

1. INTRODUCTION

1.1. In these Terms and Conditions, unless otherwise specified, the below references have the following meaning:

“Operator” or “We” or “Us” or “Company” means Continental Solutions Ltd B.V. incorporated under the laws of Curaçao. The services of the brand Sultanbet operate under the License No. 8048/JAZ issued to Antillephone, Authorized and Regulated by the Government of Curacao.

“Website” is the websites available at the URLs www.sultanbet.com & other related URL’s

“Games” are Sportsbook, Live Casino, Live Games, Casino, Poker, and other games as may from time to time become available on the Website.

“Account”, “Your Account” is an account opened by You on the Website after accepting and agreeing to the Terms and Conditions.

“You” or “Player” or “Customer” is yourself or any other person who, after reading these Terms and Conditions, opens an Account or makes use of the Website in any way.

“Terms and Conditions” are these Terms and Conditions, any rules specific for individual Games and any other Terms and Conditions provided by the Operator on the Website or otherwise communicated to You in relation to the Games and/or the Website as amended by the Operator from time to time.

2. YOUR PARTICIPATION

2.1. The Operator maintains and operates the Website. Therefore, the written agreement is between the Player and the Operator.

2.2. The Website is ruled by these Terms and Conditions. We reserve the right to correct, amend, or modify these Terms and Conditions. Any correction, amendment, or modification of the Terms and Conditions inclusive of Policy Documents will become effective from the moment of its publication on the Website or otherwise stated.

2.3. You may only register with the Operator if You’re over 18 years of age. It is illegal to participate with the Operator if You’re under 18 years of age. Upon discovery that an Account has been opened by a person under age, any winnings will be confiscated, deposit or remaining balance, as the case may be, returned (subject to reasonable charges) and the Account will be closed.

2.4. You may register on the site if You are not located in the following countries or any other country not available on registration:

Afghanistan
American Samoa
Bulgaria
Democratic People's Republic of Korea
Denmark
France
French Guiana
French Polynesia
French Southern Territories and Antarctic Lands
Georgia
Iran
Iraq
Latvia
Lithuania
Portugal
Romania
Russian Federation
Slovakia
Sweden
The Netherlands and its outlying territories
Turkey
Ukraine
United Kingdom
United States of America and its outlying territories
United States Virgin Islands
West Bank and Gaza Strip

2.5. Players should note and acknowledge that the games and other services offered on the Website are for entertainment purposes only. Any use of the Website for any other purpose is strictly prohibited. You hereby acknowledge that your interest in the games and other services offered by the Operator is for private use only.

2.6. By registering with the Operator, You acknowledge and make sure of Your full acceptance of those Terms and Conditions, together with all the policies made accessible to You by the Operator, which You perceive as the rights and obligations that they set forth herein. Should a Player not absolutely understand these Terms and Conditions, the Player is suggested not to register and not participate in any of Operator's Games and services. Where the Terms and Conditions are translated into varied languages, in case of any discrepancies between the various language versions of the Terms and Conditions, the English version shall prevail.

2.7. The Operator reserves the right to correct, amend, or modify these Terms and Conditions at any time with or without notice, including but not limited to purposes of prevention of fraud, clarification of the Terms and Conditions or making the same compliant with statutory requirements or in regard to changes in Games and bonuses or in the event where the Sportsbook match/event rules have been changed. Whenever such amendment shall limit Your current rights or otherwise may be to Your detriment, We will

notify You prior to such changes coming into effect.. Should You not accept the changes, You should not use the Website.

2.8. In case of any changes to the Terms and Conditions, the Player shall not be allowed to use the Website until these changes are accepted. If the updated Terms and Conditions are not accepted, the Customer may withdraw their available real money Account balance by contacting our customer support at Sultanbet

2.9. The headers of these Terms and Conditions are for convenience only, and are not a part of the agreement, nor do they affect its interpretation.

2.10. These Terms and Conditions were last updated on 17/04/2024, version number #2.1.

2.11. In this revised version from date: 17/04/2024, We have included changes in the following paragraphs: section 5 (Deposits & withdrawals)

2.12. These changes will help ensure that Customers of the Website are aware of any updates to the Terms and Conditions and that they understand their responsibilities in accepting those updates.

3. USE OF SITE AND SERVICE

3.1. To use the Games and Services offered on the Website, the Player must register and personally open an Account, referred to as a Player Account. We only allow one Account per Player. The Operator reserves the right to refuse any application to open a Player Account.

3.2. If You hold more than one Account, We reserve the right to suspend all duplicate Accounts until all the Account details and balances (belonging to You) are consolidated. Once completed, all other Accounts will be terminated, leaving a single active Account. The Company shall not be liable for any losses incurred due to registration of multiple Accounts.

3.3. The Operator may, at its sole-discretion, refuse registration of a Player Account or close an existing Player Account without providing a reason. Your Account balance will be paid back, unless You have in any way breached those Terms and Conditions. In case We need to return any deposit amount back, We reserve the right to charge an administrative fee for the cost of transactions.

3.4. Immediately after registration, the Operator sends out a verification email. Click on the link to verify Your email address and complete the registration.

4. PLAYERS' ACCOUNT

4.1. The Player Account registration process requires You to choose Your own username and password combination. You must keep this information secret. Any actions carried out through Your Account will stand if Your username and password have been entered correctly. The Operator can bear no responsibility for unauthorised use or misuse of

personal details. You're responsible for keeping Your Account information private and secret. Do not share Your credentials with anyone.

4.2. You are required to keep Your registration details up to date at all times. If You change Your address, e-mail, phone number or any other contact or personal information, please contact support@sultanbet.com in order to update Your Account information. The name that You provide to the Operator at registration must be identical to that listed on Your government-issued identification.

