

These General Terms and Conditions shall enter into force on May 12, 2025. All previous Terms and Conditions are superseded and replaced by these Terms and Conditions.

1. LICENSING

1.1. The website <https://slotscity.com> ("Website") is owned and operated by SHARKSCODE B.V. (hereinafter referred to as "Slots City", "the Company", "We" or "Us" interchangeably).

1.2. These Terms and Conditions ("T&Cs") govern the relationship between you (the "User", or "Player", "Customer", "You", "Your", "Yourself" interchangeably) and the Company, incorporated under the laws of Curaçao with Company Number 154900. The Company is licensed by the Curaçao Gaming Control Board since 12/Mar/2025 to offer games of chance under license number OGL/2024/244/0341 in accordance with the National Ordinance on Offshore Games of Hazard (Landsverordening buitengaats hazardspelen, P.B. 1993, no. 63) (NOOGH). GAMBITCODE MANAGEMENT LTD (incorporated under the laws of Cyprus under no. HE 417465, registered office at 35, Achaion, 5th Floor, Office 17, Agios Andreas, 1101, Nicosia, Cyprus) acts as a paying and operational agent on behalf of SHARKSCODE B.V.

1.3. Email address for contacting the customer support service:

support@slotscity.com

1.4. Registration address: Chuchubiweg 17, Willemstad, Curaçao.

2. GENERAL INFORMATION

2.1. These T&Cs govern all materials, resources and services offered by Slots City within the Website, unless special and/or additional terms and conditions are set forth. The technical equipment and software used to provide the services shall not affect the meaning and content of these T&Cs.

2.2. By registering on the Website, confirming his/her cell phone number and email address, validating his/her documents, making deposits and withdrawing winnings, using the links, games and materials on the Website, and participating in any of the tournaments, raffles, promotions, or using any of the features and functionalities, the User acknowledges that he/she is fully aware of and agrees with:

these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy that govern the relationship between the User and the Company within the Website.

3. PARTIES

3.1. The User unconditionally agrees to these T&Cs, as well as the Privacy Policy, the Bonus Policy, and the KYC Policy, and fully accepts them from the moment the User registers on the Website.

3.2. From the aforementioned moment, the agreement between Slots City and the User of the Website is considered concluded by accepting a public offer by the User on the basis specified in these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy ("Agreement").

3.3. Also, by accepting these T&Cs, the User certifies that s/he is of sufficient age to consider Agreements with Slots City regarding acceptance and compliance with these T&Cs in the User's country of residence/citizenship.

3.4. Sufficient age may vary by country, region, province and territory. However, the User, by accepting these T&Cs, confirms that s/he is at least nineteen (19) years old.

3.5. The User is responsible for being authorized to enter into this Agreement. The User is also personally responsible for ensuring that s/he does not violate applicable laws by using the games provided by the Website.

4. Restricted and Prohibited Countries and Territories

4.1. Access to the Website's services, including registration, deposits, and withdrawals, is restricted to users located in the following countries and territories for the reasons listed below.

Reason	Region	Country
Illegal	Europe	Albania
	Asia	Malaysia
Illegal except for sports betting	Asia	South Korea, Turkey
	FATF recommendations	Europe
Sanctions	Asia	Laos, Tajikistan, Turkmenistan
	Africa	Angola, Burkina Faso, Cameroon, Côte d'Ivoire, Kenya, Mozambique
	Asia	Hong Kong
	Central America	Nicaragua
	Africa	Niger
Sanctions/FATF recommendations	Europe	Bosnia and Herzegovina, Bulgaria, Croatia
	Central America	Guatemala
	Caribbean	Haiti
	Africa	Burundi, Central African Republic, Congo (The Democratic Republic of)
Local Licensing Requirements	Europe	Andorra, Austria, Belgium, Denmark, Estonia, Finland, Italy, Latvia, Switzerland

4.2. Access to the Website is fully prohibited for users located in the following countries and territories for the reasons listed below.

Reasons	Region	Countries
Illegal	Europe	Holy See (Vatican), Liechtenstein, Luxembourg
	Asia	Afghanistan, Bhutan, Brunei Darussalam, Cambodia
	Middle East	Bahrain, Iraq, Israel, Kuwait, Lebanon, Oman
	South America	Ecuador, Uruguay, Venezuela
	Central America	Belize
	Caribbean	Somalia, Turks and Caicos Islands

Sanctions	Africa	Algeria, Comoros, Egypt, Eswatini (Swaziland)
	Europe	Belarus, Russia.
	Middle East	Syria
	Caribbean	Cuba
Sanctions/FATF recommendations	Asia	North Korea, Myanmar
Local Licensing Requirements	Middle East	Iran
	Europe	Spain, Ukraine
Curaçao Regulatory Authority Restrictions	Europe	Cyprus, France, Germany, Netherlands, United Kingdom
	Asia	Singapore
	North America	USA
	Central America	Bonaire
	Caribbean	Aruba, Curaçao, Saba, Sint Maarten, Statia
	Africa	Reunion
	Australia and Oceania	Australia

4.3. To ensure ongoing compliance with international AML/CTF standards and Curaçao licensing obligations, the Company implements a multi-layered set of measures to prevent Users from restricted and prohibited territories from accessing its services in accordance with p.4.1 and p.4.2 of these T&Cs. These measures include, but are not limited to, the following: 4.3.1. Geo-Location Controls: The Website employs IP-based geo-blocking tools to prevent access from restricted jurisdictions. Attempts to bypass geo-blocking through anonymizing tools (e.g., VPNs, proxy servers, etc.) are monitored, flagged and may result in the account permanent blocking.

4.3.2. KYC Verification Procedures: During the Know Your Customer (KYC) process, the Users are required to submit valid proof of identity and proof of address. Any documents indicating a residence address in a restricted or prohibited country/territory result in account denial or immediate closure.

4.3.3. Ongoing Monitoring: User behavior, transaction patterns, and login data are continuously monitored. Suspicious behavior – such as frequent logins from multiple countries, use of anonymizing tools, or sudden spikes in transaction volumes – is escalated to the Compliance Officer for review and further action.

4.3.4. Account Actions: If the User is found to be residing in or transacting from a prohibited territory, or if the User provides false or misleading information regarding his/her location or identity:

- The account may be suspended or permanently closed;
- Any remaining balance may be withheld pending investigation;
- Winnings may be voided, and any deposits made from the restricted or prohibited countries or territories may not be subject to refund and cannot be used to place bets, redeem bonuses and withdraw any winnings derived from such bets and bonuses, depending on the nature of the violation and subject to the Terms and Conditions;
- A Suspicious Activity Report (SAR) may be filed and submitted to the Compliance Officer for review and further action.

4.3.5. Player Communication: Affected Users will be notified in writing of the reason for account restriction or closure, referencing the applicable clauses in the AML Policy and Terms & Conditions.

4.4. The list of Restricted and Prohibited Countries and Territories is reviewed and updated regularly based on the changes in international sanction regimes, Curaçao licensing requirements and risk assessments conducted by the Compliance Officer.

5. DEFINITIONS

5.1. User – an individual with sufficient legal capacity to conclude the Agreement, duly authorized (registered) on the Website, who is granted the right to use the Website games in accordance with these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy. If a fictitious User is registered as a User of the Website, in order to comply with the T&Cs, the User will be the person who actually uses the Gaming Account of this fictitious person to access the games of this Website.

5.2. Game is a multimedia product available on the Website, which is an independent copyright object, serving to provide the game play process, and is also a computer software that includes game resources, add-ons, updates to the game and databases. Each game on the Website is physically hosted by the relevant game provider and is only uploaded to the Website when the User launches a game. The result of each spin with a set bet is determined by a random number generator.

5.3. Tournament, promotion, raffle.

5.3.1. A Tournament on the Website is a competition in online games conducted in accordance with the rules set by Slots City and lasting a certain period of time. It is a requirement of the tournament to have a prize pool and to determine the number of winners, among whom this pool will be divided at the end of the tournament.

