

Terms of Service

- Terms & Conditions
 - Welcome to Bet Channel!
 - If you wish to place a bet for real money, you will need to open an account with us. By opening an account with Bet Channel, you agree to be bound by these Terms and Conditions.
- Introduction:
 - The terms and conditions of use of this website and all gaming products and opportunities available through it are offered by the Licensee, Media Gate N.V. Company registration number 135910(0)
Address: Groot Kwartierweg 10, Livestrong Building, Curacao (collectively referred to as “Licensee”, “Media Gate”, “we”, “our” or “us” as the context require).
- Why Bet Channel?
 - To offer players the lowest margins in the industry and higher odds as a result, Bet Channel’s mission is to provide bettors worldwide alike with the best sports betting experience imaginable. We are able to do this via our pari-mutuel betting, also known as pool betting, business model.
 - Differing from most of the bookmakers operating online, the odds at Bet Channel become fixed not at the time when you place your wager but after the betting market for placing wagers on a specific event has closed.
 - In most instances, the betting window for placing wagers on a specific event will open 24 hours in advance. As for the deadline to place wagers, it will be possible anytime from 24 hours until 10 minutes before the specific event is scheduled to begin. The confirmed odds for the specific event will be announced approximately five minutes after the betting market has closed.
 - In case of natural disasters, illegal wagering behavior, cancelled matches, etc., all wagers on such related events will be marked void and any wagered monies will be returned to the players as per Bet Channel’s terms and conditions.
- 1. Governing Law
 - 1.1. This agreement is governed by the laws of Curacao.

- 1.2. Residents of the following territories are ineligible for creating accounts at Bet Channel: United States of America, Afghanistan, Alderney, America Samoa, Angola, Australia, Belgium, Bosnia and Herzegovina, Cambodia, Croatia, Czech Republic, Democratic People's Republic of Korea (DPRK), Denmark, Ethiopia, France, Hungary, Iraq, Italy, Laos People's Democratic Republic, Latvia, Lithuania, Malta, The Netherlands and the Dutch Caribbean Islands (Curaçao, Aruba, Bonaire, Sint Maarten, Sint Eustatius and Saba), Romania, Singapore, Spain, Syrian Arab Republic, Sweden, Uganda, United Kingdom, Vanuatu, and Yemen.
- 1.3. These terms and conditions are shown in languages other than English for reference only. In the event of any differences between the English version and other language versions, the English version shall prevail.
- 1.4. If you are acting outside your authority, or you are not entitled to, DO NOT PROCEED any further.

- 2. Agreement

- 2.1. By agreeing to these terms and conditions, the account holder is bound by the entirety of this agreement and by our 'Rules' and 'Privacy Policy' that are incorporated by reference into these terms and conditions. If there is any inconsistency between these terms and conditions and any document incorporated by reference, these terms and conditions will prevail.
- 2.2. If we change these terms and conditions, we may take appropriate steps to bring such changes to the account holder's attention (such as by placing a notice of such change in a prominent position on the web site together with the revised terms and conditions). However, it shall be the account holder's sole responsibility to check for any amendments, updates and/or modifications. The account holder's continued use of the services after such amendment and notification will be deemed to be the account holder's acceptance of the changes to the terms and conditions.
- 2.3. If you do not agree with any of the terms outlined here, please do not attempt to register with this web site.
- 2.4. By making payment through your credit/debit card, you agree that you are aware of the rules of your card issuer and will act accordingly.
- 2.5. By making payment through your credit/debit card, you agree that you will retain copies of the transaction details.
- 2.6. If you have any issue with payment, you agree that you will contact us first.

- 2.7. If your login id and password are used to make payment, we will assume that you are in fact attempting to make a payment. Understand that it is your sole responsibility to keep your login and password credentials safe.
- 2.8. We do not store your credit/debit card's information, so if your credit/debit card is used in our web site, you agree that it is used by your sole responsibility.
- 2.9. We and our site are not responsible for any damages incurred by you as a result of interrupted service, internet connection failure, system failure, computer trouble, disappearing data, and unauthorized access.

