

Palasino Group, a.s.
ČESKÁ KUBICE 64, 345 32 ČESKÁ KUBICE
COMPANY ID 64358267



PALASINO

**TECHNICAL GAME
GAMBLING PLAN**

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INTRODUCTORY PROVISIONS

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- Palasino Group, a.s., is a joint stock company with its registered office at Česká Kubice 64, 345 32 Česká Kubice, Czech Republic, Company ID No.: 643 58 267, entered in the Commercial Register kept by the Regional Court in Plzeň, Section B, File No. 492 (hereinafter referred to as the “Operator”), which operates the Technical Game of Chance within the meaning of Section 3(2)(e) of the Gambling Act, in its Casinos under the PALASINO trademark.
- Any person applying for registration is required to familiarise themselves with the provisions of this gambling plan before completing the registration process in accordance with this gambling plan. Neither ignorance of this gambling plan nor any subjective interpretation of its provisions by the Participant in a Game of Chance shall void a Bet. In the event of any dispute arising from the participation in a Game of Chance, ignorance of the Gambling Plan shall not be taken into account. This Gambling Plan, as well as any changes thereto approved by the Ministry of Finance of the Czech Republic, shall be made public by the Operator and shall be available on electronic terminals at the Operator’s Casino reception desks and on the Operator’s website at www.palasino.eu.
- This Gambling Plan consists of two parts: the common part, which governs the conditions common to the Casino Technical Games pursuant to Section 3(2)(e) of the Gambling Act, and the Special Part, which contains the rules of individual Technical Games. Unless stated otherwise in the special part, the provisions of the common part shall apply.
- This document presents the Gambling Plan of the Technical Games operated in the Operator’s Casinos as Technical Games within the meaning of Section 3(2)(e) of the Gambling Act.
- This Gambling Plan has been approved by the Ministry of Finance of the Czech Republic as part of the administrative procedure for issuing a basic licence. The Operator reserves the right to make changes to this Gambling Plan as approved by the Ministry of Finance of the Czech Republic.
- The Operator reminds that participation in any Game of Chance may be harmful. The Participant in a Game of Chance should participate in any Game of Chance responsibly.

COMMON PART

1. DEFINITIONS AND INTERPRETATIONS OF TERMS

- The terms used in the text of this Gambling Plan (including the introductory provisions in Article 1 hereof) shall have the following meaning, unless expressly stated otherwise:

AML Act	Act No. 253/2008 Sb., on certain measures against the legalisation of proceeds from crime and financing of terrorism, as amended;
CMS	Casino Management System – the Operator’s software system used to record User Accounts of Participants in a Game of Chance, all transactions and settings, and to check compliance with self-regulation measures;
Net Loss	the amount for a period of one day or one calendar month within the Technical Game representing the

	<p>difference between the following amounts:</p> <ol style="list-style-type: none"> 1. the aggregate of the bettor´s bets, 2. the aggregate of the bettor´s winnings.
Reader	A device which is installed on each TD and which is used to read access cards and to access the User Account through the NTD;
Temporary User Account	A user account temporarily created by the Operator for a natural person who is not a citizen of the Czech Republic and whose identity and age cannot be verified by remote means with the relevant public authority. The Temporary User Account may be active for up to 90 days;
Games of Chance	Games of Chance operated by the Operator in accordance with the applicable legal regulations based on individual basic licences issued by the Ministry of Finance of the Czech Republic;
Gambling Plan	This Gambling Plan for operating the Technical Game of Chance;
Technical Game	A completed game process within one Technical Game that is started by pressing the appropriate functionality and ended by displaying the winnings or, as the case may be, loss information in which a random result of the game is generated after one start, and the Bet on one game is deducted from the stake before the end of the game, at the latest. The game may consist of multiple game phases, each of which is a random process;
Identification Data	Name(s), surname and/or maiden name, address, permanent or any other similar residence, nationality, birth registration number or date of birth if a birth registration number has not been assigned, place of birth; as well as, for the purposes of the AML Act, number of the proof of identity, office which issued the proof of identity, its validity, and sex;
Jackpot Bonus Game	a supplementary bonus game to all Technical Games on Terminal Devices marked in advance. The Jackpot Bonus Game may not be played separately without prior participation in the Technical Game. The Jackpot Bonus Game is part of the Technical Game within the meaning of Section 50 of the Gambling Act. Each Terminal Device used for participation in a Jackpot Bonus Game participates in the game automatically during each Technical Game.
Casino	An independent, structurally separate space in which the live game is operated as the main activity. The Technical Game is operated along with a live game.
Contact Details	A mailing address, telephone number, electronic mail address, data box identifier;
TD or Terminal Device	A technical device containing one or more game positions which is a functionally indivisible and programme-controlled mechanical, electromechanical, electronic or other similar Technical Device operated directly by a Bettor. The Technical Device also means a device that forms, along with a server, a functionally indivisible unit with a predetermined number of terminal devices directly operated by bettors if a Terminal Device is not operational when the server is disconnected and cannot be used separately;
NTD or Neon Touch Display	A device that is part of the CMS and that is installed on each TD for the Technical Game. The device includes a

	touchscreen through which the Participant in a Game of Chance manages their User Account;
Service Staff	The Operator's employee who carries out the maintenance, operation and servicing of the TD and ensures compliance with the rules of the Gambling Plan;
Person Applying for Registration	A natural person applying for registration which has not yet been made;
Politically Exposed Person	A natural person who is or was in a significant public office of national or regional importance, or a person close to such a person; see Section 4(5) of the AML Act for the full definition;
Score Ratio	The ratio between the score of a particular Winning Combination and a Bet, related (depending on a particular Technical Game) either to the Bet on one game line or to the Bet on the entire Game. For example, with a 5:1 score ratio and Bet 1 on one game line, the Winning Combination on one game line is valued at 5 points;
Access Card	A plastic card containing a chip enabling the Participant in a Game of Chance to access their User Account and the Game of Chance;
Registration	A process initiated at the request of a Person Applying for Registration the intended result of which is establishment of a User Account or, as the case may be, a Temporary User Account;
Registration Form	A form submitted and completed by a Person Applying for Registration when entering the Casino. The Registration Form is used to identify and check the Person Applying for Registration under the AML Act, as well as to carry out the Registration of the Person Applying for Registration under the Gambling Act;
Register of Individuals Excluded from Participation in Games of Chance, or simply REI (Register of Excluded Individuals)	A non-public public administration information system that serves for preventing excluded individuals from participating in games of chance. The register is administered by the Ministry of Finance;
Payment Card	A payment card used by the Participant in a Game of Chance to transfer funds to their User Account;
Registered Payment Account	A payment account owned by the Participant in a Game of Chance which can be used to transfer funds to their User Account and to receive funds from the User Account;
RNG	A Random Number Generator which creates a random process that generates a game result;
Bettor	A Participant in a Game of Chance who has paid a Bet;
Bet	A non-refundable payment voluntarily made by the Bettor which will be compared to the Scoring Table and which is deducted from the "Credit" screen before the game is ended, at the latest;
Self-Regulation Measures or SRM	Responsible gambling measures which the Participant in a Game of Chance is obliged to individually set up or individually refuse before registration is completed and which they may subsequently change;
Internal Policy System	A system of internal policies, procedures and control measures to meet the obligations laid down by the AML Act, and drawn up by the Operator;
Scoring Table	A dynamic list of winning combinations of symbols and their scores based on the Bet made. The Scoring Table is

