

APPROVED

By Order No. DI-241 , 2018 05 03

of the Director of the Gambling Control Authority

Under the ministry of Finance of Republic of

Lithuania

UAB UNIGAMES REMOTE GAMBLING REGULATION

CHAPTER I GENERAL PROVISIONS

1. Unigames UAB (hereinafter referred to as the “Company”), registration address Savanoriu pr. 38-43, LT - 03121 Vilnius, Lithuania, is organising Remote Gambling in accordance with the Gaming Law (GL) of the Republic of Lithuania, other legislation, and the present Remote Gambling Regulation (hereinafter referred to as the “Regulation”).

2. The central office of the Company is located at Vilkpedes street 20, Vilnius.

3. Terms used in the Regulation:

3.1. **Account** – an account in the gaming website assigned to a natural person who has entered into a Remote Gambling Agreement, where the account owner may perform the actions related to gaming.

3.2. **Account Owner** – a natural person who has entered into a Remote Gambling Agreement and has been assigned a personal account in the gaming website of the Company.

3.3. **Remote Gambling** – remote gambling organized in the gaming website of the Company.

3.4. **Gaming Offers** – the list of games offered in the Company's website and other important information related to Remote Games organised in the Company's website.

3.5. **Bet** – the actions of a Player, where the Player chooses a particular remote game, the betting amount, and expresses the willingness to participate in a Remote Game by particular actions.

3.6. **Betting Amount (Bet Amount)** – the amount of money paid by the Player from the Gaming Account owned by the Player with the purpose of participating in a Remote Game.

3.7. **Players wallet** – the amount of money paid by the Player from the Gaming Account owned by the Player with the purpose of participating in a Remote Gambling.

3.8. **Payment account** – a personal account opened on behalf of the Player in a bank or a different payment institution (e.g., e-money institution) used by the Player to make payments to and withdrawals from the Gaming Account.

3.9. **Terms and Conditions of Discounts** – a set of regulations obligatory for using the discount offers of the Company.

3.10. **Suspension of the Gaming Account** – suspension of the Gaming Account based on a violation of Remote Gambling Regulations of the Company by restricting the possibilities of the Account Owner to perform any actions with the Gaming Account assigned to the Player, except for access to the Account.

3.11. **Official Information Sources** – the official website of the Betting Event Organiser or Participant, public announcements in social or specialized means of information or, if none are available, in specialized websites.

3.12. **Computer Network of the Company** – hardware and software network, where the mean of communication (e.g., the Internet) are used to transmit the data to and from the Company's database.

4. Other terms used in the Regulation correspond to the terms used in the GL.

5. The place of Remote Gambling shall be the place, where Remote Gambling services are provided.

6. The websites of the company are www.uniclubcasino.com , www.uniclubcasino.lt, www.uniclubcasino.ru (hereinafter referred to as the “Website”).

7. When organising Remote Gambling, the Company shall follow the GL, other legislation, and the Regulation.

8. The Regulation and the Gaming offers are presented in the gaming website.

9. It is assumed that each Player participating in Remote Gambling is familiar with the Regulation and the provisions of the Regulation are clear, understood and accepted by the Player. In the event of any disagreement between the Company and the Player, the Player shall not be entitled to claim that they had not been aware of the Regulation or had understood it incorrectly.

10. In the Remote Gambling organized by the Company, the Bets shall be made by the Player and accepted by the Company.

11. The Company shall keep centralized records of accepting the payments and paying the wins.

12. A Player may participate in Remote Gambling with an unrestricted number of Bets, unless the restrictions set by law or the Player themselves apply.

13. The win(s) of the Player in the Remote Gambling shall be credited to the Player's wallet.

CHAPTER II ADDITIONAL RIGHTS AND OBLIGATIONS OF THE COMPANY

14. Additional obligations of the Company:

14.1. To explain the provisions of the Regulation and/or Gaming offers, if requested by the Player.

14.2. To create the conditions for the Player to learn about the influences and possible problems caused by the gambling.

15. Additional rights of the Company:

15.1. To suspend the use of the Gaming Account by the Account Owner, if the Company suspects that the Account Owner intended to make gain by violating this Regulation or rules and/or was using certain additional systems (computing machines, robots, computers, software or any other automated systems), which are intended to deceive or trick the programmes and/or software used by the Company. The time periods for suspension of the Gaming Account and other procedures are specified in Article XI of this Regulation.

15.2. The Company is entitled to restrict the maximum Betting Amount for the Players who are violating the rules of this Regulation.