5.3.2. Promotion and raffle are the events which are held on the Website, or/and messengers, social medias, etc. within a certain period of time in order to attract, entertain, encourage, incentivize Users, as well as to popularize the game service presented on the Website, and increase the gaming activity of Users.

5.3.3. Tournament/promotion/raffle applicable rules are the provisions according to which the User participates in them.

5.3.4. The rules of each ongoing tournament, promotion, raffle and each respective bonus are available on the Website for the duration of them.

5.4. A bonus is a prize that may be provided to the User for certain activities, such as registering on the Website, verification, making a deposit, taking a survey, following Us on messengers and social medias, as a gift for holidays or events, and under certain conditions (e.g., wagering requirements).

5.4.1. Wagering requirements. The number of times the User must playthrough the amount of the bonus or/and free spins winnings is the wagering requirement. In other words, the Users must place a certain number of bets in order to playthrough the amount that is required for transferring bonus funds to the Cash Balance to qualify for withdrawal. Also, any bonuses or free spins may be subject to other applicable conditions, such as maximum bet contributed towards wagering requirements, time allotted to meet them, etc.

5.4.2. During promotions, the Users may be provided with various kinds of bonuses, such as free spins, match deposit bonus, cash bonus, bonus package that includes several types of bonuses at once, etc.

5.5. Legislation – the legislation of the Republic of Curacao, as well as the legislation of the User's state or the state in which the User is located or resides, as the case may be.

5.6. Content – texts, audio and video files, graphics, animation, images and other information created for the games and their filling, or are on the Website for a variety of purposes.

- 5.7. Profile – a personal cabinet accessible only to the User and authorized staff of the Website, which contains the User's financial information (Account), settings, messages, verification data, bonuses and other information.
- 5.8. A Gaming Account – a personal User's account, set up upon registration on the Website and allows the User to make deposits for making bets, to withdraw winnings, to redeem bonuses, etc., and also lets Slots City to identify (admit) each User.
- 5.9. Game rules – provisions according to which the User participates in the game process.
- 5.10. Website – Slots City's licensed Website <https://slotscity.com>.
- 5.11. Services – any services that may be provided by Slots City to the User through the Website, the use of games, participation in tournaments and promotions, including, but not limited to, the customer support service.
- 5.12. Game Resources – all servers, software, portal, databases that are associated with this Website and its games/tournaments/promotions.
- 5.13. Random Number Generator is a component (including remote) of slot machines. When gambling on the Website, it creates a sequence of unrelated numbers and guarantees the random nature of the winnings (prize).
- 5.14. Jackpot is the top prize in a game, a large fund of money formed by the accumulation of unwon prizes. It's also a combination on a slot machine that wins a top prize or all the coins available for paying out. And it could be the amount won. Furthermore, it is the name given to an impressive, often unexpected success or reward.
- 5.15. Responsible Gambling – a basic principle of the organization and conduct of gambling, provides for the implementation by the Website of measures to prevent and minimize the negative consequences of an individual's participation in gambling, as well as measures aimed at organizing self-restriction and self-control for Users.
- 5.16. RTP (Return to Player) – the average percentage of the amount of bets placed by the Users, which is returned to them after making one million runs at a particular slot machine.
- 5.17. A bet on the Website is an amount of money determined by the User to start a slot machine, a roulette wheel, a card machine or other games. Making a bet is a prerequisite for participation in the game of chance. The amount of winnings is the corresponding to the size of the bet.

6. RULES OF THE GAME

- 6.1. The rules of each game featured on the Website are available directly in the game itself.
- 6.2. Access to the game. Slots City grants the User the right to use the games of the Website, in accordance with the T&Cs, in the territory specified in the T&Cs, as well as in the provisions of the Privacy Policy, the Bonus Policy, and the KYC Policy.
- 6.3. How to use the game. The User has the right to use the demo version of the game for free, but without the opportunity to profit from it. To be able to make a profit, the User must deposit into his/her Gaming Account at least the minimum amount of money established in certain rules of the games and these T&Cs.

6.4. The role of Slots City. The operation and maintenance of the games on the Website is carried out exclusively by Slots City or its authorized representatives.

6.5. All of the games on the Website are on the side of the game providers. Thus Slots City has no influence on the results of the games on the Website.

6.6. Territory. Slots City has the right to determine the territory to operate the Website and to provide Users with access to the use of the games and Website services.

6.7. Updates. From time to time, Slots City may provide new updates and versions of the games on the Website, the content of which is at the sole discretion of Slots City.

7. TOURNAMENT/PROMOTION/RAFFLE RULES

7.1. The applicable tournament/promotion/raffle rules (including, but not limited to, mechanics, arrangement, participation conditions, bonuses, and prize pool) are presented directly in the Tournaments/Promotions/Raffles sections of the Website.

7.2. In case of any contradictions between these Terms and Conditions and the applicable tournaments/promotions/raffles rules, these Terms and Conditions shall apply to the extent not inconsistent with the applicable tournaments/promotions/raffles rules.

8. REGISTRATION AND ACCOUNT OPENING

8.1. According to the legislation, the Company is prohibited from keeping anonymous accounts or accounts in obviously fictitious names on the Website.

8.2. To visit the Website and familiarize yourself with games, providers, promotions, tournaments, raffles, features, bonuses, documents, etc. the Customer may sign up using his/her:

- Google account.
- Or e-mail address and cell phone number.

8.2.1. Registration using e-mail and phone number requires You to create your own password for personalized log in to the Website. At any time, you can change this password in your Profile.

8.3. To establish a business relationship, open a Gaming Account for making deposits, placing bets and participation in gambling on the Website, as well as taking part in tournaments, raffles, promotions, and loyalty program, using bonuses, cashbacks and variety of features, You shall provide the Company with three items:

- Your name and surname.
- Permanent residential address.
- Date of birth.

You must also have both fields filled in:

- E-mail address.
- Phone number.

8.3.1. The Company may also request additional information, such as your place of birth, nationality, identity number, and other information required by Anti-Money Laundering (AML) laws or regulations, if applicable.

8.4. The Company reserves the right to refuse the User to open a Gaming Account.

8.5. All information provided must be genuine and valid. The User is fully responsible for the accuracy, completeness and reliability of the information s/he provides, and thus confirms and assures the Company that the information provided by the User is true, accurate and correct.

8.6. The specified name and surname must strictly correspond to the name and surname of the owner of payment cards, settlement accounts, payment wallets, and any other payment methods used for transactions.

8.7. If the personal information of the User changes, s/he must contact the customer support service (via e-mail at support@slotscity.com, chat on the Website or call the phone number provided on the Website) to make these changes to the Profile registration data. In case of failure to comply with these requirements, the withdrawal of winnings, providing of bonuses, etc. may be suspended, and the Gaming Account may be blocked.

8.8. The User is informed and agrees that the Company verifies (independently or with the participation of third parties) the deposits made by the User. If the User provides false or misleading information, his/her Gaming Account on the Website may be blocked or closed.

8.9. Registered Users are assigned an individual ID number, as well as a nickname (name on the Website), similar to the specified email or a random one (when registering by phone number). The User can change his/her nickname at any time in the Profile.

8.10. In case any questions arise during the registration process, please contact our customer support service at support@slotscity.com, or through online chat on the Website, or by phone.

8.11. All funds on the balance of the User, as well as money substitutes, belong to the User on a legal basis, except as separately provided by applicable law and these T&Cs.

8.12. The User acknowledges and agrees that his/her Gaming Account is not a bank account and therefore insurance, guarantees, replenishment or any other protection against deposit insurance or bank insurance, as well as any similar insurance systems, will not be available. No interest is accrued or charged on the funds in the Gaming Account.

8.13. By registering and gambling freely, at Your own volition and risk, You fully understand and accept the possibility of losing monetary bets and the absence of any legal grounds for claims against the Website.