	part of every Technical Game;
Technical Game	A game of chance under the provisions of Section 3(2)(e) of the Gambling Act where one Technical Game means a completed process in which a random process of the Technical Game result is generated after one start. A Bettor participates in the Technical Game by paying a Bet;
Participant in a Game of Chance	A natural person over the age of 18, who has registered for participation in the Technical Game and for whom a User Account or a Temporary User Account has been established (referred to as the "Gambler" in the special part);
Placing a Bet	The moment when the Technical Game is stored in the Operator's CMS. After this moment, participation in the Technical Game may not be cancelled or withdrawn from;
User Account	A User Account established with the Operator under the Gambling Act through which participation in a Game of Chance takes place and in which funds are recorded, in particular stakes, Bets and Winnings, separate from the funds of other Participants in a Game of Chance and the Operator. Under the terms of the Gambling Act, a User Account may be permanent or temporary; unless implied otherwise by the nature of the matter, a User Account also means a Temporary User Account;
Loyalty Programme	A programme under which the Operator grants Participants in a Game of Chance, under the same conditions, benefits for activities related to the operation of Games of Chance, in particular for participation in a Game of Chance or for repeated entries to the Casino;
Stake	Any payment entitling the Participant in a Game of Chance to participate in a Game of Chance, in particular one or more Bets or other performances laid down by the Operator which, in addition to the Bet, entitle the Participant in a Game of Chance to participate in the Game of Chance;
GBTC	General Business Terms and Conditions – the terms and conditions laid down by the Operator and defining the business relationship between the Operator and the Participant in a Game of Chance. The Gambling Plan provisions shall take precedence over the provisions of the GBTC;
Winning Combination	Such combinations of symbols displayed on the TD screen after the end of a game phase, as listed in the Scoring Table;
Winnings	The result of one entire Technical Game, in the case of Winnings expressed in a game currency. It is based on the comparison of a Bet on one game and the Scoring Table of individual winning combinations in all game phases;
Game Result	The result of a random process which cannot be influenced by the Participant in a Game of Chance, the Operator or any third party, and which is entirely created by the RNG. If a game consists of multiple game phases, the game result consists of the results of individual game phases;
the Gambling Act	Act No. 186/2016 Sb., on gambling, as amended.

- The definitions given in Article 1.1. hereof shall apply mutatis mutandis to both singular and plural forms of the defined terms.
- The headings are inserted to facilitate orientation in the text of the Gambling Plan and shall not be used for its interpretation.
- The references to articles appearing in the text of this Gambling Plan are references to the articles of this Gambling Plan, unless stated otherwise.

2. TECHNICAL GAME

- The Operator essentially operates the Technical Game in a manner that guarantees all Participants in a Game of Chance equal conditions and an equal opportunity to achieve Winnings, within the meaning of Section 7 of the Gambling Act.
- Each Terminal Device completely controls, records, secures and provides the Participant in a Game of Chance with a wide range of Technical Games. The game process of each Technical Game offered by the Technical Device to the Participant in a Game of Chance is controlled by the RNG.
- Each Terminal Device is connected to the Operator's CMS, which ensures the registration of each Participant in a Game of Chance for the Technical Game, stores the personal data of all Participants in a Game of Chance, establishes and manages the User Accounts of all Participants in a Game of Chance, records all gambling and financial transactions related to the operation of the Technical Game, establishes and manages all means of access to the User Accounts of individual Participants in a Game of Chance, and establishes, manages and checks the self-regulation measures set up by individual Participants in a Game of Chance. Also, the Operator's CMS provides for reporting
- The Technical Game shall only be operated in the Operator's Casino.

A. TECHNICAL GAMES OPERATED

- Detailed rules of individual types of operated Technical Devices or, more precisely, Technical Games operated through them are part of the Special Part of this Gambling Plan.

3. IDENTIFICATION AND REGISTRATION OF A PARTICIPANT IN A GAME OF CHANCE

A. PARTICIPATION IN A GAME

- The Casino Operator shall be obliged to identify a visitor entering the casino. The Operator shall keep daily records of all visitors. For the purposes of record keeping, each visitor shall prove their identity; the method of identification and storing identification data shall be governed by the AML Act.
- Only persons who have proven their identity properly and registered with the Operator and who are not prevented from participation in the Technical Game by other reasons defined by legal regulations or this Gambling Plan are allowed to participate in the Technical Game and enter the gaming premises.
- The Operator may only refuse Registration of a Person Applying for Registration:
 - in the event of violent or vulgar behaviour towards other Participants in a Game of Chance or Persons Applying for Registration or the Operator's employees;

- in the event of inappropriate behaviour or actions that bother other Participants in a Game of Chance or Persons Applying for Registration (e.g. drunkenness, indecent exposure, dirty clothes, requests for money);
- if it is demonstrably known to the Operator that the Person Applying for Registration has previously committed fraud in connection with Games of Chance.
 - Only persons not limited in their legal capacity to participate in the Technical Game in any way, older than 18 (eighteen) years, who have not been excluded from participation in a Game of Chance under the Gambling Act, may enter the gaming premises and play within the offer subject to the basic licence.
 - No person who performs any activity or task related to the operation of a Game of Chance for the Operator may participate in a Game of Chance in any of the Operator's Casinos.
 - For the purposes of Registration, the Person Applying for Registration shall be obliged to:
 - provide the Operator with their Identification and Contact Details and enter all required information in the Registration Form. Refusal to provide Identification and Contact Details prevents Registration and participation of the Person Applying for Registration in a Game of Chance;
 - individually set up or individually refuse self-regulation measures in accordance with Section 15(2) of the Gambling Act;
 - become acquainted with the Gambling Plan and the GBTC.
 - Each Participant in a Game of Chance may only have one User Account registered with the Operator.
 - A Person applying for a User Account with the Operator shall be registered under the Gambling Plan in accordance with the Gambling Act, solely in the presence of the Person Applying for Registration in accordance with the AML Rules at the Operator's Casino reception. This Registration shall be carried out by the Operator. The Casino reception is always located at the entrance to the Operator's Casino.
 - Registration includes, in particular, identifying and verifying the identity and age of the Person Applying for Registration, checking whether the Person Applying for Registration has not been entered in the Register of Excluded Individuals, assigning access data or other means of access, and activating the User Account on which the funds are registered, in particular stakes, Bets and Winnings, separate from the funds of other Participants in a Game of Chance and the Operator.
 - The Operator shall not be liable for the authenticity, validity and factual accuracy of the documents submitted by the Person Applying for Registration or, as the case may be, the Participant in a Game of Chance to the Operator. In case of doubt about the authenticity, validity or factual accuracy of the documents submitted, the Operator is obliged to refuse such a document or, as the case may be, require additional documents to be submitted.
 - After the Person Applying for Registration completes the Registration and after the User Account is established for them, they may also participate in other Games of Chance operated by the Operator under the Gambling Act, provided that they have also met all of the conditions required for participation in such other Game of Chance. The binding rules of other Games of Chance are laid down in the gaming plan of the relevant Game of Chance.

B. REGISTRATION FORM

- The Registration Form shall be available at the Operator's Casino reception.
- The correctness and veracity of all data in the Registration Form must be confirmed by the signature of the Person Applying for Registration.
- The Participant in a Game of Chance shall immediately notify the Operator of any changes in the data provided in the Registration Form.
- As part of the Registration Form, the Participant in a Game of Chance may also grant consent to the processing of personal data (the telephone number and email) by the Operator for the purpose of sending information and commercial messages. The consent to the processing of personal data is granted voluntarily and may be revoked at any time free of charge. The consent shall be granted for an indefinite period and shall not constitute a condition that would in itself prevent Registration.

