

# Terms & Conditions

## 1. GENERAL

1.1 Please read these Terms and Conditions carefully before using our website. By opening a Player Account with casinonight.com, You ("You", "Player", "User") agree to abide with these Terms and Conditions, including payment processing and gaming.

1.2 The website casinonight.com ("Casino", "Website", "Company", "We", "Us", "Our") is owned and operated by Thelxia Holdings Ltd with registration number 000041071, a company based in 123 Barrack Road, Belize City, Belize District, Belize. Casino Night is operated by Tideva Ltd. Acting as a merchant of Record, Tideva Ltd, is a company incorporated under the laws of Cyprus with registration number HE426567, and registered at Griva Digeni, 81, Marinos Court, 3rd floor, Flat 301, Larnaca 6043, Cyprus.

1.3 It is the Player's sole responsibility to inquire and be fully informed about the legality of online gambling within the country or territory from which they are playing.

1.4 In case of dispute over payments, the laws of Belize prevail.

1.5 These Terms will be governed and construed in accordance with the laws of Belize, and you agree to submit to the exclusive (sole) jurisdiction of the Belize courts in the event of any legal dispute (including claims for damages and counterclaims) arising in connection with the creation, legality, result, interpretation, or legal relationships created by the Terms.

## 2. CHANGES TO TERMS AND CONDITIONS

2.1 Casino management maintains the right to amend or update these Terms and Conditions for business, customer service, legal, or regulatory reasons.

2.2 Players will be notified by email of significant changes to the Terms and Conditions.

2.3 All changes to the Terms and Conditions will be published on the website. Published changes to the Terms and Conditions are effective immediately, so we recommend that all Players revisit this page frequently for updates.

2.4 Should You not wish to accept the Terms, you will be able to close Your account by following the steps set out in clause 24 below and You should immediately cease using our Website and the Services.

2.5 We reserve the right to change, revise, or withdraw our Services, or any portion of them (including any promotions), at any time and at our sole discretion, including but not limited to the values, features, specifications, capabilities, functions, and/or other aspects of the website, games, and/or Services.

2.6 We may, at our sole discretion, remove You from marketing distribution lists so that You do not receive any future offers or promotions from us, in which case You will and are no longer eligible to qualify for any of our promotions. If You have already met the qualifying criteria for any promotion about which You have already been notified, You may be entitled to participate in that promotion subject to the relevant promotional terms and conditions.

### 3. WHO CAN PLAY

3.1 The Player must confirm that they are aware of the current gambling laws and regulations in their country before placing any wagers on the website. The Casino only takes players from those nations and areas where it is legal to gamble online.

3.2 The Player may only register and play at The Casino if they are of legal age (the minimum age is 18) for online gambling in their jurisdiction.

3.3 It is completely and solely the Player's responsibility to enquire and ensure that You, the Player, do not breach laws applicable to You by participating in the games. Depositing real funds and playing for real money is subject to the laws of Your country, and It is Your sole responsibility to abide by the regulations of Your local jurisdiction.

3.4 Players who do not satisfy the minimum age criteria will have their accounts suspended; the Company maintains the right to request documents from the Player to verify their age.

3.5 People residing in specific areas or jurisdictions may not be allowed to access the Website, create an account, or utilise the Services in any other way, at our sole and absolute discretion.

3.6 Australia, Austria, Comoros, France, Germany, Netherlands, Spain, United Kingdom, USA, Belize, all FATF Blacklisted countries, Sanctioned countries and/or any other jurisdictions deemed excluded by the Anjouan Offshore Financial Authority are among the countries and territories from which users are prohibited from making deposits and participating in real money games. The Casino is unable to ensure that withdrawal requests or refunds will be processed successfully if a player violates this restriction.

3.7 We utilize technology to block users from entering the Website, creating an account, and/or using the Services in any other way if they are in the Restricted Territories.

### 4. AVAILABILITY OF GAMES

4.1 Depending on each game provider's current policies, some games might not be available in Your jurisdiction.

4.2 Please be advised that it is totally forbidden to use a VPN to get around a game provider's block; doing so could result in the closure of your account.

4.3 NetEnt games are unavailable for the following countries: Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, Ecuador, Ethiopia, France, Ghana, Guyana, Hong Kong, Italy, Iran, Iraq, Israel, Kuwait, Latvia, Lithuania, Mexico, Namibia, Nicaragua, North Korea, Pakistan, Panama, Philippines, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Sudan, Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, United Kingdom, United States of America, Yemen, Zimbabwe.