9. CLOSING OF THE GAMING ACCOUNT

9.1. The User can close his/her Gaming Account at any time, by contacting the customer support service.

9.2. Slots City will return all funds from the User's account on the Website, less any applicable withdrawal fees to the User. The refund method is at the discretion of Slots City.

9.3. Slots City reserves the right to close the User's account on the Website and return the User's available balance from his/her Gaming Account, minus the applicable withdrawal fees at the sole discretion of Slots City and without any obligation to provide a reason or prior notice if Slots City

detects any violations of the T&Cs, a trade secret or any other acts or omissions that may cause any damage to Slots City.

9.4. In case the sum of transactions performed by the User since the establishment of the business relationship (making the first deposit) has reached the threshold of Naf.4,000 (both deposits and withdrawals), but verification has not been completed within 30 days thereafter, the business relationship with such User shall be terminated and his/her Gaming Account shall be closed.

9.5. In accordance with FATF recommendation 11, all records obtained through Customer Due Diligence (CDD) and during the course of a business relationship, including any occasional transactions, must be retained for a minimum of 5 years after the end of the business relationship or the completion of the transaction, whichever is later. These records must be sufficient to enable the reconstruction of individual transactions and provide evidence of compliance with anti-money laundering (AML) obligations.

10. INACTIVE AND DORMANT GAMING ACCOUNT

10.1. A Gaming Account which has remained inactive for 12 consecutive months, i.e. an Account which has not been logged in or out by the User, which has not been closed by the User in accordance with Section 9 of these Terms and Conditions and which remains with a positive cash balance, shall be deemed dormant.

10.2. A reminder email will be sent to the account holder each month, starting when the Account becomes dormant.

10.3. Slots City reserves the right to charge a monthly account maintenance fee of 5 CAD or 5 EUR (depending on the balance currency), starting from the 13th month since the last logged into the Account.

10.4. Slots City will charge an account maintenance fee until the account balance is zeroed out or until the Account holder reactivates the Account.

11. UNDERAGE GAMBLING

11.1. Access to the Website may be a crime on the part of persons under the legal age to use the Website. If the Company unable to determine with certainty that the User is of the appropriate legal age, We may suspend a User's Gaming Account until his/her age has been verified. If, as a result, it was proved that the age of the User did not meet the criteria when s/he made any gambling or gaming transactions on the Website, then:

- any winnings accumulated while the User was under the legal age will be canceled, and the User will be required to return any funds which have been withdrawn from his/her Gaming Account for that period.

12. GAMING ACCOUNT RESTRICTIONS

12.1. The User has no right to:

12.1.1. Transfer to third parties (including family members) the ability to access any of the games on the Website using his/her Gaming Account;

12.1.2. Simultaneously use several Gaming Accounts managed by one User to use any of the games on the Website;

12.1.3. Use another User's Gaming Account;

12.1.4. Dispose of or otherwise transfer his/her Gaming Account or purchase another User's Gaming Account, including by exchanging or receiving it as a gift;

12.1.5. Use other User's contact information for mass-mailing (so-called spam).

12.1.6. If the User provides access to his/her Gaming Account to third parties, the User bears full personal responsibility for all actions committed through the use of his/her Account.

12.1.7. The User is solely responsible for protecting his/her Account from third parties. Under no circumstances should the User disclose his/her personal Account password to third parties, as well as any other related contact information that may be used to access the Account (e-mail password, Google account, etc.).

12.1.8. Misrepresent identity, conduct fraudulent and other illegal actions.

13. GAMING ACCOUNT SECURITY AND PASSWORD

13.1. If the Customer uses e-mail and/or phone number while registering, and creates a password to access the Website, it is the User's sole responsibility to ensure the security of the login information.

13.2. Slots City is not responsible for any erroneous or misuse of a User Gaming Account on the Website by third parties as a result of the User's disclosure of his/her login details, intentionally or accidentally, actively or passively for any third party.

13.3. The username and the password for the Gaming Account are for the personal use only of the User and should always be kept confidential. The User's Gaming Account is intended solely for his/her personal use, therefore, in the event that the User has provided Slots City with all the requested information, and it is genuine, Slots City has the right to assume that all payments and gaming operations are performed by the User.

13.4. Slots City is not responsible for access to the User's Gaming Account by a third party, and Slots City is under no circumstances liable for any damage incurred by the User as a result of unauthorized use of the User's password by another person. As well as for unauthorized access to the User's Gaming Account.

13.5. All transactions in which a username and password, or any other information has been entered to access the User's Account, whether or not done by the User, with the User's consent or not, shall be deemed valid.

13.6. The User must regularly change his/her password and not disclose it to third parties. The User may change his/her password at any time in the Profile Settings section of the Website.

13.7. It is recommended not to include any personal details in the password, such as names, dates of birth, phone numbers and other familiar words. This will help prevent unauthorized access to Your

Gaming Account. The User's sole responsibility is to ensure the confidentiality of his/her username (nickname) and password. The User is responsible for all cases of unauthorized and illegal use of his/her data.

13.8. Slots City strongly recommends that You disable the password storage feature in Your browser in advance to ensure the stable operation of a reliable anti-virus, anti-spyware and firewall software on your computer. If the User does not use his/her own computer, s/he should log out after the gaming session and shut down the operating system.

13.9. The User should also refrain from using his/her Account while using public Wi-Fi to access the Internet.

13.10. In case of loss or unauthorized use of the User's password, as well as any unauthorized access to the User's Gaming Account, he/she must inform the Company about this. The User must also immediately contact Slots City if s/he believes that the minor had access to the User's Account or any hacking tools used in relation to the Website, gaming resources or other Slots City services.

13.11. At the request of the Website, the User must provide evidence of unauthorized access as soon as possible.

13.12. All this also refers to the Google account password and Apple ID that You used when registering on the Website. It is strongly recommended to use the Two-factor authentication feature which can be enabled separately.

13.13. Loss of password and subsequent inability to participate in any game/tournament/promotion/raffle or other activity on the Website shall not be grounds for refund or compensation.

13.14. Please note that Slots City's representatives, including customer support service, will never ask the User for his/her Gaming Account password on the Website.

13.15. If the User lost the password or access to their own resources which have been used during registration (email, phone, Google account, Apple ID), User's access to their own account at

<https://slotscity.com>

may be restored using the "Forgot your password?" item in the login menu of the account or by the customer service.

14. VERIFICATION PROCEDURE

14.1. There are two cases in which the verification process must be completed in full.

14.1.1. Before requesting a withdrawal for the first time.

14.1.2. By the time the User reaches the threshold of the monetary equivalent of Naf.4,000* in terms of the sum of transactions made (both deposits and withdrawals) calculated from the moment the business relationship is established. From the day after the threshold is reached, the Player is not allowed to deposit funds to or withdraw from the Gaming Account until the verification process is completed.

14.1.2.1. This threshold is calculated on a daily basis taking all deposits and withdrawals into account including peer-to-peer transfers.

14.1.2.2. If all required documentation is not received within 30 days the threshold is reached, the Company shall terminate the business relationship. In accordance with record keeping requirements, all transaction history and User data are retained for 5 years.

14.1.2.3. Netherlands Antilles Florin (Naf) or Netherlands Antilles Guilder (Nag) – is national currency of Curaçao which exchange rate is fixed to the US Dollar at a price of

1 USD = Naf. 1.80.

At the time of the current T&Cs update, Naf. 4,000 is approximately: 2,000 EUR or 3,000 CAD.

14.2. Verification is carried out in the corresponding tab of the User's profile. Before proceeding, the User should be registered in accordance with Section 8 of these T&Cs, and being logged in.

14.3. The User shall confirm (by receiving a confirmation code) his/her:

- E-mail address
- Telephone number.

As well as verify his/her:

- Identity.
- Residential address.
- Payment method ownership (deposit).