C. IDENTIFICATION AND CONTACT DETAILS

- During the Registration, the Operator shall verify the identity and age of the Person Applying for Registration in their presence and based on the ID card submitted by them.
- The Person Applying for Registration shall provide the Operator with the Identification and Contact Details and shall give consent to the processing of the Contact Details for the purposes of the Gambling Act. If the Person Applying for Registration refuses to provide the Contact Details, they shall not be registered and shall not be allowed to participate in the Technical Game. The Operator shall verify and confirm the Identification and Contact Details. The registration process includes also identification pursuant to the AML Act.
- The Person Applying for Registration shall provide the Operator with all necessary information for the purposes of identification and shall submit the relevant documents. The Operator may, for identification purposes under the AML Act, make copies or extracts from the documents submitted and process the information thus obtained. The data obtained in identifying the Person Applying for Registration, copies of the documents submitted for identification, if applicable, as well as information about the person who identified the Participant in a Game of Chance and when shall be kept by the Operator for a period of 10 years.
- In addition, the Operator is obliged to check whether:
 - the participation of the Person Applying for Registration in a Game of Chance has not been excluded on the basis of an entry in the Register of Excluded Individuals or on the basis of the Self-Regulation Measures;
 - the Person Applying for Registration is not on the list of persons subject to international sanctions or whether they are not politically exposed persons under the AML Act.

D. SELF-REGULATION MEASURES, EXCLUSION FROM THE PARTICIPATION IN A GAME OF CHANCE AT OWN REQUEST

- During the registration, the Person Applying for Registration may individually set up Self-Regulation Measures pursuant to Section 15(2) of the Gambling Act or may individually refuse them.
- The Participant in a Game of Chance may set up the following Self-Regulation Measures for the Technical Game:
 - the maximum amount of Bets per day,

- the maximum amount of Bets per calendar month,
 - the maximum amount of Net Loss per day,
 - the maximum amount of Net Loss per calendar month,
 - the maximum number of logins to the User Account per calendar month,
 - the maximum daily login time on the User Account until they are automatically logged out,
 - the maximum period of time during which the Participant in a Game of Chance will not be allowed to participate in the Technical Game after being logged out of the User Account.
- All Self-Regulation Measures shall take effect as soon as they are set up.
 - The Participant in a Game of Chance may also subsequently change these measures. Any change to the measures in the form of moderation or cancellation of a measure shall take effect seven days after the Participant in a Game of Chance requested the change. Any change in the form of tightening a measure shall take effect based on the Operator's possibilities, but no later than 24 hours after the request was made.
 - An entry of the Participant in a Game of Chance in the REI and exclusion from the participation in a game of chance at own request shall be carried out by the Ministry of Finance in accordance with the Gambling Act and on the basis of methodical instructions published by the Ministry. Information about the method and procedure are available at the Operator's casino reception or, as the case may be, on the www site of the Ministry of Finance.

E. PAYMENT CARD AND REGISTERED PAYMENT ACCOUNT

- The Participant in a Game of Chance has several options to deposit funds in the User Account.
- If the Participant in a Game of Chance chooses to transfer funds to and from the User Account by non-cash payment, the funds may only be transferred using the Registered Payment Account. This shall be without prejudice to the provision allowing funds to be deposited in and withdrawn from the User Account in cash.
- Participants in a Game of Chance may have a Registered Payment Account through which funds will be deposited in and withdrawn from the User Account. For the purposes of Registration, the Person Applying for Registration may provide a number or any other unique identifier of the payment account held by them, which they will solely use for transferring funds to the User Account and for receiving funds from the User Account.
- In addition, for depositing funds, the Operator shall only accept Payment Cards issued by an entity authorised to provide payment services in a member state of the European Union or in any state which is a party to the Agreement on the European Economic Area.

- No fees shall be charged by the Operator for depositing funds in the User Account or withdrawing funds from the User Account except as provided herein. The transfer of funds from the User Account to the Registered Payment Account of the Participant in a Game of Chance is usually executed within 5 working days after the request made by the Participant in a Game of Chance, but no later than 60 days. No limits have been set by the Operator for depositing funds in the User Account or withdrawing funds from the User Account. Depositing cash in the User Account or withdrawing cash from the User Account shall be limited by Act No. 254/2004 Sb., on limitation of cash payments, as amended.

F. COMPLIANCE WITH THE AML ACT

- All identified and registered Participants in a Game of Chance acknowledge that the Operator may at any time, under the terms of the AML Act and under the terms of the Operator's Internal Policy System, request additional information on the origin of the funds to be used for the Game of Chance.

G. GAMBLING PLAN AND GENERAL BUSINESS TERMS AND CONDITIONS

- The approved Gambling Plan and GBTC are available at the information kiosk and in tablets at Casino's reception or on the Operator's www site www.palasio.eu.
- The provisions of the Gambling Plan shall be binding on the Operator, on gambling in the Casino, as well as on the Participant in a Game of Chance. Unless stated otherwise in the provisions of the Special Part of this Gambling Plan, the provisions of the common part of this Gambling Plan shall apply. The provisions of the Gambling Plan shall take precedence over the provisions of the GBTC.

4. USER ACCOUNT

- The User Account shall be established by the Operator for the Person Applying for Registration on the basis of successfully completed Registration. Upon activation of the User Account, the Person Applying for Registration shall become a Participant in a Game of Chance.
- If the Person Applying for Registration has been entered in the Register of Excluded Individuals, or if it cannot be verified if the Person Applying for Registration has been entered in the REI, the User Account or Temporary User Account may neither be established nor allowed to be used.
- If it is not possible to verify the identity and age of an individual who is not a citizen of the Czech Republic by remote means managed by the Ministry, the Operator shall only establish a Temporary User Account for the Participant in a Game of Chance which may be active for a maximum of 90 days. After this period of time, Registration must be renewed.
- Participation in the Technical Game is conditioned by the establishment of the User Account in the Operator's CMS. The User Account is used by the Participant in a Game of Chance for keeping records of payment transactions, managing funds for gambling, managing the Loyalty Programme, and setting up and controlling Self-Regulation Measures.

- The Participant in a Game of Chance shall use the Access Card to access their User Account. The Access Card is secured by a PIN code entered by the Participant in a Game of Chance at the activation of the User Account, enabling the Participant in a Game of Chance to access their User Account via NTD. Through the User Account, the Participant in a Game of Chance may track and manage the balance of their funds intended for gambling, track and manage the Loyalty Programme balance, and track the setting of the Self-Regulation Measures.
- Funds in the User Account shall only be deposited in the game currency.
- Funds may be transferred to the User Account as follows:
 - in cash;
 - via a payment card;
 - by means of non-cash transfer from the Registered Payment Account;
 - by depositing cash by means of the TD.
- Funds may be withdrawn from the User Account as follows:
 - in cash;
 - by means of non-cash transfer to the Registered Payment Account.
- The Participant in a Game of Chance may not use funds recorded in the User Account in any way other than solely to pay for Bets in a Game of Chance or to withdraw them from the User Account.
- The Participant in a Game of Chance has the right to withdraw, at any time, their previously granted consent to the processing of the provided Contact Details. The consent to the processing of the Contact Details may only be withdrawn in writing and has the same effect as the cancellation of the User Account.
- No person may have more than one User Account established with the Operator. The Operator shall not allow any transfer of recorded cash or gambling resources between User Accounts.
- The User Account and the Temporary User Account may only be cancelled at the request of the Participant in a Game of Chance or under other conditions laid down herein or for statutory reasons.
- If there is a reason to cancel the User Account or the Temporary User Account, either at the request of the Participant in a Game of Chance, by the Operator or for statutory reasons, any financial balance on the User Account or Temporary User Account of the Participant in a Game of Chance shall be refunded. This balance shall be refunded to the Participant in a Game of Chance in cash by the Casino's Service Staff or by means of non-cash transfer to the Registered Payment Account of the Participant in a Game of Chance if the Participant in a Game of Chance so requests.
- The Participant in a Game of Chance may request the cancellation of the User Account or Temporary User Account directly in the Operator's Casino. The balance of the User Account or the Temporary User Account shall be refunded pursuant to 1309970384.372.□ hereof.