In addition to the above, Street Fighter Video Slot is not available for the following countries: Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island, Colombia, Costa Rica, Cuba, Curacao, Dominica, Dominican Republic, El Salvador, Greenland, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Martinique, Mexico, Montserrat, Navassa Island, Paraguay, Peru, Puerto Rico, Saba, Saint Barthelemy, Saint Eustatius, Saint Kitts and Nevis, Saint Lucia, Saint Maarten, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, South Korea, Suriname, Turks and Caicos Islands, United States of America, Uruguay, US Virgin Islands, Venezuela.

Fashion TV Video Slot is not available in the following countries: Cuba, Jordan, Turkey, and Saudi Arabia. Planet of the Apes Video Slot is not available in the following territories: Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Turkey, and Ukraine.

Vikings Video Slot is not available in the additional jurisdictions: Azerbaijan, Cambodia, Canada, China, France, India, Indonesia, Laos, Malaysia, Myanmar, Papua New Guinea, Qatar, Russia, South Korea, Thailand, Turkey, Ukraine, United States of America.

Narcos Video Slot is not available in the following territories: Indonesia, and South Korea.

Additionally, Universal Monsters (Dracula, Creature from the Black Lagoon, Phantoms Curse, and The Invisible Man), are only available in the following territories: Andorra, Austria, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Cyprus, Finland, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Liechtenstein, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Russia, San Marino, Serbia, Slovakia, Slovenia, Turkey, and Ukraine.

4.4 Players from the following countries are not eligible to win any jackpots from jackpot games offered by NetEnt (such as but not limited to Mega Fortune): Australia, Azerbaijan, China, Denmark, India, Israel, Italy, Japan, Malaysia, Qatar, Russia, Spain, Thailand, Tunisia, Turkey, United Arab Emirates, Ukraine. The Casino will make reasonable efforts to prevent Players from the countries from reaching the games, but if a Player from any of the stated countries wins a jackpot, the jackpot winnings will be annulled.

## 5. PLACING BETS AND THE FAIRNESS OF GAMES

5.1. You may only bet up to the lesser of

- the amount held in Your account,
- any limits set in the Game Rules.

5.2. Under no circumstances will We be held accountable or liable to You if You play a game without fully understanding the Game Rules and/or how the game is played.

5.3. You agree that using our services entails accepting full responsibility for any losses You may incur, that using the services is at Your sole option, discretion, and risk, and that You will have no legal claims against us, the group of companies of which we are a part, or any of their respective directors, officers, shareholders, or employees. You also confirm that You are fully aware of the risk of losing money when interacting with the services.

5.4. In order to guarantee fairness and accuracy of the games' random number generators (RNG) and return to player percentages (RTP), among other things, all games offered on our website are created by respectable third-party game developers and have undergone testing and certification by independent testing laboratories.

5.5. You understand and agree that we have no control over the functionality or technical operation of any games that are featured on the website. You also understand and agree that we will not be liable to you for any bugs, errors, or defects in any game that could cause it to deviate from the stated RNG and RTP norms.

5.6. You understand and agree that it is Your responsibility to make sure that You understand the Game Rules for any game that You wish to play and that You are comfortable with the possibility that a bet You place, if successful, may exceed the maximum payout, as per the relevant Game Rules. You understand that certain games may have maximum payouts, as detailed in the relevant Game Rules.

## 6. BONUSES AND PROMOTIONS

6.1 To view the terms and conditions for using bonuses, please click [here](#).

## 7. CUSTOMER SERVICE

7.1 Customer service is available daily through live chat or email.

7.2 Any inappropriate behaviour or abuse directed towards our workers may result in account suspensions or termination.

## 8. THE FIGHT AGAINST MONEY LAUNDERING AND THE FINANCING OF TERRORISM

8.1 Due diligence on all accounts is required by laws prohibiting money laundering and terrorist financing. Any information you provide to us for account verification or other purposes specified in our terms and conditions will be handled in accordance with our privacy and data protection policy and will not be used for any other purpose.

8.2 The Player hereby agrees and understands that we may use the information supplied for our duties for due diligence, for conducting open research, and for conducting investigations to confirm the accuracy of the information supplied to us.

8.3 The Player may keep using their account while we carry out our due diligence procedures. Withdrawals will not be allowed from this account until our verification process is finished.

8.4 In the event that we are unable to fulfil our due diligence obligations due to a lack of information from the Player or an inability to verify their identity, the account will be blocked and/or closed, and no further activity will be allowed. Any deposited funds that are still in the account at this point will be reimbursed, unless we are required by law to postpone or withhold payment of all or part of the Player's funds.