5. DEPOSITS & WITHDRAWALS

5.1. The Operator does not accept cash payments to the Player's Account.

5.2. If a deposit is made from a payment source not in Your own name, We reserve the right to return such a deposit into the sender's account while applying money transfer fees. Any winnings associated with the deposit can be seized. We will not be liable for any losses incurred.

5.3. The Operator offers a variety of different payment methods which Customers can use when making deposits to their Account. The minimum deposit varies depending on the method chosen, and any details may be found within the "Deposit" section. These pages may be amended from time to time. Please note that some of the methods may not be available in some countries.

5.4. The Operator does not grant any credit for the use of its services and credit balances in Your Account will not bear interest and You shall not treat the Operator as a financial institution.

5.5. Wagering requirements: Before cashing out any amount, the Player must wager the deposit at least once on any game or sportsbook offered on the Website. Please note that a 10% withdrawal fee will be deducted from the amount withdrawn if the initial deposit has not been wagered at least one time. You would be notified in advance if a transaction is subject to a fee and the amount of it. The withdrawal will not be processed prior to Your consent about the fee.

5.6. Prohibited activities: Any actions, strategies or practices designed to exploit the system by creating risk-free betting scenarios are expressly prohibited. This includes but is not limited to, arbitrage betting, betting on all possible outcomes of a single event, or using betting mechanisms that guarantee a return of almost 100% of the stake or more. Such practices may include, but are not limited to, betting on all numbers in roulette or on all possible outcomes in a sporting event.

5.7. Penalties for breach: Engaging in any of the above-prohibited activities constitutes a material breach of these Terms and Conditions. In the event of such a violation, We reserve the right, at Our sole discretion, to void any bonuses, related winnings and to close or block the offending account.

5.8. Withdrawal policies: Information regarding withdrawal methods and minimum amounts can be found on the withdrawal page of our Website. Withdrawal requirements must be met in accordance with these guidelines.

5.9. The Operator reserves the right to cancel withdrawals until the wagering is completed and can refuse to transfer the funds if suspected of fraud and/or money laundering.

5.10. All withdrawals will be processed back to the same payment method used to make a deposit to the Player Account. If the Customer has used more than one deposit method, the withdrawals will need to coincide with the deposited amounts from each payment method used. All withdrawals are usually processed within 2 business days once the Player Account is verified.

5.11. The Operator reserves the right to ask for additional information and documentation at any stage of Your participation on the Website. We reserve the right to cancel a pending withdrawal until the Account has reached a satisfactory verification level.

5.12. Please note that you can only request one withdrawal at a time. The maximum withdrawal amount, as well as the weekly and monthly withdrawal limits, are as stated below. If you wish to withdraw an amount exceeding the limits specified, our 24/7 customer service is available to collaborate with you in finding a suitable solution:

Daily Limit: €1,000; CHF 1,000; \$1,000; or currency equivalent

Weekly Limit: €5,000; CHF 5,000; \$5,000; or currency equivalent

Monthly Limit: €20,000; CHF 20,000; \$20,000; or currency equivalent

5.13. The Operator may appoint a payment solution provider to act, receive deposits, hold and manage funds, and/or expedite withdrawals on behalf of the Operator.

5.14. The Operator will monitor all wagers and Account transactions. All wagers are binding, even if the Player had browser problems, Internet connection problems or other problems not caused by the Operator. Any winnings will be credited to the Player's Account in the event where the Player won.

5.15. If the Operator mistakenly credits Your Account with winnings that do not belong to You, whether due to a technical or human error or otherwise, the amount will remain property of the Operator and the amount will be transferred from Your Account. If prior to the Operator becoming aware of the error You have withdrawn funds that do not belong to You, without prejudice to other remedies and actions that may be available at law, the mistakenly paid amount may be subject to recovery by the Operator. In the event of an incorrect crediting, You are obliged to notify the Operator immediately by email.

5.16. In case a deposit made by a Player is later refused authorization, whether by the Player themselves or by the banking institution, the Operator reserves the right to temporarily block the Player's Account until further investigation and clarification.

5.17. The Operator reserves the right to ask for verification documents at any time, and We can temporarily suspend Your Account until We receive the required documents. These include but are not limited to ID document, proof of address document, payment source ownership proof. In certain circumstances, the Operator may require additional verification, for example notarized documents. Such cases may include, but are not limited to, high value transactions, discrepancies in information provided, legal disputes or investigations, third-party verification, or suspicion of fraudulent activity. A Player's Account might be closed permanently, and/ or a withdrawal may be refused if a Player does not provide the Operator with the required documents and/ or if the Player is found to have supplied false or misleading information.

5.18. Should a Player close their Account, they can request a withdrawal of all real balance funds. All funds that are considered bonus funds will be deducted from the Player's Account.

5.19. If a Player requests a bank withdrawal, the Player may need to provide the Operator with a bank statement that shows:

- o The Player name (The name has to be consistent with the name that is indicated in the register with the Operator);
- o The account number

5.20. The Players' responsibility is to provide sufficient and accurate banking information for the Operator to complete a transaction.

5.21. The Operator accepts deposits in several currencies. You need to select one currency to be the currency of Your Player Account. The currency cannot be changed when the registration is complete. When making a deposit in a different currency, a conversion exchange is necessary. The Operator does not impose any extra charges for these conversions. If any additional costs are incurred, the Player should seek clarification from their bank or financial institution for further details.

5.22. Please note that banks or financial institutions involved in the deposit or withdrawal process may impose fees on transactions. Any fees levied by such entities are the responsibility of the account holder. The Operator is not liable for any external charges incurred during the transaction process.