- The Participant in a Game of Chance may also request the cancellation of the User Account or the Temporary User Account remotely using the contact email address or contact data box. However, the request for remote cancellation of the User Account or the Temporary User Account may not be submitted by the Participant in a Game of Chance until all funds have been refunded from the User Account or the Temporary User Account. Any requests submitted through any email address shall require authorisation by means of a written request.
- If the statutory conditions for the cancellation of the Temporary User Account have been met, the Operator shall cancel it. The Operator shall immediately, in person or through any Contact Details, notify the Participant in a Game of Chance of the reason leading to the cancellation of the User Account, and call upon the Participant in a Game of Chance through any Contact Details to collect the User Account balance within 30 days or to specify the unique identifier of the payment instrument to which the Operator should send the funds. Once the Participant in a Game of Chance has done so, the balance shall be refunded immediately to the Participant in a Game of Chance. In the event of refund of the balance by means of non-cash transfer, a fee corresponding to the fee charged by the payment service provider for the transfer of the funds shall be charged. If the balance is not settled within 30 days of the date that the call is sent, the Operator shall again send a call to the Participant in a Game of Chance, specifying the manner of the balance settlement, either by means of a recorded delivery letter to the place of residence or to the mailing address of the Participant in a Game of Chance, every 12 months until the expiry of the period of time decisive for the limitation of unjust enrichment in accordance with Act No. 89/2012 Sb., the Civil Code, as amended. If the call is sent via a postal service, the Participant in a Game of Chance shall be charged a fee corresponding to the fee charged by the postal service provider for the delivery of the call. If the User Account shows a balance lower than the cost of the call delivery, the Operator shall not send the call by letter.
- If the Operator bans the Participant in a Game of Chance from entering the Operator's Casinos for an unlimited period of time under Article 1309970384.372.□ hereof and if the statutory reasons have been met for cancelling the User Account other than for the statutory reasons for cancelling the Temporary User Account, the Operator shall also cancel their User Account. The Operator shall immediately, in person or through any Contact Details, always notify the Participant in a Game of Chance of the reason leading to the cancellation of the User Account, and call upon the Participant in a Game of Chance to collect the User Account balance within 30 days or to specify the unique identifier of the payment instrument to which the Operator should send the funds. Once the Participant in a Game of Chance has done so, the balance shall be refunded immediately to the Participant in a Game of Chance. In the event of refund of the balance by means of non-cash transfer, a fee corresponding to the fee charged by the payment service provider for the transfer of the funds shall be charged.

- If the balance is not settled within 30 days of the date that the call is sent, the Operator shall again send a call to the Participant in a Game of Chance, specifying the manner of the balance settlement, either by means of a recorded delivery letter to the place of residence or to the mailing address of the Participant in a Game of Chance, every 12 months until the expiry of the period of time decisive for the limitation of unjust enrichment in accordance with Act No. 89/2012 Sb., the Civil Code, as amended. If a repeated call is sent via a postal service, the Participant in a Game of Chance shall be charged a fee corresponding to the fee charged by the postal service provider for the delivery of the call. If the User Account shows a balance lower than the cost of the repeated call delivery by recorded delivery letter, the Operator shall not send the repeated call.
- If the Operator bans the Participant in a Game of Chance from entering the Operator's Casinos for a limited period of time under Article 1309970384.372.□ hereof, the User Account or Temporary User Account of the Participant in a Game of Chance shall only be deactivated. During the ban, the Participant in a Game of Chance may not enter the Operator's Casinos and may not log into the Game. The Operator shall provide the Participant in a Game of Chance with the reasons for deactivating the Account and offer the Participant in a Game of Chance a refund of the balance, if any, in its User Account and, as with the case of the cancellation of the User Account as a result of the Participant in a Game of Chance being banned from entering the Casino for an indefinite period, shall agree on the manner of such refund with them. In the event of a refund of the balance by means of non-cash transfer, a fee corresponding to the fee charged by the payment service provider for the transfer of the funds shall be charged.
- Unless prevented by statutory barriers, the Participant in a Game of Chance may reactivate the User Account or Temporary User Account at the Casino reception by undergoing a new Registration hereunder and successfully completing it. In the event that, prior to the termination or deactivation of the User Account or the Temporary User Account, the Participant in a Game of Chance moderated some of their Self-Regulation Measures, reactivation of the User Account or the Temporary User Account shall not be allowed by the Operator until 7 days have passed after the date when the Participant in a Game of Chance moderated some of their Self-Regulation Measures.
- In the event that the User Account does not record any activity by the Participant in a Game of Chance for at least 12 calendar months, the Operator shall charge a fee for managing and maintaining the User Account, with every entry to the Casino being considered an activity. The User Account management and maintenance fee shall be EUR 10 and shall be charged to the Participant in a Game of Chance repeatedly after the expiry of each 12-month period. In the event that the balance in the User Account is less than the amount of the User Account management and maintenance fee, the Operator shall charge a fee in the amount of the User Account balance. The User Account balance must never be negative, i.e. if the User Account balance is equal to 0, there shall be no charge for the User Account management and maintenance. The Participant in a Game of Chance shall be notified in advance of the fact that they will be charged a fee for the User Account management and maintenance. This procedure shall not apply if the User Account is deactivated under Article 1309970384.372.□ hereof.

- If, during the existence of the User Account, the Operator finds out the Participant in a Game of Chance has been entered in the Register of Excluded Individuals, the Participant in a Game of Chance shall be prevented from participating in the Technical Game. Upon logging into the User Account, the Participant in a Game of Chance shall be allowed to perform inevitable steps leading to the settlement of liabilities with the Operator (request for the transfer of the funds from the User Account to the payment account or payment card, or withdrawal of cash, inspection of the list of transactions in the User Account, including information about the Bets made and evaluation thereof, submitting a request for updating identification or contact details, change in the registered payment instrument or registered payment card). The User Account of the Participant in a Game of Chance who has been entered in the Register of Excluded Individuals shall be cancelled after the settlement of the User Account balance, however, not earlier than after the expiration of 6 months following the entry of the Participant in a Game of Chance in the REI, unless an earlier moment of the cancellation of the User Account is determined by the Gambling Act or this Gambling Plan (e.g. the cancellation of the Temporary User Account), whereas, in that case, the User Account shall be cancelled in a manner determined in Article 1309970384.372.□ or 1309970384.372.□ of this Gambling Plan. In case of deletion of the Participant in a Game of Chance from REI, a new User Account will have to be established for the participation of the Participant in a Game of Chance in the Technical Game on the Operator´s premises.