14.4. For identity proofing and verification of permanent residential address, the company uses a third-party accredited service. This is a popular, convenient, safe and reliable KYCAID that features easy-to-understand prompts. The documents provided by the User shall be authentic, clear, legible and of good quality.

14.5. Verification of identity. To prove Your identity, You will need an unexpired government-issued document containing a photographic evidence, such as:

- Driver's license.
- Identification card.
- Travel document or passport.

14.5.1. To ensure the customer's age and prevent minors from gambling, a simplified form of identity verification is required before making deposits. This includes a valid government-issued ID check, provided that the document submitted is clear and unambiguous.

14.5.2. At any time, the Company may request from the User additional proof of his/her identity for verification, in particular video verification.

14.6. For verification of residential address, the following documents not older than 6 months are suitable:

- Banking statement.
- Utility bill.
- Correspondence from a central or local government authority, department or agency.
- A rental or lease agreement.

14.7. Verification of the payment method ownership (deposit). You can upload up to 2 files in JPG, PNG, or PDF formats, with a maximum size of 12MB each.

- If using online banking: a screenshot of the transaction.

- If using Interac: screenshot of profile page on Interac with postal address visible.
- If using a payment card: front and back of the card, with middle 6 numbers and CVC/CVV covered.
- If using a banking account: banking statement dated within the last 3 months showing full name and address.
- If using cryptocurrency: screenshot of the deposit in your wallet.

14.8. Photos of documents can be uploaded from the gallery or snapshots can be taken if the verification is carried out using a mobile device such as a smartphone or tablet.

14.9. In addition, the Company may require the User to provide his/her:

- Place of birth.
- Nationality (citizenship).
- Identity number.

14.9.1. Besides, if there are reasonable suspicions of money laundering and/or terrorist financing, the Company may request information from the User about the source of origin of his/her funds and wealth.

14.9.2. Email support@slotscity.com may be used for providing additional documents other than those required in the Verification tab of the profile.

14.10. The withdrawal of winnings from the User's Gaming Account may be limited while the Company is verifying the User's data.

14.11. When identifying (verifying, ascertaining) the User by means of various verification methods, the Website adheres to the requirements of personal data protection legislation.

14.12. The User is responsible for the accuracy of the documents and information provided in accordance with the applicable law. Forgery of the documents and/or misrepresentation may be criminally prosecuted.

14.13. If the User fails to provide the Company with the requested documents within the deadline set by the Company or by law without reasonable cause, or if the information provided by the User is incorrect, misleading, not entirely accurate, etc, except for the case stipulated in item 14.1.2.2, his/her Gaming Account may be temporarily blocked until the documents are provided.

15. DUPLICATE GAMING ACCOUNT (MULTI-ACCOUNT)

15.1. Each User has the right to create only one Gaming Account on the <https://slotscity.com> Website. In case of repeated registrations with subsequent creation of additional accounts (multi-accounts) by one person, each such account will be considered as a duplicate account.

15.2. If the User wants to replace the existing Gaming Account with a new one for any reason, he/she should contact the customer support service of the Website for permission to open a new account. In this case the old account will be blocked, all balances on it will be returned to the User or transferred to his/her new Gaming Account, and access to the old account will be impossible from the moment of opening a new one.

15.3. If the User notices that s/he has more than one Gaming Account on the Website (under different names), s/he must immediately either email Slots City about this at support@slotscity.com, chat on the Website or call the phone number listed on the Website.

15.4. In the case of re-registration with the opening of a duplicate account without notifying the Website and blocking the existing account, the following occurs:

15.4.1. All transactions made using the duplicate account are deemed invalid.

15.4.2. All funds received through the use of a duplicate account shall be deemed illegal and returned to the Website. This refers to winnings, bonuses, etc. If these funds have already been paid to the User from a duplicate account, they must be returned in full, including by court order, with the subsequent payment of the appropriate fines and court costs by the guilty party.

15.4.3. The Website does not return any bonus and does not refund real funds that are on the duplicate account. The decision to refund any funds lost by the Website and paid out of a duplicate account shall be made unilaterally. This applies both in cases when bets were placed and winnings were obtained from such an account, as well as in cases when no bet was placed at all, even if the bonus funds were just in the account.

15.4.4. The Website does not accept requests for refunds of blocked/lost funds from a duplicate User Account. It does not matter for what purpose it was created: for bonuses, betting, cashing out illegally obtained funds, etc. Opening a new duplicate account in order to return the blocked funds from the previous duplicate account is also considered contrary to the T&Cs and is prohibited.

15.4.5. All duplicate accounts will be identified and blocked. The Website is not responsible for the safety of funds held in such accounts. Initial deposits will not be returned to Users if the duplicate account is found to have been opened for abuse, in violation of these T&Cs.

16. NON TRANSFERABILITY

16.1. The User cannot transfer, sell, or pledge his or her Gaming Account to another person. This prohibition includes the transfer of any assets of value of any kind, including but not limited to ownership of accounts, winnings, deposits, bets, rights and/or claims in connection with these assets, legal, commercial or otherwise.

16.2. The prohibition on the mentioned transfers is not limited and also includes, among other things: encumbrance, pledging, assigning, usufruct, trading, brokering, hypothecation and/or gifting in cooperation with a fiduciary or any other third party, company, natural person or legal entity, foundation and/or association in any way shape or form.

17. DEPOSITS AND WITHDRAWALS

17.1. Depositing and withdrawing funds on the Website is carried out as a cashless transfer in the online system, subject to the provisions of legislation on preventing and combating money laundering, terrorist financing and the financing of proliferation of weapons of mass destruction.

17.2. In order to place bets in the games with real money, the User shall register on the Website and fund his/her Gaming Account, having first complied with the provisions of Clause 14.5.1 of these T&Cs.

17.3. Slots City does not provide credits to Users to let them use the services, make bets, participate in the games, Tournaments and promotions on the Website, etc.

17.4. Slots City may appoint payment system providers to perform actions, receive and withdraw funds on behalf of the Website. In this case Slots City is not responsible for the actions, omissions of the third-party providers.

17.5. The Website's internal operating currencies are the Canadian dollar (CAD, C\$) and the euro (EUR, €). If the User transacts in other FIAT currency or cryptocurrency, the amount deducted from his/her debit/credit card, bank account, wallet, etc. may be insignificantly higher than displayed at the time of transaction due to currency conversions on the side of the User's bank and/or the Website's payment processing system.

17.6. The Website's internal operating currencies are subject to change without notice, with appropriate modifications to these T&Cs.

17.7. Depositing and withdrawing winnings on the Website are made by means of the Canadian system of exchange of electronic financial transactions Interac, with Visa, MasterCard, MiFINITY ewallet, and cryptocurrencies such as BTC, ETH, USDTE, LTC, and USDTT. The number of convenient payment instruments on the Website is constantly expanding. Online gambling may be illegal in the jurisdiction in which the User is located, and in this case the User may not use their payment cards to make transactions on the Website.

17.8. Deposit to the Gaming Account on the Website is carried out in the Cashier's section Deposit by entering the amount You wish to deposit. We recommend to retain a copy of Transaction records and Merchant policies and rules.

17.9. The minimum amount of a single deposit to the Website is:

- **20 CAD / 20 EUR.**

17.10. The commission for depositing a Gaming Account on the Website is 0%.

17.11. By depositing a Gaming Account and using money to bet on the Website, the User acknowledges and accepts:

17.11.1. The funds deposited by him/her are not obtained in violation of tax, criminal or other laws.

17.11.2. The Website may refuse the User to withdraw or refund the funds deposited to his/her Account, or to cancel transactions related to the procedure of depositing the Gaming Account.

17.12. The Gaming Account can not be deposited by third parties: relatives, friends, spouses, business partners, etc. The User may deposit to his/her Gaming Account only with personal funds. If Slots City discovers any deposits from third parties, all winnings of such a User can be annulled.

17.13. When requesting a refund to the legal holder of the Gaming Account, all fees and other expenses may be charged to the recipient.