- 3. Binding Declarations

- 3.0. You agree that you will be responsible for any compensation that is required in case we and/or our services are damaged by your act, if you:
 - - exploit us or our web site or services, other account holders, service providers, any other rights of third parties, etc.
 - - provide false information such as engaged in fraudulent activities.
 - - are in violation of the laws and regulations.
 - - are in violation of the terms and conditions set on this web site such as but not limited to wagering in a profitable strategic manner.
- By agreeing to these terms and conditions, you guarantee that:
- 3.1. You are over (a) 18 or (b) such other legal age or age of majority as determined by any laws that are applicable to you whichever age is greater.
- 3.2. You can enter into a legally binding agreement with us and you are not restricted by limited legal capacity.
- 3.3. You understand that by using our services you may lose money on wagers and accept that you are fully responsible for any such loss.
- 3.4. You will not use our services while located in any jurisdiction that prohibits the placing or accepting of wagers online.
- 3.5. If paying by credit/debit card, you are the authorized user of such card.
- 3.6. You are permitted in the jurisdiction in which you are located in to place wagers online.
- 3.7. You are not depositing money that originates from criminal or other illegal or unauthorized activities or intending to use your account opened with us in connection with such activities and that you shall not use or allow other individuals/entities to use the services provided by us and your betting account for any criminal or otherwise unlawful

activities including, without limitation, money laundering, under any law applicable to you or us.

- 3.8. You will not use any device, robot, spider, or software (anything in the nature of the foregoing) to interfere or attempt to interfere with the normal proper functioning of our services such as employing or making use of artificial intelligence (including machines, computers, software or other automated systems) designed specifically to defeat our system. Furthermore, you will not collude or attempt to collude with other account holders in order to defraud the Licensee or any of its registered account holders.
- 3.9. You are not an officer, director, employee, consultant, affiliate or agent of the Licensee or working for any company related to the Licensee, or a relative or housemate of any of the foregoing.
- 3.10. You are not diagnosed or classified as a compulsive or problem gambler or consider yourself to be same.
For assistance, please visit: <https://www.gamblingtherapy.org/en>
- 3.11. You, the player, may make use of the Services strictly in your own personal non-professional capacity, on your own behalf and expressly not on behalf of another person or company. You may only make use of the Services for recreation and entertainment purposes, in accordance with these Terms and Conditions, together with all applicable laws, rules, and regulations. Any use of the Services by a corporate player or for commercial purposes is prohibited. Upon the suspicion of any use of the Services in breach of this article, the Company reserves the right to change or terminate any bonus offer, cancel any winnings and close the Player Accounts involved.

- 4. Privacy

- 4.1. Information that you send us will be kept confidential and otherwise processed in accordance with our privacy policy (accessible on our web site).
- 4.2. By agreeing to these terms and conditions, you agree that you have read our privacy policy.

- 5. Accounts/Payment Methods

- 5.1. Your account
 - 5.1.1. Before you are able to start playing, we require you to first register with us.
 - 5.1.2. We do not wish and are not obliged to accept registration from individuals/entities residing in jurisdictions that prohibit online sports betting or any other type of online gambling.