5. REQUIREMENTS CONCERNING THE PARTICIPANT IN A GAME OF CHANCE

- Before each entry to the gaming premises, all visitors to the gaming premises shall be identified and checked whether they have not been entered in the Register of Excluded Individuals. In addition, all Participants in a Game of Chance shall be checked to ensure that their participation in a Game of Chance is not excluded due to the Self-Regulation Measures or due to the Operator's decision to exclude the Participant in a Game of Chance from the participation in a Game of Chance for reasons stated in Article 12.
- By means of its Technical Equipment, the Operator shall ensure that the Participant in a Game of Chance is not allowed to participate in a game of chance if it has been entered in the Register of Excluded Individuals, and also that the Participant in a Game of Chance is not allowed to exceed their Self-Regulation Measures. The Operator shall also interrupt the participation of the Participant in a Game of Chance in the Technical Game for 15 minutes if the duration of their participation in the Technical Game reaches 120 minutes. If the Participant in a Game of Chance has not participated in the Technical Game for at least 15 minutes, the time under this Article shall always start from the beginning. If the maximum duration of the participation in the Technical Game is reached during a commenced Technical Game, i.e. the Technical Game is not completed, the participation of the Participant in a Game of Chance in the Technical Game shall be ended after the end of the commenced Technical Game, i.e. after the completion of the Technical Game.
- In accordance with Section 53 of the Gambling Act, the Operator shall be obliged to ensure via the CMS that the Participant in a Game of Chance does not exceed the Highest Hourly Loss set hereunder.
- The Operator shall not allow any transfer of recorded funds between User Accounts.
- The User Account shall not allow the Participant in a Game of Chance to participate in the Technical Game using several Terminal Devices simultaneously.

- The Operator may neither participate in the Technical Game on the Terminal Devices authorised for the Operator, nor authorise any other person to participate in the Technical Game.
- The Participant in a Game of Chance may participate in the Technical Game only via their User Account, which they log into using their Access Card allocated to them.
- Every time Participant in a Game of Chance logs in their User Account, they are checked whether they have not been entered in the Register of Excluded Individuals.

6. GAME CURRENCY

- The game currency for the purposes of the Operator's Technical Games shall be the euro (EUR, €). The game limits based on the current exchange rate laid down by the Czech National Bank shall not exceed the limits laid down by the law. An exception may be possible deviations associated with temporary fluctuations in exchange rates.

7. ACCEPTANCE OF FOREIGN CURRENCIES

- 7.1. The Operator shall only accept €/EUR, both at the Casino cash desk and at individual Terminal Devices.
- 7.2. The Operator operates a licensed exchange activity under the Foreign Exchange Act. The exchange office is located at the main cash desk in all Casinos. These may be used by Participants in a Game of Chance to convert other freely convertible currencies. These currencies shall be recalculated and exchanged into the EUR game currency at the applicable exchange rate which is laid down by the Operator and which is available on the exchange rate list in the exchange office. If necessary, the Operator reserves the right to limit the exchange for other freely convertible currencies.
- 7.3. The Operator reserves the right to refuse less known or less widely used currencies or currencies with a high-risk exchange rate whose value conversion may fluctuate considerably.

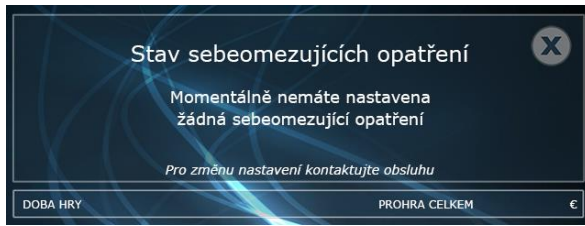
8. DESCRIPTION OF A TERMINAL DEVICE

- Each terminal device allows Participants in a Game of Chance to become acquainted with the simplified contents of the gambling plans of individual Technical Games directly on one of the screens. Participants in a Game of Chance can become acquainted with the entire contents of the gambling plans also within the Casino. The information duty under Section 49(1), i.e. a warning that participation in a Game of Chance may be harmful, and under Section 49(3), i.e. information on the amount of the highest Bet, highest Winnings and Highest Hourly Loss shall be met as specified by the Gambling Act on each TD.

- Each Terminal Device is equipped with one or more screens. Usually, the bottom screen is a touchscreen, showing the Technical Game currently played; the top screen (or – depending on the device – the middle screen) displays dynamic scoring tables for individual Technical Games. The bottom part of the bottom screen contains the “Bet” and “Credit” displays and touch fields to change the Terminal Device language. In some Terminal Devices, a special smaller screen is available on the button panel which only serves to control the game. In such a case, this special screen is a touchscreen, and all of the buttons below are replaced by touch fields. The exceptions are only the “Start/Take Winnings”, “Automatic Start” and “Game Selection” (“Menu”) buttons, which also remain on the button panel as mechanical buttons.
 - A Terminal Device has the following buttons (mechanical or touch buttons):
 - 1x **Bet** button (red button or, as the case may be, □ or +): Each time when pressed, it increases the Bet on the game or on the line (depending on the Technical Game type) by one step.
 - 1x **Bet** button (black button or, as the case may be, □ or -): Each time when pressed, it decreases the Bet on the game or on the line, or is used to choose the maximum Bet on the game or on the line (depending on the Technical Game type).
 - 5x **Hold/Release/Line** buttons: If enabled by the Technical Game, these buttons are used to select the number of game lines. If these buttons do not have any function, they may not be incorporated in the terminal device.
 - 1x **Automatic Start** button: If this button is pressed, the terminal device continues in the game independently until the credit is used up or until the Participant in a Game of Chance presses the same button again or, as the case may be, until the Self-Regulation Measures set up by the Participant in a Game of Chance or the statutory conditions are no longer met.
 - 1x **Service** button: It is used to call the Service Staff – usually by switching on the light on top (if the Terminal Device is equipped with such a light).
 - 1x **Start/Take Winnings** button: It starts one game process. Pressing this button also converts the value shown on the bottom part of the bottom screen in the game currency to the “Credit” screen at a 1:1 rate.
 - 1x **Info** button: It displays the game information on the top screen, gradually switching from one view to the next. It offers information on a particular Technical Game selected, explanation of special symbols and simplified description of the rules of the selected Technical Game.
 - 1x **Game Selection** (or **Menu**) button: It serves for selecting a particular Technical Game and also for returning from the Technical Game back to the main menu.
 - The TD contains also an NTD screen, a reader, a banknote acceptor, as well as one, two or three key switches.
- A. ACTIVATION OF A USER ACCOUNT ON A TD USING NTD**
- The middle part of the panel contains an NTD touchscreen and a reader. Inserting the Access Card into the TD reader activates the NTD screen, and the Participant in a Game of Chance is asked to enter the selected PIN code that authorises the access of the Participant in a Game of Chance to the User Account and the Terminal Device. After authorisation is completed by entering the PIN code, the TD will be unlocked, and the NTD screen will display whether or not the Self-Regulation Measures have been set up, showing the Self-Regulation Measures that have been set up or, as the case may be, the types of possible Self-Regulation Measures settings (meeting the information duty in accordance with Section 49(4)).