5.23. Transactions subject to currency exchange are settled through recognized financial institutions at the prevailing exchange rates.

5.24. Player to Player transfers are prohibited.

6. MONEY LAUNDERING & PROHIBITED ACTIVITIES

6.1. All transactions are checked for fraudulent or illegal activity. All members of the customer support team and/or payments team have received adequate coaching. It's unlawful to deposit funds originating from illegal activities. Every transaction is checked to spot any such deposits made by Players . Any suspicious activity may be reported to the relevant authorities.

6.2. We may decline a new Customer or close Your Account if We have reasonable grounds to believe that You have engaged in or are likely to engage in prohibited activities.

6.3. Prohibited activities are the following but not limited to:

6.3.1. You have intentionally or fraudulently opened more than one Account or intend to do so.

6.3.2. You have or are trying to use payment options (deposits and withdrawals) which are not in Your name.

6.3.3. You have allowed/permitted another individual to participate on the Website using Your Account

6.3.4. You have deliberately registered Your Account using fake details

6.3.5. You have "charged back" or refused purchases or deposits that You have made to Your Account

6.3.6. You have made or are trying to make false or misleading statements intentionally or fraudulently

6.3.7. You collude with others to obtain or attempt to obtain an unfair advantage, including, but not limited to, bonus programmes or similar incentives offered by Us

6.3.8. Any attempts to exploit slot machines. For example, where a Player is playing with an active bonus where a value or part of a value has been built up in a game and is subsequently activated with a real money wager once the bonus has been removed from the Account. If abuse is detected, the Operator reserves the right to confiscate winnings resulting from such abuse and to restrict the Customer's access to bonus programmes and/or point systems.

6.3.9. Any actual or attempted act which, in our judgment, is illegal in any applicable jurisdiction, is done in bad faith, or is intended to defraud Us and/or circumvent contractual or legal restrictions, regardless of whether such act or attempted act actually causes Us any damage or harm

6.3.10. Undertaking any form of cheating, criminal activity, fraudulent practice or unfair advantage

6.3.11. Any harassment or causing distress or inconvenience to any other person, transmission of obscene or offensive content or disruption of normal dialogue on the Website

6.3.12. You are otherwise in material breach of these Terms and Conditions

6.4. We will take all reasonable steps to prevent and detect Prohibited Behaviours and to identify the relevant users concerned if they do occur. However, We will not be liable for any loss or damage which You may incur as a result of any prohibited behaviours or activity, and any action We take in respect of the same will be at our sole and absolute discretion. If

Your Account is suspended and/or closed in such circumstances, We will not be obliged to refund any of Your funds held in Your Account at that time.

7. BONUSES

7.1. All bonuses issued by the Operator can only be used for playing and will not be transferred or paid out unless the stated requirements within the bonus campaign are fulfilled.

7.2. Unless otherwise stated, each Player can have only one active bonus in their Account at any time.

7.3. You acknowledge and understand that separate Terms and Conditions exist for promotions, bonuses and special offers and are in addition to this agreement. These terms are outlined in the relevant promotions information/details pages.

7.4. All bonuses, once claimed, have a specified expiration date during which the bonus conditions must be met. If the bonus conditions are not fulfilled by the expiry date, the Operator reserves the right to cancel or deduct the bonus and any winnings generated from the bonus money (if any) from the Account.

7.5. The Operator shall reserve the right at any time, at it's own discretion, to amend the bonus Terms and Conditions.

7.6. After the Player agrees to participate in a bonus promotion, they may receive bonus money from the Operator. The bonus money granted and the real money used to qualify for the bonus money will be marked as applicable for gameplay in respect of that particular bonus only. This balance can only be used on products and Games that are outlined on the bonus details page. Bonus requirements can only be fulfilled by playing bonus money bets on products and Games that are outlined in the bonus details page.

7.7. The Player has the right to cancel a non-sticky bonus offer from their Player Account. In the event that a non-sticky bonus is cancelled, any winnings generated in the bonus balance in relation to that specific non-sticky bonus will also be cancelled. Any attempt to cancel a sticky bonus may be subject to additional conditions. If You wish to cancel such bonuses please contact customer support.

7.8. Multiple participation on the same bonus campaign from the same device/household/IP address is prohibited. In circumstances where it is noted that there is an abuse of bonuses or any other promotions, the bonus/promotion will be forfeited, and any funds on the Player's Account will be frozen. Furthermore, the Customer Account may be closed by the Operator at its own discretion.

7.9. The Operator reserves the right to withdraw any bonus money and VIP account status from the Player's Account if they have not logged in to their Player Account during the last six months.

7.10. The Operator reserves the right to deduct the Bonus funds and the resulting profits if any term of the offer or promotion has been breached. Furthermore, the Operator may also withhold any other funds held in the Player's Account to make up for any losses incurred by the Operator, due to the breach of the said conditions.

7.11. The Operator reserves the right to exclude an individual or a group of players from promotions and campaigns at any time.

7.12. If a Player is abusing a bonus scheme, the Operator reserves the right to withhold winnings and/or close the Account.

7.13. If the Bonus Terms and Conditions have been translated into various languages, these will reflect the same principles. However, in case of any discrepancies between the different language versions, the English version shall prevail.

7.14. Full requirements of any granted free bets or free spins shall be provided to You at the time they are added to Your Account.

7.15. The following general Bonus Terms and Conditions apply unless otherwise specified by the Operator or are exclusively mentioned in the Terms and Conditions of special bonus offers.