- 5.1.3. You agree to provide accurate registration information. You agree to inform us of any changes.
- 5.1.4. You authorize us to use any means that we consider necessary to verify your identity and creditworthiness with any third party providers of information.
- 5.1.5. Registration will be conducted using secure server encryption.
- 5.1.6. You will inform us as soon as you become aware of any errors with respect to your account or any calculations with respect to any wager you have placed. We reserve the right to declare null and void any wagers that are the subject of such an error.
- 5.1.7. We reserve the right to apply a handling charge of up to 5% on deposits and withdrawals to cover transaction costs. The handling charge might vary between payment methods.
- 5.1.8.1. We reserve the right to inactivate player accounts that have been inactive for more than 12 months. If your account has been inactivated then contact support@bet-channel.com for instructions on how to re-activate your account.
- 5.1.8.2. We reserve the right to apply a monthly account fee equivalent to USD 1.00 on accounts that have been inactive for more than 12 months.
- 5.1.9.1 i-Payments does not allow withdrawal in the form of refund (This means that any request for earnings to be withdrawn via the same credit card used to initially deposit the money is not allowed.)
- 5.1.9.2 i-Payments only allow a maximum of USD 5,000 per deposit/transaction.
- 5.1.9.3. In order to prevent amongst other things collusion and money laundering, the use of multiple accounts by a player is strictly prohibited. Upon suspicion of the multiple registration by a Player or by Players acting in collusion as a syndicate, the set-up of fictitious accounts or the use of front men, the Company reserves the right to change or terminate any bonus offer, cancel winnings and close the accounts of the Player(s).
- 5.1.9.4. Seen the fact that an account is personal to that specific Player, whereby the Player has been identified, and that also the method of payments of any winnings is connected to the player itself, in order to avoid possible money laundering, terrorist financing or other crimes, Player may not assign, sublicense or otherwise transfer or encumber in any manner whatsoever any of his/her rights or obligations under the Terms and Conditions. In case the player encumbers any of his/her rights under the Terms and Conditions, the Player shall forfeit all his/her rights under the Terms and

Conditions towards the Company. In case by law, or by decision of a court the transfer of rights and/or obligations of the Player is deemed legal, all withdrawals shall be done through the same payment method and payment details chosen by the Player when placing a deposit, to ensure compliance with anti-money laundering policies and regulation.

- 5.2. Security
 - 5.2.1. If you register with us via the web site, upon completion of your registration, we will confirm by electronic mail to the address you have supplied that your account is open.
 - 5.2.2. For registration via the web site, you will be required to choose a password for use of the web site.
 - 5.2.3. You agree to keep your username and password confidential and that you are responsible for any misuse of your password. Any losses suffered due to a third party using your account will not be refunded by us and further you shall have full responsibility for any third party using your login details and shall hold us harmless in respect of any damages arising.
 - 5.2.4. You agree to inform us at once by electronic mail if you believe that your account information is being misused by a third party so that we may suspend your account.
 - 5.2.5. We recommend that you disable any automatic password memory in your browser prior to use. This will help to limit the risk of unauthorized use of your account.
- 5.3. Account/Payment Method
 - 5.3.1. Customers may deposit funds via bitcoin, bank transfer, e-money and wallet solutions. All payments will be converted to the currency the Customer is using in his/her wagering account. You agree not to make chargebacks or deny such payments and agree to reimburse us for all damages and expenses incurred or suffered as a result of any chargeback or denial of any payment. We may, in our sole and absolute discretion, stop providing services or making payments to certain users or to users with certain credit or debit cards.
 - 5.3.2. The details required by us in order for you to make your deposits/withdrawals are available on the web site.

- 5.3.3. In order for players to withdraw via a specific payment processing method, they must have a prior history of depositing via the same payment processing method.
- 5.3.4. You must have a minimum bet of at least the amount of your deposit in order to make a withdrawal.
*Strategic bets (such as opposing bets and bets that are guaranteed to pay out) and voided bets will not be considered to have been placed in excess of the amount deposited.
- 5.3.5. Deposits may incur charges depending on the method you select. Deposits made by credit card may incur a small percentage charge on the principal amount of the deposit to reflect charges imposed on us by our acquiring bank. The charges imposed on us may change from time to time and you acknowledge that we may revise our charges to reflect such changes. Your bank may independently charge you for bank transfers.
- 5.3.6. If you use a credit card to make your deposit, your funds only clear when we have received an approval and authorization code. Should your card issuer not authorize the funds transfer, your account will not be credited with those funds.
- 5.3.7. This website is offered and operates under a license from Curacao.
- 5.3.8. We do not extend credit for the use of our services.
- 5.3.9. We are not a banking institution. You will not be paid interest on any outstanding account balance. Interest, if any, will accrue to the Company for the payment of administrative expenses.
- 5.3.10. We reserve the right to deduct any incurred costs from the amount you request to withdraw.
- 5.3.11. We do not allow abuse of the daily exchange rate difference that occurs during the course of a day's trading. Normal money movements will never be a problem, but for obvious abuse, we will deduct from your account.
- 5.3.12. For players depositing in Bitcoin, the Bitcoin value can change dramatically depending on the market value.
- 5.3.13. The Player declares with each deposit that the to be deposited funds rightfully belong to the Player and that these funds have not been obtained or are derived from any illegal means. The Company retains the right to request additional source of funds based on a case-by-case basis.