B. NON-BINDING NTD SCREEN SAMPLES

info: SRM not set up 1309970384.372.□



info: SRM set up 1309970384.372.□



- After information has been provided, the NTD displays a start screen and the TD is unlocked.
- The bottom part of the screen contains mandatory information in accordance with Section 49(2) of the Gambling Act, i.e. indication of the duration of the participation in the Technical Game and the total list of Net Losses since the User Account was activated, which are displayed on the screen throughout the login period. The mandatory information under Section 49(3) of the Gambling Act, i.e. the amount of the highest Bet, the highest Winnings and the Highest Hourly Loss, is provided on each TD for a particular Technical Game.
- Individual icons on the screen indicate the following options for the Participant in a Game of Chance and are shown on the display in the selected language:

NTD menu basic screen 1309970384.372.□: Account Balance, Game for Loyalty Points and access to the sub-menu



sub-menu 1: PIN change, language change and access to sub-menu 1-1



sub-menu 1-1: Print an account balance document, and self-regulation measures status



description of basic NTD icons



C. DEPOSITING FUNDS FOR A GAME IN A TERMINAL DEVICE

- After the NTD has been activated and the terminal device has been unlocked for an authorised Participant in a Game of Chance, it is possible to deposit funds from the User Account balance or increase the User Account balance using the banknote acceptor on the TD.

- After € 5, € 10, € 50, € 100, € 200 or € 500 banknotes (depending on the equipment) have been inserted in the banknote acceptor on the TD, the “Credit” screen shows the increase by the corresponding value of the banknote, i.e. 5, 10, 50, 100, 200 or 500. The “Credit” field on the TD is considered to be a part of the User Account, i.e. the funds shown here together with the funds shown under the “Account Balance – Wallet” icon represent the User Account balance.
- Another way of transferring funds to the “Credit” field is to use funds already recorded in the User Account via the NTD. After clicking on the “Account Balance – Wallet” icon, the Participant in a Game of Chance can view the “Account Balance – Wallet” on the NTD screen and may transfer the funds to the “Credit” field on the TD.

info: wallet screen 1



D. PAYOUT OF FUNDS FROM THE TD

- If the Participant in a Game of Chance wants to transfer the funds displayed on the “Credit” screen to the “Account Balance – Wallet” on the NTD, he/she shall press the “Remove Card” icon on the NTD screen. This will result in the Participant in a Game of Chance being logged out of the User Account; the Access Card will be ejected from the reader, and the credit balance will be automatically transferred to the “Account Balance – Wallet” for further use.
- In the event of any defect in any part of the Winnings payout system, a message shall be displayed on the screen, and the payout shall be done by the Service Staff using an electronic key and subsequently provided in cash by the Casino’s Service Staff; the funds paid in cash shall be simultaneously deducted from the User Account.

E. GAME SELECTION

- A Terminal Device offers one or more types of Technical Games. A game is selected and activated by Participants in a Game of Chance themselves by touching the relevant game symbol on the touchscreen in the main menu. The game can be controlled by touching a specific field on the screen or by using the corresponding buttons. Various Technical Games are shown on the screen in the main menu. If the Participant in a Game of Chance decides to play a different game, they may do so by pressing the “Game Options” (“Menu”) button or by touching the field of the same name on the screen to move to the main menu where they choose a different game by touching the relevant field. Changing a game shall not affect the “Credit” status.

F. HIGHEST BET IN ONE GAME

- The highest Bet in one game in a TD placed in the Casino shall not exceed CZK 1,000, based on the current exchange rate laid down by the Czech National Bank. An exception may be possible deviations associated with temporary fluctuations in the exchange rate. The exact value of the highest Bet in each particular Technical Game that is included in the Technical Game menu shall be laid down by the Gambling Plan for each of the Technical Games. The Technical Game TD placed in the Operator's Casino shall always be operated in €, i.e. the value of the highest Bet in one game in € shall not exceed € 35.

G. HIGHEST WINNINGS FROM ONE GAME

- The highest Winnings in one game in a TD placed in the Casino shall not exceed CZK 500,000. The exact value of the highest Winnings in each particular Technical Game that is included in the Technical Game menu shall be laid down by the Gambling Plan for each of the Technical Games. The Operator's Technical Game TD shall always be operated in €, i.e. the value of the highest Winnings in one game in € shall not exceed € 18,500.

H. WINNING SHARE

- The winning share of the Technical Game shall be set at 75% as the minimum and 100% as the maximum. The exact value of a fixed winning share for each Technical Game which is part of the Technical Game menu shall be laid down by the Gambling Plan for each of the Technical Games.

I. HIGHEST HOURLY LOSS

- The Highest Hourly Loss for the Technical Game in the Casino shall be set at CZK 450,000 or € 17,242 (using the Czech National Bank exchange rate as of the day when the determining requirement of the "Highest Hourly Loss" was the subject of expert judgment in the given value).

9. PLACING BETS

- Only a legally competent natural person who is over the age of 18, who has successfully completed the Registration process and who, in accordance with the Gambling Plan, has paid the Stake to the Operator in advance, either in cash or by non-cash method, may participate in the Technical Game operated by the Operator.
- Within the meaning of Section 7(2)(c) of the Gambling Act, all Participants in a Game of Chance shall have equal conditions, including the same opportunities to achieve Winnings.
- In order to achieve Winnings, the Participant in a Game of Chance must make a Bet and meet other conditions laid down herein. The Bet, the number of Winnings, and their individual and total amounts shall be determined by the gambling plan of the particular Technical Game.
- The Participant in a Game of Chance shall select a game from the TD menu via the touchscreen. The Bet shall be governed by the gambling plans of the individual Technical Games. In some Technical Games, the Participant in a Game of Chance may also choose the number of game lines and the Bet amount on each of them or the total Bet on the game.

- Placing a Bet is the moment when the Participant in a Game of Chance chooses to start a new game, having selected a particular game, the number of game lines in the games that allow it, the Bet amount on the lines or on the entire game. The game is started by the Participant in a Game of Chance via the TD touchscreen or the appropriately marked button. The Bet is paid at the moment when the game is started, and the corresponding amount is deducted from the “Credit” screen before the game ends, at the latest. By placing a Bet, the Participant in a Game of Chance accepts the provisions of the gambling plan of the particular Technical Game as binding.
- A Bet may be closed if its amount is less than or equal to the amount shown on the “Credit” screen and if the settings of the Bet parameters by the Participant in a Game of Chance correspond to the gambling plan of the particular Technical Game.
- The Participant in a Game of Chance shall be liable for placing the Bet correctly.
- Each Bet, Winnings, deposit and payout of funds shall be registered and archived in the Operator’s CMS in case of any potential complaint by the Participant in a Game of Chance or in case of any potential inspection by the Ministry of Finance of the Czech Republic, and in order to meet information duties.
- The TD database registers all Bets, Winnings and numbers of games within each offered Technical Game as cumulative values, as well as all individual deposits and payouts of funds, Bets, Winnings and total numbers of games for all offered Technical Games together. The TD database also contains the history of the last 25 to 1,000 game phases (depending on the equipment) made at the TD. All this information is primarily used by the Operator for the immediate diagnosis of the TD and is not related to the reporting duty.