15.3. To refuse to enter into a Remote Gambling Agreement with a Player due to any reasons deemed essential by the Company.

15.4. The Company reserves the right to refuse to approve any documents which have been uploaded or sent by the Account Owner, if they are of poor quality, hardly legible, poorly seen, retouched or otherwise changed with computer programs or technical devices.

CHAPTER III ADDITIONAL OBLIGATIONS OF THE PLAYER

16. A Player shall:

16.1. Only use the Payment Account(s) held by the Player for making and receiving payments to/from the Gaming Account.

16.2 Observe the rules and requirements stipulated by the Regulation as well as other legislation of the Republic of Lithuania.

CHAPTER IV PLAYER'S ACCOUNT

Concluding and amending a Remote Gambling Agreement

17. On the basis of the Remote Gambling Agreement, the Player's gambling account may be opened only by person who meets requirements of Paragraphs 3 and 10 of Article 10 of the GL. In order to conclude a Remote Gambling Agreement, player must enter his personal data on the gaming portal. If Player's gaming account has been opened for a person who does not comply with the requirements set forth in Paragraphs 3 and 10 of Article 10 of the GL, the Company will close this account, cancel the bets made and return to the Player's payment account the cash balance paid to the Player's gaming account as provided for in the Remote Gambling Agreement, Agreement itself will be terminated.

18. On the basis of the Remote Gambling Agreement player may have only one account.

19. A Player entering into a Remote Gambling Agreement with the Company must present a copy of a valid personal identification document with a photo and the copies of other documents which may be requested by the Company is a special form of the Company's gaming website (a special form is available to the Player on the Company's gaming website, where they may upload electronic documents and/or scanned copies of paper documents).

20. The validity period of a Remote Gambling Agreement may be extended by mutual agreement between the Player and the Company prior to its expiration.

21. The Remote Gambling Agreement shall be amended by separate agreement between the Player and the Company.

22. The Player shall be liable for presenting correct information and data.

Account management

23. An Account shall be created for the Player who has entered into the Remote Gambling Account. The Player shall be provided with a log-in code and/or the password necessary for participating in Remote Gambling, which shall be used for authorization of the Player. The log-in code and/or the password shall be sent to the e-mail address specified in the Remote Gambling Agreement.

24. The Company shall be entitled to perform the authorization of the Players by telephone. During authorization, the Company shall call the number specified by the Player during registration and shall ask the questions related to the Player's Gaming Account and Remote Gambling. The aim of such authorization is to verify, whether the Gaming Account is not being used for unfair, illegal or fraudulent activities. If during the authorization it is found that the Player's Gaming Account is being used by third persons or is otherwise being used for fraud, the Company shall terminate the Remote Gambling Agreement with the Player, cancel the bets of the Player and permanently close the Gaming Account of the Player.

25. The Company shall be entitled to terminate the Remote Gambling Agreement with the Player, if the actions of the Player are unfair (for example, attempts to participate in the bet under essential error of the Company). In such case, the funds remaining in the Player's Gaming Account shall be refunded to the Player's Payment Account.

26. The Account shall be cancelled immediately after the Company terminates the Remote Gambling Agreement with the Player.

27. The Company shall hold and manage the funds owned by the Player in accordance with the requirements of legislation.

Responsible gambling

28. Self-restriction measures selected by the Player in the Company's gaming website shall be deemed equivalent to a written request of the Player.

CHAPTER V RULES FOR DEPOSITS AND WITHDRAWALS OF FUNDS

29. The Company shall be entitled to suspend the Account Owner's possibility to use the Gaming Account, if it suspects that:

29.1. The rules of this Regulation have been violated;

29.2. The Account Owner has committed a fraud;

29.3. The Account Owner intended to make gain by violating this Regulation;

29.4. Other unauthorized and illegal actions were performed in relation to the bets and current or past transactions, which violate the legal interests of the Company;

29.5. Other laws have been violated;

29.6. The Player has made a request, according to which the Player's possibility to participate in the bet was restricted.

29.7. The Player is involved in Remote Gambling from a jurisdiction that is subject to licensing, prohibited, and / or otherwise restricted in accordance with the applicable laws of that State, and the Company is not entitled to provide Remote Gaming Services to persons residing in this jurisdiction;

29.8. Due to actions of the Player there is a real threat to the Company's activities and / or the Company may incur unreasonable losses and / or other cases provided for by legal acts.