8.5 Any communication for the purpose of providing information/documentation shall not be regarded as final communication in this respect. The Player agrees to cooperate and supply additional information and/or supporting documents required for the fulfilment of our duties.

8.6 We shall not pay any prizes in the event that we discover or have reason to believe that the information supplied by the Player is materially untrue. Instead, we will terminate the registration and take any additional legal action that may be necessary.

## 9. ACCEPTED CURRENCIES

9.1 The Casino website accepts the following currencies: EUR, CAD

## 10. FEES AND TAXES

10.1 If any fees or taxes related to Your wins are imposed by the laws of the jurisdiction in which You reside, You are solely responsible for paying them.

## 11. GAME RULES

11.1 It is at Your discretion to acquaint yourself with the theoretical payout percentage of each game. By accepting these Terms and Conditions, you attest that You are aware of and understand the rules of the games offered on the website.

## 12. DISCLAIMER OF LIABILITIES

12.1 By accepting these Terms and Conditions You confirm Your awareness of the fact that gambling may lead to losing money. The Casino is not liable for any possible financial damage arising from Your use of the Website and Services.

12.2 The provision of the Services does not amount to an offer, solicitation, or invitation by us for the use of the Services in any jurisdiction where the use of the Services is illegal. In the event that You use the Services in violation of any applicable local, state, federal, provincial, or other laws, we will not be responsible to You for any consequences resulting from such use.

12.3 Any software or hardware flaws, erratic or lost Internet connections, or other technical problems that could restrict access to the website or interfere with continuous gameplay are not the responsibility of the casino.

12.4 The Casino reserves the right, in the improbable event that a wager is validated or a payment is made by us incorrectly, to either cancel all accepted wagers that contain such an error or to remedy the issue by resettling all the wagers within the correct bounds.

12.5 If, for any reason, we credit Your Player Account with winnings that do not belong to You, whether because of a technical problem, a mistake in the paytables, a human error, or something else entirely, the amount will remain our property and will be deducted from Your Player Account; you must notify Us of the error by email right away. If You have already withdrawn money that does not belong to You before us realising the error, the amount credited in error will constitute a debt owed by You to us, regardless of any other remedies or legal actions that may be available.

12.6 The Casino, its directors, employees, partners, and service providers:

- do not warrant that the software or the Website is/are fit for their purpose;
- do not warrant that the software and Website are free from errors;
- do not warrant that the Website and/or games 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 concerning Your use of the Website or Your participation in the games.

12.7 By using the Website or playing the Games, You agree to indemnify and hold harmless the Casino, its directors, employees, partners, and service providers from any and all costs, expenses, losses, damages, claims, and liabilities arising from Your use of the Website.

12.8 You understand that the Casino will have the last say in any disagreement regarding whether You have broken the Casino's terms and conditions in a way that warrants a suspension or permanent ban from using the Website going forward.

## 13. USE OF PLAYER ACCOUNT

13.1 It is necessary to register a player account in order to play games on Casino Night for real money.

13.2 Upon creating an account with us, you acknowledge, guarantee, and declare that:

- You are legally capable of entering into binding contracts, including these Terms and any interactions with the Services that might amount to, or create, a binding contract.
- You will not try to sell or in any way transfer, the benefit of Your account to any third party nor will You acquire or attempt to acquire an account that has been opened in the name of a third party.
- You are not prohibited for any reason from using the Services including, but not limited to, by way of a court order.
- You are not a PEP, HIO or PEP/HIO Related Person (all as defined below), and You will immediately inform us of any changes to Your status in this regard.
- You may not register, or maintain, an account with us if You are considered to be a politically exposed person ("PEP"), a head of an international organization ("HIO"), or a family member or close associate of a PEP or HIO ("PEP/HIO Related Person"); and You undertake to immediately notify us of any change to this status.

a PEP includes an individual holding the following offices or positions in or on behalf of any state:

- head of state or head of government,
- member of the executive council of government or member of a legislature,
- deputy minister or equivalent rank ambassador, attaché or counsellor of an ambassador,
- a military officer with a rank of general or above,
- a President of a state-owned company or a state-owned bank,
- head of a government agency,
- judge of a supreme court, constitutional court, or other courts of last resort, and
- leader or president of a political party represented in a legislature;

a HIO is a person who is, or was within the past five years, the primary person responsible for leading an international organization or institution, and the international organization or institution that they are, or were, the head of is either:

- an international organization established by the government of any state; or
- an institution established by an international organization established by the government of any state
- a family member of a PEP or HIO includes:
  - their spouse or common-law partner, or ex-spouse or former common-law partner,
  - their biological or adoptive child(ren),
  - their mother(s) or father(s),
  - the mother(s) or father(s) of their spouse or common-law partner (mother-in-law or father-in-law),
  - their siblings;

a close associate of a PEP or HIO includes persons who:

- are business partners of, or who beneficially own or control a business with a PEP or HIO,
- are in a romantic relationship with a PEP or HIO;
- are involved in financial transactions with a PEP or HIO,
- serve as a member of the same board as a PEP or HIO,
- carry out charitable works closely with a PEP or HIO, and
- are jointly listed on a policy of insurance where one of the holders may be a PEP or HIO

13.3 InTopen an account, the Player will be invited to complete a registration form and provide the following personal information: a "Username", a "password", "Name", "surname", "email", "Phone number", "country", "home address", "gender", "date of birth" and "currency"; and You will inform us of any subsequent changes to this information.

13.4 The name that the player enters while registering for an account must correspond to their legal name and identification.

13.5 It is recommended that the player construct a strong password that is at least the minimum required amount of characters, contains capital and lowercase letters, alphabetic characters, special characters, and numbers, and is kept private.

13.6 There is only one (1) personal account that each Player may create per household address, email address, phone number, IP, payment method, linked e-wallet accounts, mobile device, shared computer, and/or application download instance. We will not be required to circumvent or lift these restrictions, though we may, on an individual basis, consider any reasonable request to do so.

13.7 We strongly advise Players to contact our support service ([support@casinonight.com](mailto:support@casinonight.com)) before registering numerous accounts if multiple Players want to play in our casino from the same home or shared computer network (dormitories, fraternities, etc.) in order to prevent needless security procedures.

13.8 We may restrict, suspend, and/or permanently close any and all such accounts and impose an administration charge for handling the same. If our security system discovers that information is identical on numerous accounts, it will be flagged as "multi-accounts" or "Duplicate Accounts."

13.9 The Player agrees to prevent any third party, including but not limited to children, from accessing their Player Account or from using the Website.



13.10 For increased security, we advise Users to log out of their accounts at the conclusion of each gaming session.

13.11 The Casino retains the right to reclaim any returns, winnings, or bonuses that the Player may have accumulated during the period that the Duplicate Account was active, and Players agree to return to us any such funds that have been removed from the Duplicate Account upon request.

13.12 The Casino also retains the right to forbid the use of any pseudonyms and/or avatars that it deems inappropriate, including those that are political, racist, pornographic, hateful, violent, or that support terrorism, drugs, and/or weapons.

13.13 The Website may only be used for personal use; no commercial gain of any kind may be made from it.

13.14 You are responsible for maintaining Your account and keeping Your information accurate. If You don't, we might not be able to provide You with some of the Services, like processing your withdrawal and/or deposit requests quickly or at all. You can update Your information at any time by sending an email to [support@casinonight.com](mailto:support@casinonight.com), our customer service team.

13.15 We reserve the right to contact the number you gave when creating your user account, which may be required as part of the KYC process depending on our judgement.

13.16. No withdrawal requests will be handled until the account is fully verified. We will attempt to get in touch with you regarding the account verification, but if we do not hear from you (by phone or email) within 30 days, the withdrawal request will be cancelled, and the money will be returned to your cash balance.

## 14. ANTI-FRAUD POLICY

14.1 The Company has a strict anti-fraud policy. If the Player is suspected of fraudulent actions including, but not limited to:

- Participating in any type of collusion with other Players
- Development of strategies aimed at gaining winnings unfairly
- Fraudulent actions against other online casinos or payment providers
- Chargeback transactions with a credit card or denial of some payments made
- Creating two or more accounts

Other forms of cheating or going bankrupt in the player's home country give the casino the right, at its sole discretion, to cancel the player's account and stop making any payouts; the player will not be notified or given an explanation for these actions. The casino also has the right to report the player's fraudulent activities to the appropriate regulatory bodies.

14.2 Any player who intentionally attempts to take advantage of casino welcome offers or other promotions may have their bonuses forfeited and their bonus wins confiscated. Casino Night has zero

tolerance for advantage play and fraudulent behaviour. Examples of fraudulent behaviour include (but are not limited to):

- Use of stolen cards;
- Chargebacks;
- Creating more than one account to get an advantage from casino promotions;
- Providing incorrect registration data;
- Providing forged documents;
- Any other actions which may damage the Casino.

14.3 Casino Night does not tolerate advantage play or fraudulent behaviour, which includes (but is not limited to) the following: any player who knowingly tries to take advantage of casino welcome offers or other promotions may have their bonuses forfeited and their bonus wins confiscated.