17.14. Cash is not accepted on the Website.

17.15. The Website has the right to use the technical capabilities of third parties to process payments made by the User. Third-party systems may also be used to process payments to the User.

17.16. Slots City does not accept requests for withdrawals by phone, email, or other form of communication, but only exclusively by applying on the Website.

17.17. The User has no right to cancel transactions already made. They cannot be canceled in any way possible. If in any way this is done, and the previously deposited funds were already used for betting on the Website, the User must compensate the losses incurred by the Website.

17.18. The Website has the right to block or cancel any transactions made from the Gaming Account, as well as to cancel winnings in the following cases:

- Fraudulent or suspicious deposits to the Gaming Account.
- Use of another's or stolen payment cards.
- Exchange between payment systems when depositing in the Gaming Account.

17.19. The Website has the right to inform the relevant organizations and law enforcement agencies about any type of fraud. The Website may also use the services of agencies to recover misappropriated funds. The Website is not responsible for any unlawful use of payment cards. It is irrelevant whether or not the loss or theft of the cards has been reported.

17.20. Funds from a Gaming Account may be used to compensate for damages incurred by the Website. In case of fraud or other criminal activity, including User's mistakes, any amount from his/her Gaming Account can be deducted in favor of the Website.

17.21. At any time the User has the right to make a withdrawal request from his/her Gaming Account. At this, the following conditions must be met:

- All funds in the User's Gaming Account are verified for legality, absence of unacceptable actions with them, including that no payment has been previously canceled or voided;
- All necessary verification procedures are completed in full;
- After registration on the Website the User has made at least the minimum amount of deposit.

17.22. Withdrawal is guaranteed after the User places bets from the cash balance on an amount that is not less than the deposits made. Otherwise, the Website may withhold a fee of 10% of the amount withdrawn for using the Website.

17.23. Withdrawal request from the Gaming Account is submitted on the Withdrawal tab of the Cashier section with indication of the desired amount (within the current Cash Balance) in the "Enter the Withdrawal sum" field.

17.23.1. Withdrawal of funds is allowed only by the same methods that You used to deposit Your Gaming Account.

17.23.2. The Website may require verification of the payment card to which the funds will be transferred.

17.24. The minimum allowable amount for withdrawal is:

- **50 CAD / 50 EUR.**

Applications for withdrawal of funds in the amount less than the established limit are not accepted.

17.25. The maximum allowable withdrawal amount for non-jackpot winnings on the Website is:

- **1,000 CAD / 1,000 EUR per day.**
- **3,000 CAD / 3,000 EUR per week.**
- **10,000 CAD / 10,000 EUR per month.**

17.26. Once the User makes a withdrawal request, s/he will forfeit all activated bonuses. As for no-deposit bonuses, even just offered (not yet activated) ones will also be forfeited. See more in the Bonus Policy.

17.27. The Website reserves the right to conduct additional audits of any transactions. Their duration may not exceed two business days.

17.28. If there is a suspicion of a violation of applicable laws on preventing and combating money laundering and terrorist financing, the Website is obliged to conduct an additional audit with a delay of no more than 30 days.

17.29. If there is strong evidence of fraudulent activity on the part of the User, the Website may deny withdrawal and block the User's Gaming Account.

17.30. Withdrawal is performed in 24/7 mode without a break on weekends and holidays.

17.31. The Website makes every effort to ensure that the maximum withdrawal time is 48 hours, but in fact, when the User's verification is fully completed, the transfer is much faster. The exact timing of withdrawals depends on the following factors:

- The amount to be withdrawn.
- Date and time of withdrawal.
- Rules of the bank.
- Payment system used.
- Other factors.

17.32. In accordance with the concept of responsible gaming, funds requested for withdrawal are not available for making bets from the moment the User submits the request. As soon as the finance department confirms the validity of the request, the money in the amount requested for will be transferred. The Website is not responsible for withdrawal delays due to bank regulations.

17.33. As in slot machines of some providers 1 coin may not correspond to the value of 1 Canadian dollar or 1 euro, the amount of winnings obtained in coins, may differ from the amount of real winnings after its conversion into CAD or EUR. Detailed information about this issue can be found in instructions to slots, made by developers.

17.34. The Website provides its Users with the possibility to deposit to the Gaming Account and withdraw funds in cryptocurrency.

17.34.1. The User may deposit funds by sending BTC (Bitcoin), ETH (Ethereum, ERC20), LTC (Litecoin), BCH (Bitcoin cash), and USDT (United States Dollar Tether) to the wallet address specified in his/her Profile. It is the responsibility of the User to send the correct currency to the correct address (e.g. Ethereum crypto to Ethereum address). Slots City will not credit the User with the missing currency if he/she transfers his/her funds to the wrong address.

17.34.2. It is extremely important for the User, when depositing in cryptocurrency (as well as other currencies), to pay an amount greater than or equal to the minimum deposit limit for that particular currency, which is displayed on the deposit page of the Gaming Account. Deposits below this limit will not be processed by the Website payment processor, will not be credited to the User's Gaming Account, and will not be refunded to the User.

17.34.3. The Website only provides gambling (casino) and betting (sports) services. Slots City does not provide currency exchange services on the Website. The User can only withdraw funds in the same cryptocurrency that s/he used to deposit funds on the Website.

17.34.4. The Website reserves the right to transfer funds in a way different from the payment method specified by the User.

17.34.5. In the unlikely event of the User withdrawing cryptocurrency funds to another cryptocurrency network address (such as but not limited to: sending BTC to a BCH address) Website will not be responsible to recover the amount.

17.34.6. The User cannot redeem bonuses with cryptocurrency.

17.35. The Website reserves the right to carry out additional verifications if deemed necessary by the Payments Team. Such verifications may include copies of passport, ID card, copies of utility bills and/or copies of debit/credit cards used for the deposit.

This requirement applies to both FIAT Users and cryptocurrency ones.

18. BETS IN GAMES

18.1. Before making a bet in the game, it is necessary to make sure that the balance of the Gaming Account is funded. For each transaction the User is personally responsible.

18.2. When clicking on the CASHIER button on the Website, the User enters the section where the Deposits and Withdrawals of funds are made, as well as the History of financial transactions is presented.

18.3. Slots City reserves the right to refuse a User's transaction due to violation of these T&Cs.

18.4. The Gaming Account replenishment transaction is considered to be completed only after the relevant amount appears on the balance of the User. If the User is sure that everything was done correctly, but the amount of the deposit does not appear on the balance, s/he should contact the customer support service.

18.5. After selecting the bet amount and clicking the SPIN button (or START, etc.) the bet is considered to be made.

18.6. In Auto mode the sequence of bets of the selected amount is made in automatic mode, i.e. without the participation of the User. At the same time the game can be stopped at any time.

18.7. In the case of a failure of the slot machine (for example, a combination of symbols is not formed on the reels) the bet may be returned to the User's balance directly by the slot machine.

18.8. As the game is played on the side of the game provider, the Website cannot cancel or refund a bet made by the User.

18.9. Information on winning percentages (theoretical Return To the Player, RTP) is provided in each game's description and is in the range from 90% to 99% when making one million runs.

19. REFUND POLICY

19.1. No refund can be requested once the alleged deposit (including the bonus) has been played using the Website.

19.2. A refund request will only be considered if it is requested within the first twenty-four (24) hours of the alleged transaction, or within thirty (30) days if a User alleges that another individual (or a minor) has accessed his/her Gaming Account.

19.3. Slots City reserves the right to withhold any refund or reverse transactions until the identity of the User is adequately established to ensure that any depositing a Gaming Account on the Website will be honored after a refund has been made. The User agrees to provide, on request of Slots City, a notarized identification or any other certified identification in accordance with the applicable laws of the User's jurisdiction within thirty (30) days. Otherwise, User's access to the Gaming Account shall be limited until they provides Slots City with all requested notarized identification or any other certified identification.