- 5.3.14. The maximum amount the Player is allowed to deposit per day / 24 hours is USD 30,000. Any deposits above said maximum amount may be cancelled and returned by the Company.
- 5.3.15. The company has the right to request the Player to provide the Company source of funds when the players makes / has made a deposit of an amount greater than USD 30,000
- 5.3.16. The maximum winnings amount per day / 24 hours is USD 100,000, any winnings above said maximum amount may be cancelled by the Company.
Winnings of more than USD 100,000 per day are possible in the jackpot games offered by Playtech. The Playtech jackpot games do not have a maximumz jackpot.
- 5.3.17 All withdrawals must be done through the same payment method and payment details, chosen by the player when placing a deposit, unless the Company is unable to do so or decides otherwise. This is at the discretion of the Company. If the Player has deposited using several payment methods, the Company reserves the right to split the Player's withdrawal across all such payment methods and process each part through the respective payment method at its discretion and in accordance with anti-money laundering policies and regulations.
- 5.3.18 The Player agrees that all deposits/withdrawals made to/from his/her Player account, are transferred to/from bank account/s, debit/credit card/s, wallet or any other payment options available in the Player's country, which belong solely to the Player and are in the Player's name. It is prohibited to make any withdrawal from a player account, bank account/s, debit/credit card/s, wallet or any other payment options which do not belong (solely) to the Player. This is in order to prevent that the Company transfers funds to persons who have not been duly identified by the Company, in accordance with anti-money laundering policies and regulations.
- 5.3.19 The Player may only withdraw the maximum amount of USD 30,000 in any twenty-four-hour period unless a larger amount has been agreed on between the Company and the Player. The Company may reject any withdrawal request if the suspicion arises that funds are being withdrawn for any fraudulent or money laundering reasons, pending the investigation thereto. Notwithstanding the maximum withdrawal amount is limited by the limitations set by the payment method chosen by the Player when making a deposit.

- 5.4. Account Balance

- 5.4.1. The Company's calculations of your reserved balance, available balance and amounts owed by you under the terms of this agreement will be final and, in the absence of any manifest error, will not be subject to any enquiry or investigation.
- 5.4.2. We reserve the right to close your account and to refund you your available balance at our absolute discretion and without any obligation to state a reason or give prior notice.
- 5.5. Client Account Management
 - 5.5.1. All winnings will be held for the use of your customer account following confirmation of the relevant result.
 - 5.5.2. Any amounts that are mistakenly credited as winnings to your customer account remain the property of the Company and will automatically be transferred from your account upon the error being noticed. Any winnings mistakenly credited to your account yet withdrawn by you will constitute a debt owed by you to the Company in the amount of such wrongfully attributed winnings.
 - 5.5.3. You may withdraw any amount up to the available balance in your account by issuing us with a valid notice of withdrawal from the options specified in our web site.
 - 5.5.4. You may withdraw funds from your account by direct bank transfer, i-Wallet or Bitcoin. All payments not related to Bitcoin will be made in EUR.
 - 5.5.5. We will not accept withdrawal requests made otherwise than via the options provided in the web site. The Company's employees are not authorized to effect such payments.
 - 5.5.6. To reflect charges imposed on us by our bank, there is a small charge for withdrawals via direct bank transfer. The charges imposed on us may change from time to time and you acknowledge that we may revise our charges to reflect such changes.
 - 5.5.7. Payment of any taxes, fees, charges or levies that may apply to your winnings under any applicable laws shall be your sole responsibility.
 - 5.5.8. Your winnings from settled wagers are credited to your account and shall be withdrawn in accordance with our withdrawal policy from time to time and if required upon provision of a copy of valid photographic identification, proof of address and/or credit/debit card to our satisfaction.
 - 5.5.9. You may request withdrawals up to the amount in your account via the methods we offer. We reserve the right to restrict withdrawals up to US\$300,000 or the equivalent per month.