14.4 Documents (ID, payment methods, utility bills, etc.) in Latin or Cyrillic alphabet are required by casino management to validate a player's account. Should a player be unable to provide documents in the aforementioned alphabet, the casino reserves the right to require video verification in which the player presents the necessary documentation.

14.5 Criminal charges will be brought against any User or any other person(s) who has(have) manipulated the casino system or attempted to do so. The Casino reserves the right to terminate and/or change any games or events being offered on the Website. The Casino reserves the right to retain payments if suspicion or evidence of manipulation of the casino system exists.

14.6 If You discover any potential errors or incompleteness in the software, You undertake not to exploit them. In addition, You promise to notify the Casino of any errors or incompleteness right away. If You do not fulfil these responsibilities, the Casino will be entitled to full reimbursement for all expenses associated with the error or incompleteness, including any associated costs and the failure to notify.

14.7 You should not consider the casino to be a financial institution; no interest will be paid on your account, and no conversion or exchange services (such as fiat-to-crypto exchange) will be provided at any point.

## 15. ACCOUNT VERIFICATION

15.1 All accounts must be verified for age verification, fraud prevention, withdrawal processing, promotional restrictions, account closures, etc.

15.2 By accepting these Terms and/or registering to use the Website, You acknowledge and agree that We are entitled to conduct any necessary identification, credit, fraud, and other verification checks. You also agree that You will provide Us with all information that We require in connection with verification checks.

15.3 Any withdrawal request requires prior account verification. The required documents are as follows:

- A valid personal identification document (passport, driving license or national identity card).
- Proof of address of fewer than 3 months in PDF format on which the full name and address of the Player are mentioned. Bank account statements, payslips, water, gas, and electricity bills, as well as landline/internet bills, are considered proof of address (non-exhaustive list).
- Any official document from the User's banking institution on which the IBAN code and the BIC / SWIFT code appear.

15.4 We retain the right to temporarily suspend access to the games if the Player's account is not confirmed, and all accounts may be subject to verification regarding the Player's age, identity, method of payment, and compliance with our Terms of Use.

15.5 In order to verify your player account, it is necessary to go to your profile to upload your proof of address, a selfie and your identity card. In the event of a withdrawal request by bank transfer, an email will be sent to you allowing you to upload your bank details.

15.6 The Player promises to notify customer service of any changes to his account and to keep his account verified and up to date by supplying supporting documentation. The information on the papers submitted must match the information provided by the Player when creating Your account.

15.7 In order to ensure that the processing times are adhered to, the Player will take care to deliver a complete file together with genuine, readable documentation.

15.8 Assuring that the processing timeframes are met requires the Player to send an entire file along with authentic, legible documentation.

15.9 You expressly agree and consent to such transfers and processing. As part of the registration and verification process, we may transfer any information you supply to designated third parties in order to help with and finish any verification process.

## 16. RESPONSIBLE GAMING

16.1 The Player may establish a deposit cap at any time by determining the maximum amount of daily deposits. After the cap is reached, the Player will not be able to make any more deposits until the cap is reset. It should be noted that deposits made during the period will be factored in when determining the cap.

16.2 Using the "Self-Exclusion" option from the Limits section, the Player may choose to restrict access to their account for a predetermined amount of time (24 hours, 7 days or 30 days). After this limit, the Player's active funds will be frozen, and no further transactions will be permitted on his account. The Player will be able to access their funds after the predetermined freeze period has passed.

16.3 The player's account will be subject to all restrictions and exclusions immediately upon confirmation of the settings in the Responsible Gaming tab.

16.4 Any request for account freezing and/or exclusion will only apply to the brand (casinonight.com) for which the player has made the request; other online casinos are not covered.

16.5 Our staff has no control over responsible gaming options; therefore, the player is the only one who can change or remove them. 16.5 Any increase or removal of the limit will take effect precisely one day after the player makes the request.

## 17. DATA PROTECTION

17.1 By using this warranty, we guarantee that we will implement the necessary organisational and technical safeguards to guarantee the security of our systems, and the accuracy of the data provided on our website.

17.2 By using Your username and password to access Your account, you promise to keep them private and not to disclose them to any other parties. We will not be held liable for any losses that may occur from the abuse of Your username or password or from any unauthorised access to Your account.

17.3 Should You believe that a third party may be accessing Your account You must immediately report the same to our customer support team at [support@casinonight.com](mailto:support@casinonight.com).

17.4 Everything that happens on Your account, including the security of any device(s) you use to access it, is entirely your responsibility.