19.4. If any credit card purchases are considered to carry an unacceptable security or legal risk, either by Slots City's credit card processors or by its betting managers, Slots City will initiate refunds for all such transactions back to the credit card.

19.5. If, for any reason, the User is not satisfied with services of Slots City, s/he can request to be issued a refund for the balance currently held in his/her Gaming Account. Before the User's refund is calculated and processed, all bonuses and winnings in his/her balance will be deducted.

19.6. Refunds will be processed via the same payment methods used by the User to make their deposits, and in the same currency.

19.7. A refund request should be sent to the customer support services email support@slotscity.com. The request may be submitted in a free form and shall contain:

- Photos of one of the documents mentioned in p.14.3.1 of these T&Cs for verification of Your identity;
- Photos of one of the documents mentioned in p.14.4.1 of these T&Cs for verification of Your payment method used;
- Photos of one of the documents mentioned in p.14.5.1 of these T&Cs for verification of Your address.

19.8. During the document validation process, Slots City reserves the right to request additional information and documents to verify the identity and the account for refunding.

19.9. The refund transaction timeframe depends on the payment method chosen. Standard bank card transfer takes 1 to 5 working days.

20. USER RIGHTS

20.1. Use the demo version of the basic software capabilities of the Website games to manage the elements of the game for free, but not for real money and without the possibility of making any profit.

20.2. Take part in the games for real money by depositing money into the User's Gaming Account in the amount and with the help of the funds provided for in the Agreement and in the rules of a particular game.

20.3. Participate in tournaments/promotions in accordance with their rules, defined directly in the Tournaments/Promotion sections of the Website.

20.4. Take part in the games on a personal smartphone, tablet, laptop or personal computer (PC), as well as on another device with the required technical characteristics or in any other acceptable way.

20.5. Deposit funds to the User's Gaming Account in order to place bets on any game or participate in any tournament/promotion on the Website.

20.6. Obtain the winnings in any game/tournament/promotion and withdraw it in accordance with the rules, conditions specified in the Agreement, as well as rules of certain game/tournament/promotion.

20.7. When making inquiries to Slots City, the User should send an email to the email address support@slotscity.com. At the same time, in case of contacting Slots City in any other way, Slots City has the right not to respond to such requests. The User has the right to send inquiries regarding:

20.7.1. Clarification of game rules, tournament and promotion rules or the T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy;

20.7.2. Sanctioning another User for the game rules, tournament and promotion rules or the T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy. When sending such a request, the User must also indicate the date and reason for the application of such sanctions to them;

20.7.3. Tournaments, organization, compliance with the conditions of participation, prize pool, prize drawings, bonuses, contests and promotions conducted by Slots City on the Website;

20.7.4. Any errors when using the Website (technical problems, functional failures in the game, malfunctions in the game, etc.), if such a malfunction does not depend on it: User actions, hardware features and software used by the User, the quality of the Internet connection, as well as other factors for which Slots City is not responsible.

21. USER OBLIGATIONS

21.1. Before taking any action to use the Website, the User has to make sure that everything is carried out in accordance with the legislation of his/her state of residence/citizenship or in accordance with the legislation of another state, depending on the circumstances, the User has reached the age that allows him/her to conclude the Agreement. It is the User's responsibility to be aware of the laws regarding online gambling in their country of residence.

21.2. If the User disagrees with these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy, the User is obliged to terminate his participation in the games, tournaments or promotions. Otherwise continuing to participate in the games is considered complete and unconditional acceptance by the User of these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy.

21.3. Not to violate the permissible norms in relation to Slots City, as well as the intellectual property rights of third parties to the games/game resources and game elements of the Website. In particular, the User does not have the right to copy, transmit, distribute, publish or otherwise distribute or reproduce materials (text, image, audio or video) that are part of the game resources, without the prior written consent of Slots City.

21.4. Comply with Slots City's instructions received individually or delivered to a group of Users in a game, tournament, or promotion by any means. Slots City has the right to suspend, restrict or terminate the User's access to the game, tournament, promotion and/or additional functions due to non-compliance with these instructions.

21.5. Compensate Slots City, other Users of the game, tournament, promotion and/or other third parties for any losses incurred by them in connection with the User's actions, including in connection with the breach of the Agreement, infringement of intellectual property and/or other rights of these persons.

21.6. Notify Slots City about any defects in the Website, tournaments that become known to him/her. A defect in a game/tournament is especially typical for a game/tournament/promotion that was not provided by the developers and does not correspond to the normal functioning and logic of the

game/tournament/promotion (for example, a Game/Tournament/Promotion error, changes in the characteristics of objects or elements in the game/tournament/promotion, which was not provided for by the idea and logic of the game/tournament/promotion).

21.7. Notify Slots City about cases of violation of these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy by other Users in case of becoming aware of it.

21.8. In due course, review the current version of these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy, as well as any supplements that form an integral part of the Agreement.

22. THE USER IS PROHIBITED FROM

22.1. Studying the source code of any of the games of the Website or any of the Tournaments/Promotions on the Website, decompiling, disassembling, modifying the game/tournament/promotion and creating derivative works based on any games/tournaments/promotions or parts thereof, unless such actions are committed with the written consent of Slots City.

22.2. Using a different User Account to access any games/tournaments/promotions on the Website.

22.3. Transferring account credentials to third parties (including in order to improve the results of the game/tournament/promotion).

22.4. Providing third parties (including family members) with the ability to access any games/tournaments/promotions on the Website using a User Account.

22.5. Using games/tournaments/promotions on the Website in any way that interferes or may interfere with the normal operation of games/tournaments/promotions.

22.6. Using bots (special programs that perform any actions through the same interface as a regular User, automatically and/or according to a predetermined schedule), cheats (codes that can be entered into the program to change the course of action and get additional advantages in the game/tournament/promotion), as well as any other computer programs and technical means that interfere with the proper functioning of games/tournaments/promotions or aimed at taking additional advantages in the game/tournament/promotion that were not provided for by the rules, logic or technical capabilities of the game/tournament/promotion.

22.7. Using imperfections in the operation of the game/tournament/promotion (including additional advantages in them that were not provided for by the rules, logic or technical capabilities of them).

22.8. Introducing yourself as a representative or proxy of Slots City.

22.9. Using multiple accounts managed by one User at the same time to use any of the games/tournaments/promotions.

22.10. Distributing copies of the game for commercial or non-commercial purposes, for example, by distributing physical media of the game or by posting it on the Internet for access and/or download to certain individuals or the general public.

22.11. Translating the game into other languages without the consent of Slots City.

22.12. Distributing audiovisual elements, images and other intellectual property that are elements of the game/tournament/promotion and components of them in full, both for commercial and non-commercial purposes (unless Slots City's prior permission has been obtained).

22.13. Distributing elements of the game/tournament/promotion, both for commercial and non-commercial purposes.

22.14. Liquidating or transferring a Gaming Account in any way, acquiring another User's Account, including through an exchange or as a gift.

22.15. Using automated scripts (computer programs that represent a sequence of instructions for work) to collect information or perform other unauthorized interaction with any game/tournament/promotion of the Website and its elements.

22.16. Using other contact information for bulk email marketing.

22.17. Committing illegal or criminal actions, as well as actions that are directly or indirectly prohibited by these T&Cs.

22.18. Using games/tournaments/promotions in ways not provided for in these T&Cs, as well as in ways that go beyond normal gameplay.

22.19. Placing intellectual property objects in any game/tournament/promotion on the Website without receiving the consent of their respective owners.

22.20. Placing advertisements, commercial offers, campaigning and any other information in any game/tournament/promotion of the Website, except when such placement of information is agreed with Slots City.

22.21. Posting or otherwise using in the game/tournament/promotion, including during the period of discussion and/or Agreement with Slots City of the following information (including by posting links to it):

22.21.1. Profanity (obscene and offensive words and phrases, including those written with the replacement of characters, which do not change the meaning of the word/expression).