7.16. Unless otherwise specified, the maximum withdrawal amount of winnings from free spins or free bets is €100; CHF 100; \$100; or currency equivalent. The Operator's administrative department will cancel winnings that exceed that amount.

7.17. Free bet, Risk-free bet, Sports deposit bonus, Sports no-deposit bonus, Sports cashback bonus

7.17.1. The minimum odds for qualifying sports bets for single bets is 1.50. For combination bets, at least one selection must have minimum odds of 1.50.

7.17.2 The maximum odds of a single bet should not exceed 20.00. The total odds in a combination bet should not exceed 20.00.

7.17.3. The following are not contributing towards the wager requirements for all sports promotions:

- ☒ Asian markets, Double chance bets, Totals and Odd/Even markets
- ☒ System Bets
- ☒ Cashed Out bets
- ☒ Multiple bets with the same selections, regardless of the stake
- ☒ Bets placed on events on conflicting or opposite outcomes and dependent markets
- ☒ Bets placed on Virtual Sports
- ☒ Draw no bet

7.18. Free bet

7.18.1. The value of the free bet cannot be paid out.

7.18.2. The free bet can be placed on any sports event.

7.18.3. The free bet can be used only once and only for the total amount of the free bet.

7.18.4. If Your free bet wins, you will be credited the net winnings without the value of the free bet.

7.18.5. Winnings achieved with the free bet do not have any wager requirements.

7.18.6. The free bet can be selected directly in the bet slip. Please ensure that the free bet has been selected before submitting the bet slip.

7.18.7. Unless otherwise specified, a free bet is valid for 3 days once claimed. If the free bet is not utilized within this 72-hour period, it will expire. However, if a free bet is placed on a sports event scheduled 72 hours or more after it was claimed, the bet shall remain valid, and any potential winnings will be paid out in accordance with the terms and conditions.

7.19. Risk-free bet

7.19.1. The value of the risk-free bet cannot be paid out.

7.19.2. The risk-free bet can be placed on any sports event.

7.19.3. The risk-free bet can be used only once and only for the total amount of the risk-free bet.

7.19.4. A risk-free bet allows You to place a real money wager without risking your own funds. If the bet wins, You will receive the winnings as usual. In the event of a loss, We will refund the stake up to the amount of the risk-free bet. Any refunded amount is not subject to any wagering requirements.

7.19.5. The risk-free bet can be selected directly in the bet slip. Please ensure that the risk-free bet has been selected before submitting the bet slip.

7.19.6. A bet placed with a risk-free bet cannot be cashed out.

7.19.7. Unless otherwise specified, a risk-free bet is valid for 3 days once claimed. If the risk-free bet is not utilized within this 72-hour period, it will expire. However, if a risk-free bet is placed on a sports event scheduled 72 hours or more after it was claimed, the risk-free bet shall remain valid, and any losses up to the amount of the risk-free bet amount will be returned.

7.20. Sports deposit bonus

7.20.1. A deposit bonus must be claimed after the deposit and before any gameplay with the deposited funds.

7.20.2. The deposit bonus is a so-called sticky bonus. Both your deposit and the bonus amount will be visible in Your bonus balance.

7.20.3. You may cancel a sports deposit bonus only before placing any sports bets.

7.20.4. If You request a withdrawal before completing the bonus wagering, any funds in Your bonus balance will be forfeited.

7.20.5. Real money that is not tied to a bonus is freely available.

7.20.6. Unless otherwise specified, Your bonuses must be wagered 5 times in sports betting. For example: If You deposit 250.00 EUR and claim a 100% deposit bonus, Your bonuses would be 500.00 EUR and the wager requirements are 2,500.00 EUR.

7.20.7. Any eligible bet will be counted towards the wager requirements once the bet is settled.

7.20.8. Your bonuses can only be used for sports betting. If the balance is used in Casino or Live Casino, any winnings generated will be forfeited.

7.20.9. Unless otherwise specified, the wagering requirements for a sports deposit bonus must be fulfilled within 14 days after the bonus was claimed. If the wagering requirements are not met within this time frame, the bonus and any winnings generated with bonus funds will expire. Any bonus money in your balance will be forfeited.

7.20.10. The maximum withdrawable amount from a sports deposit bonus will be provided in the dedicated bonus Terms and Conditions.

7.21. Sports no-deposit bonus

7.21.1. Unless otherwise specified, the maximum withdrawal amount of winnings from no deposit bonuses is 5 times the initial bonus amount. The Operator's administrative department will cancel winnings that exceed that amount.

7.21.2. Minimum €10 deposit is required to withdraw profit. Please note that the deposit amount needs to be wagered once.

7.21.3. Unless otherwise specified, sports wagering requirement is 10 times the bonus amount received.

7.21.4. Unless otherwise specified, the wagering requirements for a sports no-deposit bonus must be fulfilled within 14 days after the bonus was claimed. If the wagering requirements are not met within this time frame, the bonus and any winnings generated with bonus funds will expire. Any bonus money in your balance will be forfeited.

7.22. Sports cashback bonus

7.22.1. Unless otherwise specified, sports cashback wagering requirement is x1 the cashback amount received.

7.22.2. Unless otherwise specified, the wagering requirements for a sports cashback bonus must be fulfilled within 7 days after the bonus was claimed. If the wagering requirements are not met within this time frame, all bonus funds will be forfeited.

7.23. Free spins, Casino deposit bonus, Casino no-deposit bonus, Casino cashback bonus

7.23.1. Unless otherwise stated, casino games wagering contribution is as follows: Blackjack games contribute 10% (ten percent) and Roulette games contribute 20% (twenty percent) of Your wagering towards the wagering requirements of the bonus. Slots, except Jackpot games and the mentioned games in 7.23.2., wagering contributes 100% (one hundred percent).