17.5 The player hereby agrees that the licensee, or any other person, business, or association connected in any manner or otherwise engaged by the licensee to provide him with services as specified in these general conditions, will process the player's personal data in accordance with this website's privacy policy.

## 18. DEPOSITING

18.1 The Website provides a number of different ways to pay, including credit and debit cards from VISA and MasterCard and a number of other options.

18.2 We do not promise that any specific deposit and/or payment method will always be available to You. We reserve the right, at any time and at our sole discretion, to add, remove, amend, and/or change the deposit options that are available to You.

18.3 Contact our support team at [support@casinonight.com](mailto:support@casinonight.com) to inquire about the payment methods which are most favourable for Your country of residence.

18.4 The Company does not accept payments from third parties. You are only permitted to deposit money using bank accounts, credit cards, e-wallets, or other payment methods that are linked to Your name. Should we find during security checks that You have not complied with this requirement, Your winnings will be withheld and the original deposit will be given back to the original account holder. The Company is not liable for any money that you may lose from third party accounts.

18.5 By making a deposit, the player gives Casino Night permission to process different financial transactions using Electronic Service Providers (PSE) and/or third-party payment providers; as a result, the player agrees to be directly bound by the terms and conditions of those partners.

18.6 Kindly take note that the minimum deposit amount is 20€ or its equivalent. The maximum deposit amount is contingent upon the payment method you use, the limitations you set for yourself, or any other number as decided by us in our sole discretion.

18.7 The first and last names of the person whose Casino Night account it is, must match any deposit method used.

18.8 Please be aware that because of the nature of cryptocurrencies, deposits made using the Coin-sPaid payment method are not subject to deposit restrictions. If you would like to restrict your gaming at the casino, please utilise any other alternative that is accessible.

18.9 There are circumstances in which deposits and stakes made on the website may be reimbursed.

18.10 By selecting a deposit option, the Player agrees to all terms and expenses that might be imposed on him by a third party, including fees from his bank (conversion fees, foreign transaction fees, etc.). We will never be responsible to You for any transactional fees that a third party may charge You.

18.11 Once we and/or our agents, as applicable, actually receive the deposited money, they will be credited to Your account.

18.12 Since we are not a bank, money deposited into Your account will not accrue interest and will not be covered by any government agency or deposit security plans.

18.13 You agree to only deposit money that You intend to use to interact with and/or use the Services; otherwise, we reserve the right to suspend or close Your account and/or be obliged to report the matter to the appropriate authorities. We shall determine, at our sole and absolute discretion, that You have deposited money with no intention of using it to interact with and/or use the Services.

18.14 We may nullify any and all balances, bonuses, and winnings credited, accrued, or awarded to Your account that are related to a Failed Deposit if any deposit fails, is cancelled by You or a third party, and/or the funds are not received by us for any reason ("Failed Deposit").

## 19. WITHDRAWAL POLICY

19.1 The methods of withdrawal are connected to the deposit methods that were utilised for the previous deposits. In the event that a payment method makes it difficult for the payment to be processed, we reserve the right to select the withdrawal payment method.

19.2 The minimum amount for withdrawals depends on the method used. The minimum amount by credit card or bank transfer is €50. The minimum amount for a cryptocurrency withdrawal is €100.

19.3 If the requested amount exceeds the maximum amount allowed by a certain payment system, the money will be deducted in instalments; this depends on the payment method You employ.

19.4 The Casino may, at its sole discretion, refuse any withdrawal and terminate the Player Account if false information is provided; You will be notified via email. The Casino may also verify Your identity prior to processing payouts and hold any refund or withdrawal until Your identity is confirmed.

19.5 Please be aware that the Casino cannot guarantee that credit card payments will be processed successfully in every situation because credit card issuer banks have the right to refuse or block such transactions.

19.6 Due to currency conversions on the part of Your bank and/or the Casino's payment processing system, in the event that You transact in a currency other than euros, the amount deducted from Your credit card may be marginally higher than what is displayed at the time of transaction. This is because the Website's internal operating currency is euros.

19.7 All Bank Transfer payouts are processed within five to seven (5-7) banking days.

19.8 You understand that withdrawals made through bank transfers may, in certain circumstances, be subject to additional fees levied by the intermediate institutions. The Casino has no control over these fees.

19.9 The maximum withdrawal amount is €/\$5,000 per week and €/\$20,000 per month.

19.10 Exceptions may be made for Players with a higher VIP level, if any, at the Casino's sole discretion.

19.11 If You win more than €/\$20000, the Casino reserves the right to divide the payout into monthly instalments of a maximum €/\$20000 until the full amount is paid out.