- 6. Bonuses

- 6.1. We reserve the right to cancel any bonus or bonus program (including, but not limited to deposit bonuses, reload bonuses and loyalty programs) with immediate effect if we believe the bonus has been set up incorrectly or is being abused, and if said bonus has been paid out then we reserve the right to decline any withdrawal request and to deduct the amount from the account holder's account. Whether or not a bonus is deemed to be set up incorrectly or abused is solely at our discretion.
- 6.2. In case you decide to use an instant deposit bonus, no withdrawal of your original deposit will be accepted until you have reached the requirements that have been set for that bonus. These bonuses are intended to reward those players who deposit money with the intention of playing with us, so it will not be accepted that players make a deposit and then immediately a withdrawal as soon as they have received the deposit bonus.
- 6.3. The sign up bonus is valid for new accounts only and limited once per individual. The bonus will be given in US dollars. Understand that if you take advantage of the bonus and wish to withdraw, you will only be able to do so after satisfying the rollover requirement, which will vary depending on the conditions of said bonus. Furthermore, you will only be able to withdraw via our payment solutions offered. If the same individual is judged to hold more than one account in an attempt to defraud Bet Channel, his/her bonus will be forfeited.
- 6.4. All wins related to the bonus, regardless of whether they are cash wins or bonus wins, will first fill up the bonus balance, and any surplus will be credited to the player's real funds until the bonus requirements have been met.
- 6.5. Once the requirements associated with your bonus have been fulfilled, the cash and bonus funds will be released and available for withdrawal.

- 7. General Betting Rules

- 7.1. A wager can only be placed by a registered player.
- 7.2. A wager can only be placed over the Internet.
- 7.3. A player can only place a wager if he/she has sufficient funds in his/her account.
- 7.4. The wager, once concluded, will be governed by the version of the terms and conditions valid at the time of the wager being accepted.
- 7.5. The payout of a winning wager will be credited to the player's account, consisting of the stake multiplied by the confirmed odds.
- 7.6. We reserve the right to adjust a payout credited to a account holder's account if it is obvious that the payout has been credited due to an error.

- 7.7. A wager, which has been placed and accepted, cannot be amended, withdrawn or cancelled by the player.
 - Wagers placed on all markets (aside from handicap-related) cannot be cancelled.
 - Only those wagers that have been mis-graded will be eligible for returns.
- 7.8. A list of all the wagers placed, including their status, are available to be viewed by the player on the web site.
- 7.9. When a player places a wager, he/she acknowledges that he/she has read and understood in full all of the terms and conditions and game rules regarding the wager as stated on the web site.
- 7.10. We manage the players' accounts, calculate the available funds, the pending funds, the betting funds as well as the amount of the winnings. Unless proved otherwise, these amounts are considered as final and are deemed to be accurate.
- 7.11. The player is fully responsible for the wagers placed.
- 7.12. Winnings will be paid into the player's account after the final result is confirmed. However, we reserve the right to set aside any winnings should there be any investigations resulting from suspicions of criminal activities that may have affected the result. If the irregularity is confirmed then we retain the right to void any related bets.
- 7.13. Should we become aware that a player has placed a number of wagers from different accounts he/she has irregularly opened, all wagers will be voidable at our discretion, and we retain the right to take further action as deemed necessary.
- 7.14. If wagers, which exceed the stated amounts, are erroneously accepted, the excess amount will be disregarded and the wager amount placed will be revised accordingly and the difference paid back to the player.
- 7.15 The player affirms that he/she is not part of a betting syndicate, where several parties are involved in placing wagers in order to evade the rules.
- 7.16. Unless otherwise stated, all wagers are settled according to the full time result of a match.
- 7.17. Statistics, live scores, live betting or editorial text published is considered added information and we do not acknowledge or accept any liability whatsoever if the information is incorrect. It is the player's responsibility to be aware about circumstances relating to an event.