7.23.2. The following games are restricted for promotions on our website and have 0% wagering contribution: Amatic, Microgaming and games of other providers, presented by Microgaming (2by2, AdoptIt, Alchemy Gaming, All41 Studios, Axial, BeTheHouse, Big Time Gaming, Crazy Tooth Studio, D-Tech, Electric Elephant, Fantasma, Fortune Factory Studios, Foxium, Gacha, Gameburger Studios, Gamevy, Genesis Gaming, GoldCoin, Golden Rock Studios, Gong Gaming, Hacksaw Gaming, Half Pixel Studios, JustForTheWin, Lightning Box Games, MGA, Neko Games, Neon Valley Studios, NextGen, Old Skool, Pear Fiction, Plank Gaming, Probability Jones, Pulse 8, Rabcat, Realistic Games, Skillzz Gaming, Slingshot Studios, Snowborn Studios, Spearhead Studios, SpinPlay Games, Stormcraft Studios, Switch

Studios, Triple Edge Studios, Zonelock) and all live casino and table games, except those mentioned in term 7.23.1. Any wagers placed on these excluded games will not be counted towards the wagering requirements of the bonus and may result in bonus cancellation and seizing of any gained winnings. It is the Player's responsibility to review and understand the full list of excluded games and to ensure compliance with these Terms and Conditions.

7.23.3. The following are prohibited and considered bonus manipulation for all casino promotions:

- ☒ Bets on opposite outcomes (e.g. red and black on Roulette)
- ☒ More than 14 numbers on Roulette

7.24. Free spins

7.24.1. Unless otherwise specified, free spins are valid for 3 days once claimed.

7.24.2. The value of the free spins cannot be paid out.

7.24.3. Free spins can be used for casino slots.

7.24.4. Unless otherwise specified, each spin has a value of 0.10 EUR / CHF / USD or currency equivalent.

7.24.5. Winnings generated with the free spins do not have any wager requirements.

7.25. Casino deposit bonus

7.25.1. A deposit bonus must be claimed after the deposit and before any gameplay with the deposited funds.

7.25.2. The deposit bonus is a so-called sticky bonus. Both your deposit and the bonus amount will be visible in Your bonus balance.

7.25.3. You may cancel a casino deposit bonus only before placing any sports bets.

7.25.4. If You request a withdrawal before completing the bonus wagering, any funds in Your bonus balance will be forfeited.

7.25.5. Real money that is not tied to a bonus is freely available..

7.25.6. Unless otherwise specified, Your bonuses must be wagered 15 times in the Casino or Live Casino. For example: If You deposit 250.00 EUR and claim a 100% deposit bonus, Your total balance would be 500.00 EUR and the wager requirements are 7,500.00 EUR.

7.25.7. Any eligible wager will be counted towards the wager requirements.

7.25.8. Your deposit and bonus amount can only be used for wagers in Casino or Live Casino. If the balance is used in Sports, any winnings generated will be forfeited.

7.25.9 Unless otherwise specified, the wagering requirements for a casino deposit bonus must be fulfilled within 14 days after the bonus was claimed. If the wagering requirements are not met within this time frame, the bonus and any winnings generated with bonus funds will expire. Any bonus money in your balance will be forfeited.

7.25.10. In case there is a restriction on the maximum withdrawable amount from a casino deposit bonus, it will be provided in the dedicated bonus Terms and Conditions.

7.26. Casino no-deposit bonus

7.26.1. Unless otherwise stated in the promotion-specific rules, the maximum withdrawal amount of winnings from no deposit bonuses is 5 times the initial bonus amount. The Operator's administrative department will cancel winnings that exceed that amount.

7.26.2. Minimum €10 deposit is required to withdraw profit. Please note that the deposit amount needs to be wagered once.

7.26.3. Unless otherwise specified, casino no-deposit wagering requirement is 30 times the bonus amount received.

7.26.4. Unless otherwise specified, the wagering requirements for a sports no-deposit bonus must be fulfilled within 14 days after the bonus was claimed. If the wagering requirements are not met within this time frame, the bonus and any winnings generated with bonus funds will expire. Any bonus money in your balance will be forfeited.

7.27. Casino cashback bonus

7.27.1. Unless otherwise specified, casino cashback wagering requirement is x1 the cashback amount received.

7.27.2. Unless otherwise specified, the wagering requirements for a casino cashback bonus must be fulfilled within 7 days after the bonus was claimed. If the wagering requirements are not met within this time frame, all bonus funds will be forfeited.

8. CUSTOMER CARE AND COMPLAINTS

8.1. The Customer Service team can offer support involving the Website. The Operator handles complaints in accordance with the contact info found on the Website. Complaints can be forwarded to support@sultanbet.com All inquiries and criticisms should be directed to the Customer Service team in writing or in electronic format.

8.2. A complaint shall be deemed as submitted valid once it contains clear information regarding the Player's identity and provides all relevant details giving rise to the complaint. Within the initial instance, a Senior Customer Service employee will investigate the matter alongside the acceptable personnel or third-party vendors, as necessary, and can advise the client of the result within 7 business days of receiving the official complaint. Suppose the Customer continues to be dissatisfied with the outcome of the investigation, in such case, the dispute escalates to the Senior Management, who will provide a final response to the dispute within 14 business days.

9. DORMANT ACCOUNTS

9.1. The Operator will apply an Administration Fee to all Accounts that have been 'inactive' for a consecutive period of at least 6 months in accordance with the following procedure. An Account is deemed to be 'inactive' during any period in which none of the following actions take place in relation to it: (a) a successful deposit; (b) a Sports bet is placed; or (c) participation in any Casino, Live Casino, Live Games, Poker, or any other Game provided by Operator.