10. BET VALUATION

- The Game Result shall be determined in its entirety by comparing the results of a random process generated by the RNG with the Scoring Table that is part of each individual game and complies with this gambling plan. The said process may not be influenced by the Operator, the Participant in a Game of Chance or any other third party, and its result shall not be known to anyone in advance. The game shall always begin upon pressing the “Start/Take Winnings” button (or, as the case may be, the “Automatic Start” button), which starts the game, and shall always end upon displaying the game result. If the resulting symbol combination after the end of the game phase corresponds to one of the winning combinations listed in the Scoring Table, the result of the game phase shall be displayed at the bottom part of the bottom TD screen.
- The result of each partial phase of the game shall always be determined by a non-influenceable circumstance which is not known to anyone in advance and which is of such a nature that it can be influenced by neither the Operator nor by the Participant in a Game of Chance. This fact shall only be provided by the RNG for each Technical Game.
- The overall Game Result shall be displayed at the bottom part of the bottom TD screen of the game after all the partial phases of the game have been completed.

- The Game Result shown after all the partial phases of the game have been completed at the bottom part of the bottom screen shall be converted to the "Credit" screen at a 1:1 rate, either automatically or upon pressing the "Start/Take Winnings" button. The game shall be ended either at the moment when no Winnings are achieved (i.e. Winnings are 0) or at the moment when the overall Game Result is displayed on the bottom part of the bottom TD screen. Then the Game Result shall be converted to the "Credit" screen at a 1:1 rate.
- In the event of any defect on the TD while a game is being played, such a game shall become invalid and the Bet shall be automatically refunded. This shall not apply if the result, even if only of a partial phase of the game, has been shown already. The result thus achieved shall always be paid out.

11. JACKPOT BONUS GAME

- It is a JACKPOT type bonus game. The game is part of the CMS system as a supplementary bonus game to all Technical Games on Terminal Devices marked in advance. The Jackpot Bonus Game may not be played separately.
- The Jackpot Bonus Game is part of each Technical Game within the meaning of Section 50 of the Gambling Act, of each technical device connected to the game and marked accordingly. The Participant in a Game of Chance participates in the bonus game automatically during each Bet made in the current game. The participation in the Jackpot Bonus Game and payout of the Winnings from the Jackpot Bonus Game are always subject to the conditions laid down for:
 - the Highest Bet in one game determined according to 8.F of this Gambling Plan;
 - the Highest Winnings from one game determined according to 8.G of this Gambling Plan; the Limit for the highest permitted Winnings must not be exceeded, not even together with the Winnings from the game, within which the jackpot Winning was activated.
 - the Winning Share of the Technical Game determined according to 8.H of this Gambling Plan;
 - the Highest Hourly Loss for the Technical Game determined according to 8.I of this Gambling Plan;
- Only those Participants in a Game of Chance who have participated in the Technical Game during a predefined period of time on predefined Terminal Devices may participate in the Jackpot Bonus Game.
- The winnings in the Jackpot Bonus Game are based on a predefined proportion (%) of all Bets made by Participants in the Technical Game of Chance on Terminal Devices, which offer the Jackpot Bonus Game.
- The Jackpot Bonus Game is available only on active Terminal Devices within one or several Casinos of the Operator. During each Technical Game on a Terminal Device, which offers the Jackpot Bonus Game, a specific amount from the Bet determined according to the $BET\ AMOUNT \times PREDEFINED\ PROPORTION$ formula is deposited in the value of the Winnings in the Jackpot Bonus Game for each level according to Article 11 of the Gambling Plan.

- Out of all Participants in a Game of Chance who participate simultaneously in the Technical Game on Terminal Devices offering the Jackpot Bonus Game, only one Participant in a Game of Chance, who has made a Bet, can receive a Winning in the Jackpot Bonus Game on each level according to Article 11 of the Gambling Plan in each individual time period.
- The amount of the predefined proportion (%) based on which the Winning in the Jackpot Bonus Game is calculated can be set up on three levels referred to as MYSTERY, SILVER, GOLD (for APEX Clover link edition games), GRAND JACKPOT and MAJOR JACKPOT (for NOVO Line games) and on four levels in case of bonus winnings in “IGT Mystery Jackpot Coins o’ Luck” and “IGT Mystery Jackpot Neon Treasure”. Individual settings are made by the operator meeting all of the conditions laid down in Article 11 of this Gambling Plan.
- Information about the particular value of the Winnings in the Jackpot Bonus Game is provided to the Participant in a Game of Chance through one or more screens visible from each Terminal Device offering the Jackpot Bonus Game. This screen in a graphical form shows values of the current possible Winnings in the Jackpot Bonus Game on all levels of MYSTERY, SILVER, GOLD, GRAND JACKPOT and MAJOR JACKPOT. In the case of Winnings achieved in the Jackpot Bonus Game, the screen displays the number of the Terminal Device, the Winnings, and simultaneously announces the winnings with a sound signal.
- As an additional parameter for setting up the Jackpot bonus game, the minimum percentage value of each individual level of the Jackpot Bonus Game can be set up. The minimum percentage value of each individual level of the Jackpot Bonus Game shall always be displayed on the Terminal Device screen after the payout of the Winnings. The percentage value of individual levels may only be set up by the Operator.
- The Winnings from the Jackpot Bonus Game shall be paid out via the Service Staff by crediting the Winnings to the User Account after the winner has been announced.
- The payout of the winnings from the Jackpot Bonus Game shall be recorded in the CMS system.

12. ENDING A GAME AND PAYOUT OF FUNDS

- A game within the Technical Game may be ended by the Participant in a Game of Chance at any time after ending the currently running game and before starting the next game.
- Payout of funds from the User Account of the Participant in a Game of Chance shall be done by the Casino’s Service Staff upon presentation of the Access Card and entering the PIN code as specified in Article 1309970384.372.□.
- Cash payout of amounts exceeding the limit under Act No. 254/2004 Sb., on limitation of cash payments, as amended, is prohibited, and payout of these amounts may only be made by non-cash method.
- In the event of payout of the balance or a portion thereof from the User Account by means of non-cash transfer to the Registered Payment Account of the Participant in a Game of Chance, the amount shall usually be transferred within 5 working days under the Operator’s operating conditions, but no later than 60 days.

- The Operator reserves the right to postpone the payout of funds in any of the above forms, especially if there is reasonable suspicion of fraudulent behaviour by the Participant in a Game of Chance. If this reasonable suspicion is not proved, the Operator shall be obliged to pay out Winnings no later than 60 days from the date of the request for payout of the funds made by the Participant in a Game of Chance.
- The Operator reserves the right to refuse or postpone the payout of Winnings or funds if the participation in the Game of Chance is considered a suspicious transaction within the meaning of the AML Act, for a maximum period of time laid down by the AML Act.

13. LOYALTY PROGRAMME

- The Operator shall provide all Participants in a Game of Chance, under the same conditions, with a Loyalty Programme within which Participants in a Game of Chance earn points in the User Account for their activities connected with the operation of Games of Chance by the Operator, in particular for participation in a Game of Chance or repeated entries to the Casino. Detailed conditions shall be provided in the Operator's GBTC.

14. CONFIDENTIALITY

- The Operator shall be obliged to keep confidentiality about Participants in a Game of Chance and their participation in a Game of Chance. The pledge of confidentiality shall not apply to cases in which the Participant in a Game of Chance releases the Operator from the pledge of confidentiality. The Operator may not be released from the pledge of confidentiality before it is known whether the Bettor has achieved Winnings in accordance with the gambling plan.
- The Operator shall not disclose any information learnt about the situation of other persons from reporting or from the Register of Excluded Individuals. This shall not apply to information obtained or used within the execution of state administration in the area of operation of games of chance applicable to the Operator, except for information about an individual recorded in the Register of Excluded Individuals.
- The pledge of confidentiality shall not apply to information that is publicly known or available to the public from public service information systems.
- The pledge of confidentiality is not breached if the Operator provides information pursuant to paragraph 14.1 or information about an individual entered in the Register of Excluded Individuals to:
 - administrative authorities exercising powers under the Gambling Act,
 - courts for the purposes of court proceedings,
 - law enforcement bodies,
 - the Probation and Mediation Service for the purposes of performing its activities, or
 - the National Security Authority in performing security procedure acts pursuant to the Act regulating the protection of classified information and security competence.

