERTAINMENT B.V. retains the right to reduce the limits on any event at any time.

7.26. ROYAL ENTERTAINMENT B.V. is not liable for input or transmission errors. ROYAL ENTERTAINMENT B.V. reserves the right to correct obvious errors in particular regarding the input of betting odds e.g. wrong odds, results, teams etc.

7.27. ROYAL ENTERTAINMENT B.V. is not liable for correctness or completeness of information provided. ROYAL ENTERTAINMENT B.V. is not liable for the accuracy of live scores, statistics and intermediate results in live betting.

8. Betting Software Error

8.1. If betting software errors or malfunction occur, caused by ROYAL ENTERTAINMENT B.V. on their own systems or the systems ROYAL ENTERTAINMENT B.V. makes available to other providers, all matches and events effected will be declared void. The customer is entitled to a full refund of the betting stake. ROYAL ENTERTAINMENT B.V. is not liable for these software malfunctions.

8.2. Every customer who has discovered a malfunction in the gaming and betting software is obliged to immediately contact ROYAL ENTERTAINMENT B.V. via email: support@zz-poker.com

8.3. In the case of misuse or a malfunction caused by a customer, ROYAL ENTERTAINMENT B.V. reserves the right to block the user account, freeze the balance and withhold and / or cancel payments of all outstanding winnings that are directly or indirectly a result from the misuse. If the account does not have sufficient coverage for, ROYAL ENTERTAINMENT B.V. reserves the right to reclaim wrongly paid out winnings. Until full and final repayment of the amount is the customer concerned a debtor of ROYAL ENTERTAINMENT B.V.

8.4. Furthermore ROYAL ENTERTAINMENT B.V. does not assume any guarantee that the information services provided, such as Result notifications by e-mail and other content, are correct, made available and up-to-date. Also, live scores, stats as well as intermediate results of live betting are provided without guarantee.

8.5. ROYAL ENTERTAINMENT B.V. reserves the right to make retrospective corrections or to declare a bet invalid, if the bet was won due to a technical problem, given that the company can prove this problem by offering technical records. The stake will be refunded to the costumers account. ROYAL ENTERTAINMENT B.V. reserves the right to make costumers liable for all resulting damages, if he/she knowingly sustained benefits of technical and administrative errors.

9. Bet Cancellation

9.1. A bet can be declared as void or “invalid” (e.g. cancelation of the match) and in this case it will be evaluated with 1, 00 odd.

9.2. Combination bets are valid, even if a match or event has been declared invalid.

9.3. ROYAL ENTERTAINMENT B.V. reserves the right to cancel a bet partially or completely when it is obvious that one of the following occasions has occurred:

a) The bet was offered, placed and/or accepted due to an error;

b) The bet has been placed, while there were technical problems with the betting software / website template, and the bet would not have been accepted under normal circumstances;

c) A result has been directly or indirectly affected by a criminal offense;

d) A public announcement regarding the bet was made, which changed the odds essentially

9.4. A combination bet may never contain two or more events whose results may be related (e.g. Argentina will win the World Cup and Messi will be the top scorer of the World Cup). Although ROYAL ENTERTAINMENT B.V. undertakes all necessary measures to prevent such opportunities, ROYAL

ENTERTAINMENT B.V. reserves the right to cancel combination bets that contain correlated results.

9.5. Furthermore, all bets placed (and/or adopted) under the following conditions will be declared invalid:

9.5.1. Pre-match Betting

- a) The bet is placed after the start of the event;
- b) The bet was closed after a related event already was taking place, which has changed the wagering directly and undisputed.

9.5.2. Live Betting

- a) The bet was due to a delay or failed broadcast completed at the wrong price;
- b) Betting on events that have already occurred, betting on completed or ongoing events that have major influence on the result (such as total goals or next goal during a penalty shoot);
- c) Bets with odds which were displayed with the wrong score.

10. Privacy Policy

10.1. You hereby acknowledge and accept that ROYAL ENTERTAINMENT B.V. has the right to collect your personal data in order to allow you access and use of the Website and in order to allow you to place bets.

10.2. ROYAL ENTERTAINMENT B.V. hereby acknowledges that in collecting your personal details as stated in the previous provision, we are bound by the Data Protection Act, Chapter 440 of the Laws of Curaçao. ROYAL ENTERTAINMENT B.V. will protect your personal information and respect your privacy in accordance with best business practices and applicable laws.