9.2. If Your Account remains 'inactive' for a continuous period of 6 months then Your Account shall be deemed to be 'dormant' and, if the balance on Your Account is zero, Your Account will be closed and no fee shall apply.

9.3. If, on being deemed to be dormant, Your Account has a positive balance, Operator shall take reasonable steps to notify You using the details You provided during Your registration process (or as updated by You).

9.4. If Your Account remains dormant, after a minimum period of 30 days following Operator's first attempt to notify You that Your Account has become dormant, Operator shall deduct a monthly Administration Fee from Account balance, amounting to 1% of the balance or a minimum of €5 (or currency equivalent), at the time it is considered dormant. The Operator shall use reasonable efforts to contact You.

9.5. The Administration Fee calculated in accordance with 9.4. above shall be deducted from Your Account balance on the expiry of the 30-day notification period mentioned above and every 30 days thereafter at the same rate until the earlier of: (a) Your Account balance reaching zero when no further Administration Fee shall be deducted and Your Account will be closed; or (b) You 'reactivating' Your Account when no further Administration Fee shall be deducted.

9.6. You can 'reactivate' Your Account by: (a) making a successful deposit; (b) placing a Sports bet; or (c) playing/taking part in any Casino, Live Casino, Live Games, Poker, or any other Game provided by Operator.

10. TERMINATION AND SUSPENSION

10.1. The Operator shall be entitled to close Your Player Account for any reason whatsoever at any time without notifying You. Any balance in Your Account will be credited to Your credit/debit card or financial account, except in circumstances where:

10.1.1. If You have engaged in illegal activity, We will be under no obligation to refund You any money that may be in Your balance; and

10.1.2. If We discover or have reasonable grounds to believe that You have participated in any prohibited activity, as defined in Term #6, then We reserve the right to withhold and/or retain any and all amounts which would otherwise have been paid or payable to You (including any deposits, winnings, bonuses, and/or any other amounts) that are attributable to that prohibited activity.

10.2. If You wish to close Your Player Account, please contact support@sultanbet.com for assistance. Your request will be processed within 3 business days.

11. PERSONAL DATA

11.1. All aspects relating to data privacy and data protection are provided in the Privacy Policy, which forms an integral part of Your agreement with the Operator.

11.2. It's the Player's responsibility to grasp the laws in their jurisdiction of residence regarding all aspects of taking part in the Operator's services. Your access to the location is on Your own initiative, and You're responsible for Your compliance with local laws if and to the extent local laws are applicable. The Operator is unable to supply any legal recommendation regarding this matter. The Operator herewith accepts no responsibility whatsoever, ought an individual act in breach of any law or regulation in transacting with the Operator in whichever manner.

12. INTELLECTUAL PROPERTY RIGHTS

12.1. All content on the positioning, admire text, graphics, logos, button icons, images, audio clips, digital transfers, and package is closely-held or licenced by the Operator. You will not access, print and download parts of material from the positioning unless specifically permitted, only for Your personal and non-commercial use. Information on the positioning might not be altered, distributed or displayed without the express consent of the Operator.

12.2. The Operator's trademarks, trade names and alternative symbols enclosed or documented on the Website are protected by national and international trademark laws. Accordingly, all use of the trademarks is strictly prohibited without the Operator's previous written approval.

13. MISCARRIED, ABORTED AND CANCELLED GAMES

13.1. If the Operator has a system failure and the game is corrupted, all Players will get their money back for the purchased amount.

13.2. If the Operator suspects fraudulent activity in any particular game, then the Operator will have the right to cancel the game. A Player suspected of fraudulent activity will have their Accounts suspended until further investigations are conducted. The Operator will also have the right to close a game immediately if something wrong is identified with the game settings, and refunds for purchased bets will be paid out.

13.3. The Operator will not void bets erroneously placed by the Customer. Such bets will continue to be valid unless otherwise cancelled by the sportsbook provider.

13.4. In the event of any system failure or game error (a divergence from the normal functioning of the game logic for whatever reason) that results in an error in any odds calculation, charges, fees, bonuses or payout, or any currency conversion as applicable, ('System Error'), the Operator will seek to place all parties directly affected by such System Error in the position they were in before the System Error occurred.

13.5. The Operator reserves the right to declare null and void any bets that were the subject of such System Error and take any money from the Account relating to the relevant bets. In addition, in all circumstances whereby the Operator (at its sole discretion) determines a System Error has been used to gain an unfair advantage, the Operator

reserves the right to consider this activity subject to forfeiture and Account closure as per these Terms and Conditions

14. CODE OF CONDUCT

14.1. You agree to use the Operator's Communication Service (Website chat, live table chat, email, phone) in accordance with the following Code of Conduct:

14.1.1. You will not use the Operator's Communication Service to engage in any form of harassment or offensive behaviour, including but not limited to abusive or defamatory statements or racist, pornographic, obscene, or offensive language;

14.1.2. You will not use the Operator's Communication Service to infringe the privacy rights, property rights, or any other rights of any person;

14.1.3. You will not submit any kind of material or information that is fraudulent or otherwise unlawful or that violates any law;

14.1.4. You will not use the Operator's Communication Service to distribute, promote or otherwise publish any material containing any solicitation for funds, advertising or solicitation for goods or services;

14.1.5. You will not use the Operator's Communication Service to distribute, promote or otherwise publish any kind of malicious code or do anything else that might cause harm to the Service or other members' systems in any way;

14.1.6. You will be solely responsible for anything and everything You submit to the Operator's Communication Service. We cannot assume any responsibility or liability over any material or content published by You or other Customer on the Communication Service. The responsibility for any published material or content lies solely on the Customer that submitted it to the Communication Service.