- 7.18. If a wager is declared void, the stake will be returned to the player. Wagers are declared void if the match has been postponed, abandoned or where a result has not been declared within 36 hours, unless otherwise stated.
- 7.19. We reserve the right to declare a wager void, totally or partially, if it is obvious that:
 - ·Wagers have been offered, placed and/or accepted due to an error
 - ·Wagers have been made on odds that are clearly wrong and stand out from odds offered by other gaming companies
 - ·Wagers have been placed after the event has started or after any betting market deadline (live betting excluded where applicable)
 - ·Syndicate betting has occurred
 - ·Influence betting, where the player has influenced the outcome of the match in any way, has occurred
 - ·The result has been affected by criminal actions directly or indirectly
- 7.20. If a wager/event is declared void, it will be evaluated as “won” at odds 1.00, which means it is still possible to win/lose depending on the remaining wagers in the parlay (if offered).
- 7.21. We reserve the right to adopt special rules, applicable for particular matches or events that may be contradictory to the Betting Rules. Such special rules may either be published herein under “Sports Betting Rules” or in conjunction with published odds for particular matches or events. In the event of ambiguity, priority is as follows:
 - ·Rules published in conjunction with an offer
 - ·Rules published under “Sports Betting Rules”
- 7.22. Communication errors do occasionally happen. The way our system works is that the wager is confirmed only when it is received on our servers in Curacao. Should there be a break in communication after you place your wager but it has been received on our servers, understand that your wager will be valid. You will be informed whether you have won or lost once communication is re-established. If the wager is not received at our servers then it will not be considered valid and the wager amount will not be deducted from your account with us.
- 7.23. A player unsatisfied with a matter relating to a wager with us shall notify us of this within 30 days after the transaction has taken place. Notifications made after the said period will be disregarded. Such a notification shall be made in writing. In the unlikely event of a discrepancy between the result that appears on your device and the results in the transaction

logs in our system, you agree that the results in our system's transaction logs as certified by an officer of the Licensee shall be final and conclusive.

- 7.24. The player accepts that any amounts lost under any wager should not under any circumstances be recoverable from the company.
- 7.25. The player accepts that any amounts lost under any bet should not under any circumstances be recoverable from the Company.

- **8. Cancellations, Suspensions and Closure**

- 8.1. Without restricting our ability to rely on other remedies that may be available to us, we may suspend and/or terminate your account or cancel any outstanding wagers at our absolute discretion if: (i) we suspect that you are engaging in illegal or fraudulent activity while using our betting product; (ii) we suspect you in breach of any term of this agreement; (iii) we suspect you are acting in a manner that is detrimental to the conduct of our business; or (iv) we suspect that you may be having difficulties obtaining credit.
- 8.2. Irrespective of whether we suspend and/or terminate your account and notwithstanding any other provisions in these terms and conditions, we may decide to cancel and void any outstanding wagers at our absolute discretion where (i) there is a technological failure, or (ii) you or another customer with whom you have wagered have breached any terms and conditions in this agreement.
- 8.3. We reserve the right to close a customer's account and refund (repossess where deemed necessary) the balance of their account without further explanation. Subject to any provision of these terms and conditions to the contrary outstanding wagers will ordinarily be honored. Further we retain the right to suspend the whole or any part of the service for any reason at our sole discretion and in such event we may but shall not be obliged to give you such notice as we deem practical.