22.21.2. Personal data of third parties, including any contact information (home addresses, phone numbers, passport data), without their consent.

22.21.3. Threats of violence or bodily harm.

22.21.4. Extremist, nationalist and Nazi slogans and statements, as well as individual words and expressions related to extremist, nationalist activities and / or Nazism, as well as their use to demonstrate and propagate Nazi, extremist or other equivalent attributes or symbols in the game/tournament/promotion.

22.21.5. Statements that offend or devalue other Users (both associated with specific Users and an unlimited number of Users), third parties (including organizations), and also lead to the emergence of interethnic, interreligious, racial and other conflicts.

22.21.6. Threats, appeals and/or instructions about violence and illegal acts or acts prohibited by applicable laws, game, tournament and promotion rules and/or these T&Cs, including the disclosure of criminal and other illegal activities, including guidelines for illegal actions or actions in the game.

22.21.7. Materials containing elements of racial, interethnic, or interreligious hatred, as well as links to such materials.

22.21.8. Materials containing elements of cruelty, violence and pornography, as well as links to them.

22.21.9. Malicious programs, as well as links containing or which may contain malware.

22.21.10. Personal data of third parties.

22.21.11. Links to any web pages other than the game/tournament/promotion web pages. Users are prohibited from using links containing malware and links to them, as well as posting prohibited information in accordance with the paragraphs of this Article.

22.21.12. Any other information that, in the opinion of Slots City, is unacceptable or undesirable, violates moral and/or ethical norms and/or applicable law, or is considered unacceptable/undesirable by Slots City for other reasons.

23. SLOTS CITY RIGHTS

23.1. Restrict the functionality of the game/tournament/promotion in whole or in part at their sole discretion at any time (in particular, stop providing access to a certain game/tournament/promotion on the Website (e.g. close them), as well as remove the link to any game/tournament/promotion from the Website). Slots City is not obliged to notify the User about the limitation of the functionality of the game/tournament/promotion and is released from liability for damage caused to the User by limiting such functionality.

23.2. Unilaterally limit, expand, supplement, modify or otherwise change any game/tournament/promotion on the Website at any time, including any of its elements and parts, without prior notice to the User.

23.3. Modify the games/tournaments/promotions of the Website, their elements and parts by creating and installing new parts of the software. The purpose of such a modification may be, for example, to improve or change the gameplay or add new functions to a particular game/tournament/promotion on the Website, which may lead to the removal or suspension of access to certain elements of games/tournaments/promotions. The User understands and acknowledges that these actions are an integral part of the process of creating and functioning of the game/tournament/promotion, and also agrees to take such actions by Slots City without prior notice to the User.

23.4. Manage the Website tournament, promotion, gameplay, technical and other characteristics of the elements of the game/tournament/promotion at its sole discretion; suspend or change the course of the gameplay without prior notice to the User.

23.5. At any time, change or delete the information posted by the User within the Website and its games/tournaments/promotions.

23.6. Restrict or terminate the User's access to a specific game/tournament/promotion in case of violation of these T&Cs, the Privacy Policy, the Bonus Policy and the KYC Policy by the User. Using this right, Slots City is not obliged to provide the User with evidence to prove a breach of these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy.

23.7. Cancel the User Account unilaterally at their sole discretion, including in case the User violates any of the clauses of these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy.

23.8. Make comments, warn, notify and inform Users during the gameplay about noncompliance with the requirements of these T&Cs. The User is obliged to follow the instructions of Slots City received during the gameplay.

23.9. Impose on the User the sanctions specified in section 25 of these T&Cs.

23.10. Notify law enforcement authorities of violations of legislation by the User and provide them with all available information on such violations to them if the User's actions, in the opinion of Slots City,

are unlawful. Slots City also has the right to provide such information at the request of law enforcement authorities or other competent ones and third parties entitled to receive such information in accordance with the applicable laws.

23.11. Unilaterally amend these T&Cs at their sole discretion.

23.12. The User gives his/her consent to the exercise of any rights specified in clauses 23.1-23.11 of these T&Cs by Slots City, without reimbursing to the User for any losses that the user may suffer as a result of Slots City's exercise of these rights.

24. WARRANTY

24.1. Slots City guarantees that it has the right to enter into these T&Cs and provide the User with the right to use any of the Website games and participate in any tournament/promotion, as well as to use the services mentioned in the section 27. Intellectual Property Rights of these T&Cs.

24.2. The User guarantees that, in accordance with the legislation of the state of his/her residence/citizenship, s/he has the right to use the games on the Website and participate in any of the tournaments/promotions.

24.3. The User understands, acknowledges and agrees that regular long-term (continuous) access to a PC, laptop, tablet, smartphone or any other technical device can lead to various physical disorders of well-being, including visual impairment, scoliosis, various forms of neurosis and other negative effects on the User's body.

24.4. The User guarantees that s/he will use the games of the Website only for a reasonable period of time, with breaks for rest or other activities aimed at preventing physical health problems.

25. USER LIABILITY

25.1. In case of violation of the game/tournament/promotion rules or these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy, Slots City may impose the following sanctions on such User:

25.1.1. Warn the User against violating the game/tournament/promotion rules and/or these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy.

25.1.2. Deprive the User of the right to use the game, participate in a tournament/promotion, block access to his/her Account, to the Website and/or games/tournaments/promotions.

25.1.3. To charge a monthly account maintenance fee of 5 CAD or 5 EUR (depending on the balance currency), in the cases provided for in section 10 Inactive and dormant Gaming Account.

25.1.4. To limit User's access to the Gaming Account if they do not provide the Company with all requested by them notarized identification or any other certified identification within 30 days.

25.1.5. Forfeit all bonuses to the User for abusing them.

25.1.6. Impose other liability on the User in accordance with the provisions about combating money laundering.

25.2. Slots City will decide to sanction the User at its own discretion based on the nature of the violation.

25.3. Slots City is not obliged to warn the User about the deprivation of his/her right to use the game.

25.4. Slots City may, but is not obliged to, notify the User of the reason for the imposition of sanctions.

26. LIMITATION OF LIABILITY

26.1. The User is responsible for the use of any games and services on the Website, for participation in the tournaments/promotions, as well as for the consequences of such use.

26.2. Website games, tournaments, promotions, services are provided on an "as is" basis ("as is" and "as available"). Slots City does not provide any guarantees regarding uninterrupted access to the games, tournaments, promotions and the uninterrupted operation of the service.

26.3. Slots City is not responsible for any delays in the functioning of games, tournaments, and promotions including those caused by external factors (malfunction of the Website, force majeure: disasters, wars, terrorism, riots, embargoes, actions of civil or military authorities, fire, floods, accidents, network infrastructures, losses, lack of energy, labor or materials).

26.4. When using or in case of inability to use the games of the Website, participating in tournaments/promotions, including the User's right to use the limitation of the game or depriving the User of such right, Slots City is not liable to the User for any damage caused to the User (including, but not limited to, damage to User's property and his/her property rights).

26.5. Slots City does not warrant that:

26.5.1. Any game/tournament/promotion or Website service will meet the User's expectations and/or requirements;

26.5.2. The quality of any game resources or elements will meet the User's expectations and/or requirements;

26.5.3. The games and services will be uninterrupted, up-to-date, virus-free, error-free, or if such defects are found, they will be corrected and / or removed;

26.5.4. The results obtained using the software and the game database during the game will be error-free and correct;

26.5.5. The use of games, services and Website content, as well as participation in tournaments/promotions will be completely safe for the User;

26.5.6. Website games will be available for use around the clock, seven (7) days a week.

26.6. Slots City is constantly working to develop and improve games and services. This means that from time to time Slots City makes updates, improving the quality of the games, their features, graphics, technical characteristics, etc.

26.7. Slots City does not guarantee that the above updates and improvements will not change the User's experience of using games or services and participating in tournaments. The risk of the consequences of the use of games or any other method of obtaining the content of the Website lies with the User.