14.1.7. The Operator reserves the right to monitor anything and everything submitted by You to the Operator's Communication Service to ensure that they conform to content guidelines, which may be subject to change.

14.1.8. The Operator reserves the right to terminate or suspend Your access to the Operator's Communication Service at any time, with or without notice, for any reason. In addition, without limiting the generality of the foregoing, any fraudulent, abusive, or otherwise illegal activity may be grounds for termination of Your access to the Operator's Communication Service, and/ or services offered by the Operator, at our sole discretion, and You may be referred to the relevant authority.

15. SPORTSBOOK

15.1. Players cannot cancel or amend a bet once placed and confirmed.

15.2. The Operator only accepts bets placed online. Bets will not be accepted in any other form (email, fax, etc.). If bets are placed in any other way, they will be void, whether winning or losing.

15.3. The Operator reserves the right to refuse/cancel bets without any justification before the game starts.

15.4. The maximum available bet amount for each event/market may vary. The Operator makes no warranties regarding whether the desired stake will be accepted. The Operator reserves the right to decline a bet if it exceeds the maximum available bet amount for a particular event/market.

15.5. The Operator reserves the right to void bets placed by any person or group of people with fraudulent intent. In addition, if there is evidence that different bets have the same selection and were placed by the same person or group of people or companies, the Operator reserves the right to void those bets and ban suspected Accounts. This rule applies to both settled and pending bets.

15.6. Winnings will be credited to the Player's Account after confirming the final result.

15.7. The Operator reserves the right to void a bet that has already been accepted if the Account did not have sufficient funds to cover the bet. Additionally, if an Account has insufficient funds, the Operator reserves the right to cancel any matched bet retrospectively.

15.8. If funds are credited to a Player Account in error, the Player's responsibility is to notify the Operator of the error immediately. Any subsequent winnings will be void and must be returned to the Operator.

15.9. Pre-match bets are accepted up to the advertised start time. If a bet is accidentally accepted, it shall be considered void.

15.10. Multiple bets combining different selections within the same event will not be accepted if one outcome affects the other. If such a bet is accepted in error, it shall be void.

15.11. The Operator makes no warranties and shall not be liable for any clerical, human or apparent errors resulting in obvious pricing errors. In such an event, all bets will be void.

15.12. The Operator shall not be liable for any costs, losses or damages arising out of the use of the Website or its content. This includes, without limitation, any delay or interruption in transmission, loss or falsification of data, communication or line failure, misuse of the Website or the Content, or any error or omission in the Content.

15.13. The maximum profit per Customer in one day for bets placed on this Website is €100,000 or the equivalent amount in the Customer's currency.

15.14. All bets will be processed once placed and confirmed as accepted.

15.15. Whilst We aim to ensure that information about an Event on the Website is accurate, it is intended as a guide only. We accept no liability in the event of incorrect information (final score, time of game, etc.). Please see our Betting Rules for more information on how We settle individual markets.

15.16. See "Betting Rules" in the Sports Betting section for more information on sports betting.

15.17. If anything is unclear to the Player in relation to bet types, it is the Player's responsibility to contact customer service. In cases where ambiguity arises, the English version of the relevant bet type will always prevail.

15.18. We reserve the right to cancel any bets from Customers who place money on an event where they are involved as participants, referees, coaches, or similar circumstances.

15.19. We reserve the right to limit an individual or a group of players from betting markets. We also reserve the right to limit the stake and/or odd an individual or a group of players can bet.

15.20. We aim to offer the widest range of sports and markets possible but cannot always guarantee availability. If these are not available, no bets can be placed on such markets/sports on our Website.

16. RESPONSIBLE GAMING

16.1. The Operator wants to ensure that Players enjoy their experience when they visit the Website. That's why We ask You to bet responsibly. Betting can be great entertainment but may be addictive, thus why We request You to stay in control. We will always aim to help You if You find Yourself in difficulties. In order to help You bet sensibly, We have put in place a number of measures to assist You in gambling sensibly.

16.2. Deposit Limits - The facility helps You limit the amount of money You can deposit within a certain period of time. You may determine Your deposit limits on a daily, weekly, or monthly basis. A request to decrease an existing deposit limit will be put into effect immediately. Requests to increase or remove existing deposit limits will be put into effect 24 hours after the relevant request has been made.

You can set and change the limits from the 'My Account' menu or by contacting our customer support team via email to support@sultanbet.com.

16.3. Account Closure - Upon an indeterminate closure, Your Account will be closed, and You will not be able to login. The Account will remain closed, unless otherwise requested by You. In order to close or reopen Your Account, please send an email to our Customer Support Team via support@sultanbet.com. Requests made via chat might not be actioned due to security considerations.

16.4. Self Exclusion: If You want to take a break from gaming for a while, You can exercise the right to exclude Yourself from playing on the Website for a certain period of time by sending such a request via mail to our customer service team. You can choose either a short period (1 day, 7 days, 1 month or 3 months) or a long exclusion period of 6 months or more. If You wish to terminate this exclusion or shorten this duration, a cooling-off period applies.

Any request about self-exclusion (application, revoke or change of period) needs to be submitted via email to support@sultanbet.com. Requests sent via chat may not be actioned due to security considerations.

In case You would like to decrease or revoke the applied self-exclusion, You can send a request from the registered e-mail address. We reserve the right to decline said request upon our discretion.

If Your request is accepted, You shall be notified and a cool-off period will be applied. The cool-off time frame will be considered from the moment We confirm that the request is accepted.