10.3. ROYAL ENTERTAINMENT B.V. will only use your personal data to allow you to participate in the sports betting and to carry out operations relevant to your participation in the sports betting.

10.4. Your personal data will not be disclosed to third parties, unless such disclosure is necessary for processing your requests in relation to your participation in the sports betting or unless it is required by law. You hereby consent to such disclosures.

10.5. You have the right to access your personal data held by ROYAL ENTERTAINMENT B.V. .

10.6. In order to provide you with an efficient service, ROYAL ENTERTAINMENT B.V. may require to transfer your personal data from one country to another on world-wide basis. You hereby consent to such disclosures.

10.7. When processing of your betting account and associated transactions, ROYAL ENTERTAINMENT B.V. may have recourse to credit rating agencies, fraud detection agencies, anti-money laundering agencies. You hereby consent to such disclosures.

10.8. In order to make your visit to the Websites more user-friendly, to keep track of visits to the Websites and to improve the service, ROYAL ENTERTAINMENT B.V. collects a small piece of information sent from your browser, called a cookie. You can, if you wish, turn off the collection of cookies (please refer to your browser instructions as to how to do this). You must note, however, that turning off cookies may restrict your use of the Websites.

10.9. We may also inform you of changes, new services and promotions we think that you may find interesting. If you do not wish to receive direct marketing data you may opt out of such service (please refer to your browser instructions as to how to do this).

11. Setting up Limits

11.1. You can choose to set up daily, weekly or monthly personal limits. By default a Customer is limited to €50 per bet.

11.2. To change personal limits the customer has to contact the customer service. You have the option to apply the following restrictions (limits) to your user account:

- a) Restriction of monetary amounts that may be used during specified period on your account.
- b) Restriction of losses that may be made during a certain time on your user account.
- c) Restriction on the amount that may be bet during a single session on our website.

12. Complaints

12.1. If you have a complaint If you have a complaint, please contact ROYAL ENTERTAINMENT B.V. :

12.1.1. Via the Customer Support email on support@zz-poker.com

12.1.2. ROYAL ENTERTAINMENT B.V. will use best efforts to resolve a reported matter promptly.

13. Software Protection

13.1. The Website and the computer software are provided “as is”. We make no warranty or representation, whether express or implied, in relation to the satisfactory quality, fitness for purpose, completeness or accuracy of the Website or the computer software.

13.2. We shall not be liable for computer malfunctions, failure of telecommunications service or Internet connections nor attempts by you to participate in placing bets by methods, means or ways not intended by us.

13.3. We cannot guarantee that the Service will never be faulty but we will correct reported faults as soon as we reasonably can. If a fault occurs you should report the fault by email or in writing to the Customer Support.

13.4. Although we shall take all reasonable measures to ensure that the computer software and files are free from computer viruses we cannot and do not guarantee that the computer software and files are free of such problems. It is your responsibility to protect your systems and have in place the ability to reinstall any data or programs lost due to a virus.

13.5. We may temporarily suspend the whole or any part of the Website for any reason at our sole discretion. We may, but shall not be obliged to, give you as much notice as is reasonably practicable in case of such suspension. We will restore the Website, as soon as is reasonably practicable, after temporary suspension.

13.6. In the event of a Website system malfunction all bets are void. In particular, this includes betting events and bets that have been removed from the system due to a failure or had to be removed because of the failure-related errors. This also applies retroactively upon completion of the bet or after completion of the betting event, if the system-related fault and their failure effects have become known until then.

14. Limitation of Liability

14.1. You enter the Website and participate in the betting at your own risk. The Websites and the bets are provided without any warranty whatsoever, whether express or implied.

14.2. Without prejudice to the generality of the preceding provision, ROYAL ENTERTAINMENT B.V. , its directors, employees, partners, service providers: for their purpose; do not warrant that the software and Website are free from errors; do not warrant that the Websites and / or matches will be accessible without interruptions; shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to your use of the Websites or your participation in the betting.

14.3. You hereby agree to fully indemnify and hold harmless ROYAL ENTERTAINMENT B.V. , its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to your use of the Website or participation in the betting.

15. Breaches, Penalties and Termination

15.1. If you breach any provision of these T&C or ROYAL ENTERTAINMENT B.V. has a reasonable ground to suspect that you have breached them, ROYAL ENTERTAINMENT B.V. reserves the right not to open, suspend, close your user account, withhold payment of your winnings and apply such funds on account of any damages due to customers.