19.12 All progressive jackpot wins will be paid in full.

19.13 As required by anti-money laundering legislation, a deposit needs to be wagered at least once before any portion of the balance can be withdrawn.

19.14 Withdrawal requests on non-refundable credit cards will be issued to an electronic wallet or by bank transfer; however, in exceptional circumstances, we reserve the right to pay the withdrawal by a

payout method of our choice, even if it is not the one originally requested, in order to prevent money laundering.

19.15 The player may cancel a withdrawal request at any moment before it has been completed.

19.16 Any active bonuses, including non-activated free spins, are cancelled upon submitting a withdrawal request.

19.17 It is always Your responsibility to:

- Make sure that all of the details pertaining to any payment methods that are connected to Your account are accurate and up to date. You also understand and consent to the possibility that Your requests for deposits and/or withdrawals will be denied if You do not do this.
- We will suspend Your account until You request otherwise. Please notify us if You suspect that any of the payment methods linked to Your account have been hacked, or if You have been the victim of any identified fraud that may impact upon such payment methods.
- You give us permission to act on Your behalf in instructing and correspondingly interacting with third-party financial institutions, commercial payments agents, and/or payment services providers (collectively, "Payments Facilitators") as needed in order to process deposits into and withdrawals from Your account in accordance with directions you provide on our website.
- You acknowledge and agree that any disputes or complaints You may have regarding the processing of Your payments, where directed by us to do so, will be directed by You to the relevant Payments Facilitator. To the extent that Payments Facilitators are used for processing payments, we will not be responsible for the acts or omissions of any Payments Facilitator before our receipt of funds in the case of a deposit and after initiating a transfer of funds in the case of a withdrawal.

## 20. REFUND POLICY

20.1 A customer's rights as a consumer under applicable consumer protection laws and regulations are in addition to the entitlement to a refund.

20.2 Player money are stored in bank accounts apart from the Company's business accounts; all monies deposited by Players are retained in the Player account.

20.3 If a player claims that someone else accessed their player account, they may request a refund, but only if they do so within the first twenty-four (24) hours following the purported transaction or within thirty (30) calendar days.

20.4 If You used a credit card to fund Your account, we will only grant withdrawals up to the total amount deposited as a refund for the items You purchased. If You request more than the total amount deposited, the difference will be sent to You through one of our other available options.

20.5 All bonuses and winnings in Your balance will be subtracted before determining the amount that will be reimbursed before the refund is completed.

20.6 We will initiate refunds for all such transactions back to the credit card and notify all relevant authorities and parties in the event that any Credit Card purchases are deemed to carry an unacceptable risk for security or legal reasons, either by our Payment processors or the Casino.

20.7 The Player is responsible for any and all charges that may arise during the refund procedure.

20.8 Refunds are only available if the player made a deposit but did not use any associated bonuses or free spins or place any bets with that money.

20.9 The Player will be notified of the grounds for the request's denial if it is denied.

20.10 The Player should email customer support if they are still not happy, and a manager will get in touch with them to sort things out.

## 21. DORMANT ACCOUNTS

21.1 If Your Player Account is deemed inactive, the Casino reserves the right to charge a monthly administrative fee of €10 or the equivalent in another currency (or the current balance of Your account, if less) for the duration that the balance of Your account remains positive. An inactive (dormant) account is a Player Account that has not been logged in for twelve (12) consecutive months.

21.2 If the account balance is zero or the account is reactivated, the Casino will stop deducting the fee. You authorise the Casino to debit this fee from Your Player Account at the beginning of the month that follows the day on which Your account is deemed inactive, and at the beginning of every subsequent month that Your account remains inactive.

21.3 In the event that a player's account has been blocked or excluded, they will need to get in touch with customer service in order to get the money that has been dormant on their inactive account back. To accomplish this, players can go into their personal accounts and request a withdrawal.

21.4 If your account is about to become inactive, we will try to let you know. We will also provide you at least 30 days' notice before charging you for any inactive account fees.

## 22. Copyrights and IP

We grant you no express or implied rights in relation to any website content, including but not limited to copyright, patents, designs (registered or unregistered), trademarks, service marks, source codes, specifications, templates, graphics, logos, or any other right subsisting anywhere in the world with respect to websites, content, databases, formats, interfaces, programming, the provision of services to other customers, software, or any application for any of the aforementioned, and any modification,



improvements, developments, and enhancements thereof. Unless we have expressly stated otherwise, we own all intellectual property rights related to or exploited during the provision of the Services to You, and all content on the Website.