30. The Account Owner's access to the Gaming Account shall be renewed (the suspension of the Gaming Account shall be cancelled), if the grounds for suspension of the Gaming Account of the Player are not confirmed within 10 business days.

31. The Player shall not be permitted to transfer the fund from one Gaming Account to another.

32. The Company shall not be liable for any loss of the Player related to making deposits or withdrawals to/from the Gaming Account, if they are caused by reasons other than the fault of the Company, including but not limited to failures in services provided by third parties, connection disruption at the moment of making a deposit/withdrawal to/from the Gaming Account, and any malfunction of the Players Payment Account or any other financial institutions servicing or related to servicing the Player's Payment Account.

Rules for making a deposit

33. The Player may at any time supplement his wallet from the Player's Payment Account opened on behalf of the Player. If the Player supplements his wallet by bank transfer from his payment account, the transfer must indicate that the amount transferred is intended to supplement Player's wallet. Upon receipt of data from a payment institution regarding a payment transaction performed, the Company, in accordance with the data identifying the player, completes the Player's gaming account within two days.

34. Personal data provided by the Account Owner must match the data of the holder of the payment card, from which a deposit to the Gaming Account is being made.

35. The Company grants the right to the Player to make a deposit in the Gaming Account of the Player by means and under the terms and conditions specified in the Company's gaming website.

36. The Company reserves the right to require the submission of additional information and documents, even after registration of the Player's account, in order to prevent a third person from using the same Player's account. If the player fails to submit additional documents within 30 days from such request, or the information or documents submitted are false or misleading, or they have been refused approval, in accordance with paragraph 15.4 of this Regulation, the Company shall terminate the Remote Gambling Agreement with the player, suspend the Player's account, cancel Bets and refund the money paid to the Player's wallet. If the submitted documents are not reliable, the Company also carries out the actions provided for in clause 75 of the Regulation.

37. The funds shall be credited to the Gaming Account only after the Company receives confirmation about crediting the funds to the Company's Payment Account.

38. The funds credited by the Account Owner must only be used for participating in Remote Gambling organized by the Company in accordance with other rules specified in this Regulation.

39. The minimum amount of deposit shall be 2 euro.

Refund to the Account Owner

40. After the Company terminates the Remote Gambling Agreement and closes the Gaming Account of the Player, the Company shall refund the funds remaining in the Player's Gaming Account within 5 (five) business days.

41. The funds shall be refunded to the Player's Payment Account specified in the Remote Gambling Agreement. If the Player has specified several payment accounts in the Remote Gambling Agreement, the funds shall be refunded to the Payment Account last used for making a deposit to the Gaming Account of the Player.

42. If the funds cannot be refunded to the Player's Payment Account due to reasons other than the fault of the Player, the Company shall send notice to the Player at the Player's e-mail address specified in the Remote Gambling Agreement and/or other e-mail address known to the Company within 5 (five) business days after learning about this fact.

43. The notice to the Player shall contain the information about the reasons for the Company not being able to make a refund to the Player's Payment Account.

44. If the reasons making the refund to the Player's Payment Account impossible are not eliminated within 10 (ten) business days from the day of sending the Company's notice, the refund can only be made in cash in any location of Company's gaming organisation activity upon advance request of the Player, which must not be later than before 5 (five) business days.

Rules for Withdrawal

45. The Player shall be entitled to withdraw the funds from the Gaming Account by the means of non-cash payment specified in the Company's gaming website to the Player's Payment Account. In order to make a non-cash withdrawal, the Player must select the withdrawal amount and the method of payment (Player's Payment Account, where the payment shall be made and to confirm the payment) in the Player's Account.

46. The Company shall be entitled to receive a compensation of its actual expenses related to monetary transfers from the Gaming Account to the Payment Account of the Player and fees of commercial banks and other financial institutions. The compensation shall be deducted from the amount withdrawn by the Player. The amount of compensation applicable for withdrawal is specified in the Company's gambling website, Player's Account, and the Remote Gambling Agreement. Withdrawal of non-cash funds shall be

performed not later than within 5 (five) business days from the confirmation of withdrawal made by the Player in the Gaming Account.

47. All Player's wins on A category slots and are immediately transferred to the Player's wallet.

48. The company, in order to protect itself against possible fraudulent actions by gamblers, is in compliance with the provision that a player may not be paid a real wretched or an unfair achievement. The Player's gain obtained in the event of a gambling failure affecting the calculation of the winnings is canceled and all bets returned to the Player's wallet.