15. DISPUTES AND COMPLAINTS

- The Participant in a Game of Chance is obliged to become acquainted with the valid version of this Gambling Plan and the GBTC prior to starting a game. Any action that is demonstrably contrary to this Gambling Plan and is intended to violate the correctness of the game shall be deemed to be gross violation of the Gambling Plan. The following actions shall be deemed to be contrary to this Gambling Plan:
 - any attempt to influence the Technical Game, such as unauthorised interference with the HW or SW of a terminal device or the Operator's CMS, at all stages of fraudulent behaviour;
 - any attempt to participate or participation in the Technical Game using the User Account of another person by using an Access Card other than that allocated to the Gambler;
 - influencing the Operator's CMS by means of unauthorised interference with the registration or payout processes, even at the stage of attempt;
 - contamination, damage or destruction of the Casino equipment and service areas (e.g. toilets);
 - damage or destruction of a terminal device or NTD, such as mechanical breakage of the screen or any other parts of the device, intentional pouring of any liquid, even at the stage of attempt;
 - manifestations of violent or vulgar behaviour towards other Participants in a Game of Chance or the Operator's employees;
 - inappropriate behaviour that bothers other Participants in a Game of Chance (e.g. drunkenness, indecent exposure, requests for money, dirty clothes). If the Participant in a Game of Chance is found to engage in the said behaviour, the Operator may exclude the Participant in a Game of Chance from the Technical Game.
- If any behaviour is found that is a precondition for the exclusion of the Participant in a Game of Chance from the Technical Game:
 - The Operator shall allow the Participant in a Game of Chance to complete the game being played and allow the Participant in a Game of Chance to receive the funds in their User Account. Depending on the severity of the behaviour of the Participant in a Game of Chance, the Operator may then ban the Participant in a Game of Chance from entering the Casino for a limited or unlimited period of time.
 - If the Participant in a Game of Chance, by acting as specified in Clause 1 hereof, wrongfully obtained or attempted to obtain a property benefit in the course of the game, the Operator may withhold payout of the funds obtained through such behaviour for the period of time not exceeding the time specified in paragraph 11.5., or, as the case may be, reject such payment; such behaviour may be subject to criminal prosecution.
- The Participant in a Game of Chance who has not been credited with Winnings on the "Credit" screen must immediately complain to the Casino's Service Staff about such Winnings. The Service Staff shall ascertain, in the TD history, the individual games of the Technical Game played by the Participant in a Game of Chance, the Bet placed for each game of the Technical Games, as well as Winnings from them. In the event that an error is detected in the investigation as a result of which the Participant in a Game of Chance did not receive the corresponding Winnings, the Casino's Service Staff shall remedy the situation by paying the difference into User Account of the Participant in a Game of Chance.

- If it is found in an investigation based on a complaint that the balance of the User Account of the Participant in a Game of Chance is inaccurate, the Service Staff on the Gaming Premises shall ascertain, in the Operator's CMS history, all movements of funds in the User Account of the Participant in a Game of Chance. In the event that an error is detected in the investigation, the Service Staff on the Gaming Premises shall remedy the situation by paying the difference to the User Account of the Participant in a Game of Chance.
- If the Participant in a Game of Chance finds out that the status of their Self-Regulation Measures is contrary to the values set up, they may complain to the Casino's reception about this fact. The Service Staff of the Casino's registration point shall ascertain, in the Operator's central registration system history, the settings status of the Self-Regulation Measures of the Participant in a Game of Chance. In the event that a discrepancy is detected in the investigation between the settings made by the Participant in a Game of Chance and the settings in the Operator's CMS, the Casino's reception Service Staff shall ensure that the Operator's CMS settings are corrected.
- The Participant in a Game of Chance may also complain to the Casino's Service Staff about any defects not listed here. If possible, the Service Staff shall ensure that the game defects that are complained about are investigated and corrected.
- If the complaint is not settled on the spot, a complaint report shall be drawn up with the Participant in a Game of Chance which shall be signed by both the Casino's Service Staff and the Participant in a Game of Chance. The report shall contain the identification data of the Participant in a Game of Chance who filed the complaint, including their telephone number and email, to which the result of the complaint and the information of the complaint submission shall be communicated. The Participant in a Game of Chance and the Operator shall each receive one copy of the report.
- If the Participant in a Game of Chance is not satisfied with the settlement of the complaint, they may further complain about the fact to the manager present in the Casino, who will refer the their complaint, together with the complaint report and other materials necessary to investigate the complaint, to be dealt with at the Operator's registered office. The Operator shall notify the Participant in a Game of Chance of the result of the complaint procedure no later than 30 days after the complaint report is drawn up, by telephone or email, based on the information provided by the Participant in a Game of Chance. The result of the complaint procedure, as well as the findings of the complaint investigation, shall be recorded in the report which the Operator shall send to the Participant in a Game of Chance, i.e. to the email address specified in the report, no later than 7 days after the notification of the result of the complaint procedure.
- Any complaints filed in a manner other than specified herein shall be disregarded. In such cases, the Participant in a Game of Chance shall be asked to file the complaint as laid down herein.
- The Participant in a Game of Chance shall file a complaint immediately following the occurrence of the event complained about, however, not later than 6 months after its occurrence. This shall not affect the right of the Participant in a Game of Chance to claim the winnings within 1 years, unless the Winnings have been credited automatically. The Operator shall be obliged to investigate the complaint properly and, within 30 days of its assertion, notify the Participant in a Game of Chance in writing of the result of the complaint procedure.

- The Participant in a Game of Chance may lodge objections to the complaint settlement with the Operator within 15 days of being notified of the result of the complaint procedure.
- Any disputes between the Operator and the Participant in a Game of Chance shall be decided by general courts of the Czech Republic. In resolving disputes, Participants in a Game of Chance may also turn to a competent entity for out-of-court resolution of consumer disputes, which is the Czech Trade Inspection Authority.

16. COMMON AND FINAL PROVISIONS

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- In accordance with Section 72 of the Gambling Act, the Operator shall monitor the Casino using the installed monitoring device. This recording shall be archived for 2 years.
- In addition to the provisions of this Gambling Plan, the Participant in a Game of Chance shall be obliged to follow any generally binding regulations that apply to their participation in the Technical Game.
- In cases not covered by this Gambling Plan or in cases of disputes arising from a different interpretation of this Gambling Plan, the Participant in a Game of Chance must abide by the Operator's decision, and such a decision shall be binding on the Participant in a Game of Chance. If any dispute between the Participant in a Game of Chance and the Operator is not settled amicably, the courts competent to settle such disputes shall be the courts of the Czech Republic with subject-matter and local jurisdiction, the governing law being the law of the Czech Republic.
- The Participant in a Game of Chance acknowledges that the Operator shall be obliged to ascertain and record the personal data of the Participant in a Game of Chance in the cases laid down by the AML Act or by the Gambling Act.

SPECIAL PART

Rules of individual Technical Games pursuant to Section 3(2)(e) of the Gambling Act.