22.1 Any content which is presented, or otherwise made available, to You via the Website is for Your own personal use only and any additional usage, distribution, or reproduction of said content without our express prior written consent is strictly prohibited.

22.2 You are granted a revocable, non-exclusive, non-sublicensable, non-commercial, personal licence to use the Intellectual Property solely to the extent that it is strictly necessary to allow You to use the Website and the Services. We reserve the right to take any action we deem necessary, including taking legal action against You, in order to protect our Intellectual Property and prevent unauthorised use of our data, Website, or Services.

## 23. COMPLAINTS

23.1 If you have any complaints or would want to report an issue with our services, please feel free to get in touch with our customer support team using the details provided on the website.

23.2 You will be kept informed about the status of the complaint to a reasonable degree. Complaints are handled in the support department and escalated in the event that support workers do not resolve the matter right away.

23.3 If the issue is not settled at the casino management level, You may approach any independent body, gaming authority, or the licencing regulator indicated on the Website. We respond to your emails within 24 hours and will address any legitimate concerns as soon as we can.

23.4 In the event of a disagreement, You agree that the result that was logged on the game server will take precedence over the result that appears on Your screen, and You acknowledge and agree that our records will be the final authority in determining the terms and circumstances of Your participation in the relevant online gaming activity and the outcomes of this participation.

23.5 We will use the contact information in Your Player Account to get in touch with You if we need to discuss such a dispute.

23.6 If the servers fail to record a wager in a timely manner, the casino will not be held accountable or liable for the outcome of the round. Additionally, any money wagered will not be eligible for refund.

23.7 Unexpected events or causes beyond its control, including but not limited to: natural disasters, including but not limited to earthquakes, floods, fires, hurricanes, and tropical storms; war, insurrection, arson, embargoes, acts of civil or military authorities, or terrorism; fiberoptic cuts, strikes, or shortages of transportation, infrastructure, fuel, energy, labour, or materials; the failure of infrastructure providing telecommunications and information services; and hacking, shall not be held liable for any unintentional disruption of the Site's operations.

## 24. ACCOUNT CLOSURES AND HOLDINGS OF FUNDS

24.1 At any moment, the Player may request that his account be closed by contacting customer support through chat or email at [support@casinonight.com](mailto:support@casinonight.com). To the greatest degree possible, requests will be handled within 24 working hours.

24.2 At any time and for any reason, we reserve the right to permanently deactivate Your account; in such a scenario, the Player forfeits all rights to the bonuses and/or any other promotional offer that would have been awarded to him.

24.3 If an account is closed for any reason, including payment limits or other reasons, and we discover evidence of cheating, irregular gambling, collusion, fraud or criminal activity, or a breach of these general conditions, we reserve the right to withhold any remaining balance. The account will stay open until the player withdraws the entire amount.

24.4 Unless we withhold these amounts for the previously listed reasons, any active balance in Your account at closure will be credited to a payment method of Our choosing and noted on Your account.

24.5 In any of the following situations, the Casino furthermore maintains the right, at its sole discretion, to revoke any winnings and seize any remaining funds:

- a. If You have more than one active account on casinonight.com;
- b. If the name appearing on Your Player account does not match the name appearing on the payment or withdrawal method used (including credit card (s), e-wallet, money transfers, etc.);
- c. If You provide incorrect or misleading registration or Player profile information;
- d. If You are not of legal age in the province/state/country and/or jurisdiction where You reside;
- e. If You have authorized or permitted (intentionally or unintentionally) someone else to access or play on Your account;
- f. If You have not played individually for Your own entertainment (i.e. You have played in a professional capacity, intending to exploit our bonuses or in concert with one or more other Players as part of a club, group, etc.);
- g. If You have requested a refund of any of the deposits made with Your credit card or any other available payment method associated with Your account or if You have threatened to do so;
- h. If You are found guilty of collusion, cheating, or criminal activity such as money laundering or fraudulent activity;
- i. If it is established that You have employed or used a system (including the elements hereafter cited but not limited to machines, computers, software, algorithms, or other automated "bot" systems) designed specifically to defeat the casino, increase its chances of winning or that You have adopted habits and/or irregular betting or betting strategies. Thus, any use of automated programs or devices but also any game manipulation such as the use of the practice of Martingale, the Paroli Betting System or the Bonus Hunt (non-exhaustive list) are not authorized..
- j. If You have used the site, or Your account maliciously.
- k. If You use an anomaly to Your advantage of the elements mentioned below but not limited to the system, balances, bonuses, free spins ... The related winnings may also be frozen, and/or confiscated in part or in full.
- l. If we learn that You have played at another online casino in any of the above circumstances.