49. If the Company pays the non-cash amount from the Gaming Account by the means and under procedure specified in the Company's gaming website, such payment shall be considered performed after the respective amount is charged from the Company's Payment Account.

50. The Company shall be entitled to refuse to make a payment from the Gaming Account to the Payment Account of the Player if the Account Owner fails to present ID documents requested by the Company.

51. The slot casino administrator of the Company or another person entitled to pay out cash at the location of gaming organising activities of the Company must demand that any Player requesting a withdrawal from the Gaming Account in cash in the slot casino present a personal ID document of the Player (personal ID card or passport). If the Player refuses to present the ID document, the person responsible for payments shall not be entitled to pay the funds out.

52. During suspension of the Gaming Account, the funds in the Gaming Account of the Player shall not be paid out.

53. The Company shall transfer the wins of Remote Gambling into the Payment Account of the Player.

54. Upon request of the Player, the Company shall issue a certificate of the income earned in the form set by State Tax Inspectorate. The Player may present the request to the Company by sending it to support@uniclubcasino.com, central office address of the Company or by filling in an application in the Company's slot casino.

55. If the Company transfers a win(s) not belonging to the Player to their Gaming Account due to any technical or human error, the amount shall remain the property of the Company and the mistakenly transferred funds shall be withdrawn from the Gaming Account of the Player. If prior to the Company noticing the error the Account Owner illegitimately withdraws the funds that are not their property, apart from the sanctions stipulated by law, the erroneously paid and withdrawn amount shall be deemed to be the Player's debt to the Company. In such case of erroneous transfer of funds to the Account Owner, the Account Owner must immediately inform the Company by e-mail or telephone.

CHAPTER VI SAFETY RULES

56. If the Player notices any loopholes in the Company's software and/or website, the Player shall:

- 56.1. not use them for gain;
- 56.2. not to disclose this information to third parties;
- 56.3. inform the Company immediately.

57. If the Player fails to observe the requirements of paragraph 56 of this Regulation, the Company shall be entitled:

- 57.1. To terminate the Remote Gambling Agreement with the Player.
- 57.2. To suspend the possibility of the Account Owner to use the Gaming Account of the Player pending the investigation of the Company regarding potential violation of this Regulation or law.

CHAPTER VII GAMBLING RULES

58. The Company shall be entitled:

- 58.1. not to accept a payment/bet without giving any reasons.
- 58.2. not to accept the Betting Amount from the Account Owner, which does not meet the limits set by the Account Owner or the amount intended for gaming;
- 58.3. to cancel the Bets made by the Player if they were made in violation of this Regulation or the rules set forth in its Annexes;
- 58.4. to refuse to credit the win to the Gaming Account if:

58.4.1. A hardware/software error has occurred when presenting betting odds, which resulted in incorrect betting odds;

58.4.2. A hardware error has occurred, which resulted in malfunction of regular remote betting computer operation.

59. All bets won by the Player by violating this Regulation, its Annexes or other legislation shall be cancelled and equated to 1:1.

60. Remote Gambling Rules regulating remote organisation of betting are presented in Annex 1 to the Regulation.

61. Remote Gambling Rules regulating remote organisation of betting are presented in Annex 2 to the Regulation.

CHAPTER VIII DISCOUNTS

62. Having decided to apply discounts, the Company shall announce it in its gaming website informing that one or several discounts will apply to all or one particular bet for a certain time period or periodically.

63. The decision to apply the discount shall be made by the CEO of the Company or their authorized person by issuing an order, which shall be an integral part of the Regulation. The order must specify the types of discounts, the terms and conditions of applying the discounts, the time period for accumulating and applying the discounts, and the particular size of the discount.

64. An offer of a particular discount for one Gaming Account of the Player shall only apply once, unless the discount offer and terms and conditions provide otherwise.

65. The discounts shall be registered in the Company's database.

66. The terms and conditions of a discount if provided for in the discount offer, may be fulfilled in parts and a discount shall apply after a certain part of the terms and conditions of the discount are fulfilled.

67. The discount shall only apply if the terms and conditions of the discount are fulfilled in part and/or in full or otherwise as specified in the particular discount offer.

68. If the Player fails to fulfil the terms and conditions of a discount in full or in part, they shall not be eligible to receive the discount.

69. If the Player fails to fulfil the terms and conditions of a discount in full or in part, they shall not be eligible to receive the discount.

70. The Company retains the right to cancel any discounts and bets received by fraud, if it is suspected that the discount offer has been misused.