15.2. You acknowledge that ROYAL ENTERTAINMENT B.V. shall be the final decision maker of whether you have violated ROYAL ENTERTAINMENT B.V. 'S rules, terms or conditions in a manner that results in your suspension or permanent barring from participation in our site.

16. Severability

16.1. If any provisions of these T&C C is held to be illegal or unenforceable, such provision shall be severed form these T&C and all other provisions shall remain in force unaffected by such severance.

17. Assignment

17.1. ROYAL ENTERTAINMENT B.V. reserves the right to change this terms and conditions and to bring into accord with the current laws in effect. Therefore, these Terms and Conditions are no claims against ROYAL ENTERTAINMENT B.V. from a practice based on these amendments.

18. Applicable Law and Jurisdiction

18.1. These T&C are governed by the Laws of Curaçao and the parties submit to the jurisdiction of the Curaçao courts.

19. Payment Gateway

19.1. In order to deposit funds into the account, customers can use one of the payment methods that are available on the website of ROYAL ENTERTAINMENT B.V. These payment methods are subject to regular updating. The payment methods that are available to customers of ROYAL ENTERTAINMENT B.V. available include:

– Credit cards (Visa and MasterCard)

19.2. To prevent fraud or duplication of customer accounts, each customer must select a single payment method during the registration on the website of ROYAL ENTERTAINMENT B.V. . The chosen method will be only payment method that enables access to

Problem Gambling

Problem gambling (or ludomania, but usually referred to as “gambling addiction” or “compulsive gambling”) is an urge to gamble continuously despite harmful negative consequences or a desire to stop. Problem gambling is often defined by whether harm is experienced by the gambler or others, rather than by the gambler’s behaviour. Severe problem gambling may be diagnosed as clinical pathological gambling if the gambler meets certain criteria. Pathological gambling is a common disorder that is associated with both social and family costs.

Gambling addiction signs and symptoms

Gambling addiction is sometimes referred to as a “hidden illness” because there are no obvious physical signs or symptoms like there are in drug or alcohol addiction. Problem gamblers also typically deny or minimize the problem—even to themselves. However, you may have a gambling problem if you:

Feel the need to be secretive about your gambling. You might gamble in secret or lie about how much you gamble, feeling others won’t understand or that you will surprise them with a big win.

Have trouble controlling your gambling. Once you start gambling, can you walk away? Or are you compelled to gamble until you've spent your last dollar, upping your bets in a bid to win lost money back?

Gamble even when you don't have the money. You may gamble until you've spent your last dollar, and then move on to money you don't have—money to pay bills, credit cards, or things for your children. You may feel pushed to borrow, sell, or even steal things for gambling money.

Have family and friends worried about you. Denial keeps problem gambling going. If friends and family are worried, listen to them carefully. It's not a sign of weakness to ask for help. Many older gamblers are reluctant to reach out to their adult children if they've gambled away their inheritance, but it's never too late to make changes for the better.

Self-help for gambling problems

The biggest step to overcoming a gambling addiction is realizing that you have a problem. It takes tremendous strength and courage to own up to this, especially if you have lost a lot of money and strained or broken relationships along the way. Don't despair, and don't try to go it alone. Many others have been in your shoes and have been able to break the habit and rebuild their lives. You can, too.

Learn to relieve unpleasant feelings in healthier ways. Do you gamble when you're lonely or bored? Or after a stressful day at work or following an argument with your spouse? Gambling may be a way to self-soothe unpleasant emotions, unwind, or socialize. But there are healthier and more effective ways of managing your moods and relieving boredom, such as exercising, spending time with friends who don't gamble, taking up new hobbies, or practicing relaxation techniques.

Strengthen your support network. It's tough to battle any addiction without support, so reach out to friends and family. If your support network is limited, there are ways to make new friends without relying on visiting casinos or gambling online. Try reaching out to colleagues at work, joining a sports team or book club, enrolling in an education class, or volunteering for a good cause.

Join a peer support group. Gamblers Anonymous, for example, is a twelve-step recovery program patterned after Alcoholics Anonymous. A key part of the program is finding a sponsor, a former gambler who has experience remaining free from addiction and can provide you invaluable guidance and support.

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