26.8. The User is responsible for any damage done to his/her device, installed software and/or operating system, and/or loss of data that was obtained using the Website.

26.9. Slots City is not responsible for the User's content posted by the Users on the Website and its games, tournaments, promotions as well as for any other actions taken by the User in any game/tournament/promotion of the Application (if any).

26.10. Slots City is not responsible for the context of the websites, links provided by the Users. The User follows such links at his/her own risk.

26.11. The User confirms and agrees that links to the websites or content posted in the game by third parties does not mean that Slots City supports, encourages or recommends these sites or materials. The User clicks on links to third-party sites, installs third-party software and uses third-party content solely at his/her own risk, including while using the game or participating in a tournament/promotion.

26.12. Slots City is not responsible for:

26.12.1. Illegal or other actions of the Users, other users and (or) third parties that prevent other Users from using the game/tournament/promotion.

26.12.2. User statements published in games/tournaments/promotions. Slots City is not responsible for the User's behavior in the game/tournament/promotion and in the resources of the gaming tournament, including disrespect for other users.

26.12.3. Loss of access to the User's Gaming Account (loss of login, password, nickname, other information necessary for the User to use the games and participate in the tournament/promotion).

26.12.4. Lack of User's access to the Internet and the quality of services of Internet access providers.

26.12.5. Direct or indirect losses by the User or third parties, as well as loss of profit as a result of the use or inability to use the game or other resources to participate in a tournament/promotion/raffle or the inability to participate in a tournament/promotion/raffle. Under any circumstances, Slots City's liability to the User is limited to an amount not exceeding the amount of payments received by Slots City from the User, starting from the moment the circumstances that led to Slots City's liability arise and until the termination of the circumstance.

26.12.6. Acts or omissions of third parties, such as payment services providers, banks, Internet providers, etc.

27. INTELLECTUAL PROPERTY RIGHTS

27.1. This Website, games on the Website, tournaments, promotions, game resources and game elements contain many different materials and tools, including, but not limited to, technology, software, interfaces, designs, texts, images, videos, sounds and music ("Content"). The Content and all intellectual property rights ("Rights") for the Content belong to Slots City and Third parties.

27.2. As soon as these T&Cs come into force between the User and Slots City, Slots City grants the User a personal, limited, non-exclusive, non-transferable, non-sublicense, revocable license that allows the User to access, view and use the Website, Website games, participate in tournaments/promotions or use other Website services.

27.3. The User has no right to download (except in terms of the correct use or operation of the Website, games of the Website, other Website services, proper participation in tournaments/promotions), copy, publish, record, distribute, print, reproduce, modify, adapt, transmit,

distribute, protect copyright, trademark or make commercial use of any Content (in whole or in part) available on this Website or in games, tournaments, promotions, unless the User is expressly authorized in writing by Slots City in advance to do so.

28. Player Complaint and Dispute Resolution

28.1. We are committed to ensuring a fair, transparent, and effective dispute resolution process for all players. Our Player Complaint Policy, in accordance with the Curaçao Gaming Authority (CGA) regulations, outlines the procedures for submitting complaints, response timelines, and available dispute resolution options and is an integral part of our Terms and Conditions.

28.2. Players who wish to file a complaint regarding their gaming experience, transactions, or any other issue may do so by following the process outlined in our [Player Complaint Policy](#).

28.3. If a complaint cannot be resolved internally, players have the right to escalate the matter to an Alternative Dispute Resolution (ADR) provider. Further information on the ADR process can be found in our Player Complaint Policy.

28.4. The Curaçao Gaming Authority (CGA) does not resolve individual gambling disputes but may be contacted if a player believes that the operator is in breach of regulations. Details on regulatory escalation are available in the Player Complaint Policy.

29. Website Closure

29.1. The Company may close the Website for some reasons, such as:

- Rebranding.
- Launching another similar website or other websites.
- Changes in applicable laws or regulations.
- Financial or operational challenges that impact sustainability.
- Any other reasons deemed necessary by the Company.

29.1.1. The Website may also be shut down for reasons beyond the control of the Company.

29.2. All Players, registered on the Website, will be informed of the closure at least 30 days in advance via e-mail, Website announcements, and in-platform messages. The notification will include:

- The exact closure date.
- Reason for closure (optional).
- Instructions on withdrawing remaining balances.
- Contact information for any questions or support.

29.3. Cessation of Operations.

29.3.1. No new player registrations, deposits, or account activity will be accepted after the announcement date.

29.3.2. No new tournaments, raffles, promotions, etc. will be held.

29.3.3. No new bonuses and/or free spins will be offered.

29.3.4. All players are advised to save or screenshot any account or transaction information for their records.

29.3.5. The Company will begin winding down operations and ensure compliance with all licensing and regulatory requirements during this process.

29.4. Up to the date of closure, the Website is operating in its normal, fully functional mode. Players can withdraw funds through all of the Website's existing payment methods. No additional fees will be charged for such withdrawals.

29.5. Before the closure date, the Players shall withdraw or place bets with any remaining funds in his/her Cash and Bonus balance.

29.6. On the date of closing:

29.6.1. In accordance with Curaçao eGaming regulations, any unclaimed funds remaining in the Cash Balance will be safeguarded in a segregated account for a period of six (6) months following the Website's closure. During this period, players may submit a withdrawal request by contacting customer service.

29.6.2. After the six-month holding period, any remaining unclaimed funds will be:

- Reported to the Curaçao Gaming Control Board (GCB) or the applicable license holder for further handling.
- Processed in accordance with Curaçao's financial and gaming regulations, including potential transfer to a designated regulatory fund or authority as required by law.

29.7. All personal data will be handled in accordance with Curaçao's data protection laws, the National Ordinance on the Protection of Personal Data (Landsverordening bescherming persoonsgegevens – LBp), and the licensing authority's guidelines on data security and privacy.

29.7.1. Player transaction records, account history, and personal details will be securely retained for a minimum of five (5) years, as required under Curaçao's anti-money laundering and combating the financing of terrorism (AML/CFT) regulations and gaming compliance laws.

29.7.2. After the five-year retention period, personal data will be securely deleted, anonymized, or retained only if required by law. The deletion process will comply with Curaçao's data minimization and security principles to prevent unauthorized access or misuse.

29.8. The Company will formally notify the Curaçao Gaming Control Board (GCB) or the relevant master license holder of the planned closure.

29.8.1. All regulatory obligations under the gaming license will be fulfilled, including the submission of final transaction records, reporting of unclaimed funds, and compliance with financial settlement procedures as mandated by Curaçao's gaming laws.

29.8.2. The Company will ensure that the closure process fully complies with the National Ordinance on Games of Chance (Landsverordening op de Kansspelen – LOK), Curaçao's anti-money laundering (AML/CFT) regulations, and any other applicable gaming, financial, and data protection laws.

29.9. Customer service will remain operational for 6 months after the closure and will be available via support@slotscity.com to assist the Players with:

- Withdrawals.
- Resolving disputes.
- Answering player inquiries.
- Addressing player concerns.

29.10. Any unresolved disputes will be addressed according to this T&Cs. Players with outstanding issues are encouraged to contact customer service promptly to ensure resolution before the closure date.

30. CHANGING THE T&Cs

30.1. Slots City reserves the right to change these T&Cs at any time.

30.2. Please note that from time to time Slots City will need to change these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy, in order to reflect changes (the following points and not only):

- In the Law;
- In the service sector;
- In the method of receipt, usage and storing the User's personal data.

30.3. The latest versions of these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy are always available in the legal information section of the Website.

30.4. Slots City is not obliged to notify Users of changes made to these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy and strongly recommends to check for updates themselves each time before visiting the Website or before using games and/or services of the Website. In addition, Slots City strongly encourages Users to save copies of these T&Cs, the Privacy Policy, the Bonus Policy, and the KYC Policy.