- **9. Applicable Thresholds: Minimum and Maximum Amounts**

- 9.1. The minimum stake amount for wagering is US\$1 or 0.0001BTC.
- 9.2. The maximum stake is dependent on the amount we accept at the time of your wager. This is done manually if your wager is higher than the automatic acceptance level set out in the mini bet list offered from time to time on the web site (such amount is subject to change without prior notice). Furthermore understand that we have the right to decline any wager that is up for manual approval. Any wager that has not been manually approved before the game has started will be considered void. The player has the right to void any wager until it has been accepted by our traders.
- 9.3. You may not place a wager exceeding your available account balance.

- 10. Limitations of Liability

- 10.1. We do not assume any liability for transmission, input and/or analysis errors. The Licensee, at its sole discretion, reserves the right to correct any obvious errors and mistakes concerning published odds and/or events/players/teams/etc. If not otherwise stated, such published odds and/or events/players/teams/etc. will be graded as having odds of 1.00.
- 10.2. Under no circumstances shall we be liable for any damage caused by any incorrect, delayed or abusive transfer of data via the Internet. The Licensee will commence any technologically reasonable action to protect the customer's information, but will not be liable and will not take responsibility if third parties obtain control of customer's information. No claims for damages may be asserted against us in any such connection arising thereof.

- 11. Robots and Other Artificial Intelligence Systems

- 11.1. It is strictly forbidden to use any automated software and/or computer systems in direct or indirect conjunction with the services provided by us.
- 11.2. Any Poker robots or software developed and designed to play automatically will not allowed.

- 12. Force Majeure

- 12.1. Any failure, delay performed by the Licensee in relation to its obligations of its services shall not be deemed a breach of its obligations to you as a customer and if such failure or delay to the extent is caused by so called force majeure, such as floods, fires, earthquakes, or any other elements of nature, acts of war, riots or terrorist attacks, public utility electrical failures, lockouts or strikes, delays or disruptions of the Internet and telecommunications networks, or any other such events beyond the reasonable control of the Licensee.
- 12.2. We will not accept any liability for the consequences arising out of any such force majeure events for the customer.

- 13. Intellectual Property

- 13.1. All content presented on the web site, text, logos, graphics, images, button icons and software is either owned, approved or licensed by Bet Channel Limited or the Licensee. It is forbidden to copy, print and/or download any portions of the material published on this web site unless expressly permitted by Bet Channel Limited or the Licensee.
- 13.2. All trademarks presented on the web site, including, but not limited to trade names and other symbols are protected by international trademark laws. It is strictly prohibited to use them by any way without the express and prior approval of Bet Channel Limited and/or the Licensee.

- **Complaints, disputes, and Alternative Dispute Resolution**

- If any dispute arises out of the agreement governed by these Terms and Conditions, a representative of the director of the Company will, within fourteen (14) working days of a written request from the Player to the Company or when the director of the Company has been made aware of such a written request (should a representative of the the director of the Company not be/have directly addressed) enter into good faith conversations in effort to resolve the dispute.
- If the dispute is not wholly resolved after the above mentioned conversations, the parties agree to enter into mediation in good faith to settle such a dispute and will do so in accordance with the ADR rules/procedures. Unless otherwise agreed between the parties, within fourteen (14) working days of the aforementioned agreement to enter into mediation, the mediator will be nominated by the director of the Company. To initiate the mediation a party must give notice in writing to the other party to the dispute, referring the dispute to mediation. (the "ADR Notice")
- Unless otherwise agreed, the mediation will start not later than eight (8) weeks after the date of the ADR Notice.
- No party may commence any court proceedings/arbitration in relation to the dispute arising out of the agreement governed by these terms and conditions until it has attempted to settle the dispute by mediation and either the mediation has terminated, or the other party has failed to participate in the mediation, provided that the right to issue proceedings is not prejudiced by a delay.
-