During this time-frame You can contact Us and stop the reopening process. If You do so, Your Account will remain closed for the initially applied self-exclusion period.

Should a self-excluded Customer use different credentials to circumvent our player-protection and anti-fraud mechanisms and be able to register a new Account, We will consider this as a breach of our Terms and Conditions and a fraudulent and intentional bypassing of our self-exclusion measures. As soon as such behaviour is detected, We reserve the right to immediately close the Account and confiscate any balance on the Account.

16.5. The Customer Service team will be more than happy to help You set Your own limits. In the [Responsible Gaming section](#) on our Website, You will also find contact details to seek further professional advice if You think gambling has turned problematic

17. DISCLAIMER OF WARRANTIES

17.1. Your use of the services is at Your own risk. The services are provided on an "as is" and "as available" basis. To the fullest extent permitted by applicable law, The Operator, its officers, directors, employees, shareholders, parents, subsidiaries, affiliates, licensors, and agents hereby expressly disclaim any and all representations and warranties of every kind, whether express or implied, regarding the services, its content, and any information or other materials provided by the Operator in connection with use of the services, including, but not limited to, warranties of merchantability, fitness for a particular purpose,

non-infringement and those warranties arising by law, statute, usage of trade, or course of dealing.

17.2. The Operator makes no warranty that:

17.2.1. The services will meet Your requirements;

17.2.2. The services will be uninterrupted, timely, accurate or error-free;

17.2.3. The servers that make the Operator's service available are free of viruses or other harmful components;

17.2.4. Any errors in our software will be corrected

17.3. The security mechanisms incorporated into the services have inherent limitations. Therefore, You acknowledge and agree that any material and/or data downloaded or otherwise obtained through the use of the services is done at Your own discretion and risk and that You will be solely responsible for any damages to Your computer system and any other property item or loss of data that results from any such activity.

17.4. The disclaimers contained in this paragraph are a material part of the agreement.

17.5. Some jurisdictions do not allow the exclusion of implied warranties. Accordingly, some of the above exclusions may not apply to You.

18. LIMITATIONS OF LIABILITY

18.1. To the fullest extent permitted by applicable law, under no circumstances shall the Operator or its officers, directors, employees, shareholders, parents, subsidiaries, affiliates, agents, partners, or licensors be liable for any injury, loss, claim, damage or any indirect, incidental, special, punitive or consequential damages of any kind, or any damages whatsoever, including, without limitation, damages for loss of income, use, data, goodwill or other intangibles, whether or not advised of the possibility of such damages, and on any theory of liability (including negligence), arising out of or in connection with:

- Your use or inability to use the service;
- Goods, data, or services received through or advertised on the Websites;
- Information received through the Websites;
- Mistakes, omissions, interruptions, suspension, termination, deletion of files or e-mail, damages to computer systems or equipment or other property, unauthorised access to or alteration of Your transmissions or data, errors, defects, viruses, delays in operation or transmission, or any failure of performance with respect to the Website, including, without limitation, those that result from communication failures, theft, destruction, or unauthorised access to the Operator's records, programs or services;
- Statements or conduct of any third party on the services;
- Any other matters relating to the services.

18.2. If You are dissatisfied with the service or the content available thereon or with any of these Terms and Conditions, Your only remedy is to discontinue using these services. The limitations of liability contained herein are a material part of the agreement.

18.3. The Operator shall not be responsible or liable for any loss or corruption of data or content that You may experience while using the service or otherwise. This includes, without limitation, the loss or corruption of data or content resulting from:

- Network, system, or server "crashes" or outages, or other power outages;
- Damage caused by viruses, worms, security breaches, file corruption;
- Any other cause.

18.4. The Operator assumes no responsibility and shall not be liable for any damages or viruses that may infect Your computer equipment or other property on account of Your access to the services.

18.5. The Operator does not warrant that the Website or the services provided by the Operator will be uninterrupted or error-free. Therefore, the Website and the services are provided on an "as is" basis.

18.6. The Operator reserves the right to change or modify the Website's content at any time without prior notification and will not be liable for possible consequences of such changes. In addition, the Operator may suspend, discontinue or restrict access to any portion of the Website and/or its services at any time and without notice.

19. FORCE MAJEURE

19.1. Any failure or delay by the Operator in the performance of the obligations of its services shall not be deemed a breach of its obligations to You if such failure or delay to the extent is caused by fire, flood, earthquake, elements of nature, public utility electrical failure, acts of war, terrorism, riots, civil disorders, rebellions or revolutions, strikes, lockouts, or labour difficulties, court order, outage, delays or disruptions of the Internet or telecommunications networks, third party nonperformance or any other similar cause beyond the reasonable control of the Operator. The Operator does not accept any liability for the consequences arising out of any such force majeure events.

20. APPLICATION OF THE TERMS AND CONDITIONS

20.1. Together with the policy documents made available to You by the Operator, these Terms and Conditions constitute the entire agreement between You and the Operator, and supersede any and all prior and existing agreements regarding the Website and the services provided by the Operator. You acknowledge that the Operator has not made any representations, promises or agreements to You relating to the subjects addressed by the Terms and Conditions that are not embodied herein.

21. GOVERNING LAW AND DISPUTES

21.1. To the extent that such is legally allowed, by accessing the Website and/or registering as a Player with the Operator, You agree that all matters relating to Your access and use of services provided by the Operator shall be governed by and construed in

accordance with the laws of Curacao. Any dispute arising out of Your use of the Website and/or the Operator's services shall be settled by the courts of Curacao and You hereby agree to submit to the exclusive jurisdiction of such courts. Excluded from this provision are the mandatory provisions relating to consumer protection arising from Your country of residence.