71. The Company retains the right to change the terms and conditions of the discount offer at any time by informing about it in the gaming website.

CHAPTER IX PRIVACY POLICY

72. The Player shall immediately inform the Company if the information presented by the Player when filling in the Remote Gambling Agreement or later on has changed.

73. The Company shall be entitled to publicize the information about the Player's win: the Player's name and the amount of the win. The Player agrees that the following information is publicized in the Company's website: Player's name and the amount of the win

CHAPTER X VIOLATIONS AND FINES

74. Having suspected that the Player is engaged in criminal/illegal activity or the activity violating the Regulation in the gaming website, the Company shall be entitled to suspend the Gaming Account of the Player and to cancel all and any bets. These actions may be performed at the Company's discretion only.

75. The Company shall notify the persons suspected of fraud or other unlawful actions to pre-trial investigation authorities, the Gambling Supervisory Authority under the Ministry of Finance of the Republic of Lithuania (hereinafter referred to as the Supervisory Authority) and (or) other competent authorities.

CHAPTER XI PROCEDURE FOR SUBMITTING AND CONSIDERING THE CLAIMS

76. All claims of the Player regarding the Remote Gambling and/or related issues shall be presented to the customer service unit of the Company by sending a claim to the address support@uniclubcasino.com or by registered mail to the central office of the Company: Vilkipedes street 20, Vilnius, not later than within 30 calendar days from the day the Player has or should have learned about a potential violation of their rights

77. The claim must contain the name and surname of the Player, home address, contact telephone, and e-mail. If the claim is made by an authorized person, the document confirming their right of representation must be presented.

78. The Company shall not be liable for the acts or omissions of the operators of communication services, which are used to send the information.

79. The Company shall not later than within 14 calendar days from the day of receiving the Player's claim send a comprehensive and reasoned written explanation substantiated by documents to the e-mail address or the correspondence address specified by the Player.

80. If the Company suspends the possibility of the Account Owner to use the Player's Gaming Account, the Company shall within 3 (three) business days present the reasons for suspensions and, if possible, the copies of substantiating documents or other data by sending to the e-mail address specified by the Player in the Remote Gambling Agreement.

81. The Player shall within 5 (five) business days from the day of receiving the information specified in paragraph 73 of this Regulation present the Company with the data that the circumstances which resulted in the suspension of the possibility of the Account Owner to use the Gaming Account of the Player has been eliminated or specify the reasons for the Company to cancel the suspension of the Gaming Account of the Player. Having received the above information, the Company shall immediately, but not later than within 10 (ten) business days shall analyse it and give an answer to the Player (the answer is given by sending it to the e-mail address specified by the Player in the Remote Gambling Agreement) about the cancellation of the suspension of the Gaming Account. If the Player fails to present the information within the time period set above (which may be unilaterally extended by the Company for 20 (twenty) business days twice) or the information presented is not sufficient and the circumstances specified in paragraph 29 of the Regulation have not been eliminated, the Company shall unilaterally terminate the Remote Gambling Agreement and close the Gaming Account.

82. The decision of the Company regarding satisfaction of a claim shall be final. If the Player does not agree with the Company's decision regarding the claim presented, the Player may appeal against it to the Gaming Control Authority under the Ministry of Finance and in other procedures provided by law.

83. The disputes arising from the provision of Remote Gambling Services shall be resolved based on the statements of the mainframe of the Company.

84. The Company shall not be liable for delayed, illegible, incomplete, damaged, corrupted or missent letters, requests and claims of the Players. If a Company receives an incomplete, incorrect or incomplete format letters, requests or claims from the Players, the Company shall within 5 business days from the day of receiving such letters, requests or claims inform the Player about the deficiencies in content or form, which shall be eliminated by the Player within 5 business days. If the Player fails to eliminated the deficiencies in the time period specified, the Player shall lose the right to evoke the fact that the letter, request or claim has been delivered in a timely manner.

85. All disputes between the Company and the Players which has not been resolved in the procedure prescribed by this Regulation shall be resolved in procedure set by law of the Republic of Lithuania.

CHAPTER XII FINAL PROVISIONS

The Company shall be entitled to amend this Regulation in procedure set by law of the Republic of Lithuania. This Regulation is binding to the Company, the bookmakers, and other persons participating in Remote Gambling organised in the Company's website.

UNIGAMES UAB ANNEX NO. 2 TO THE REMOTE GAMBLING AGREEMENT

REMOTE GAMBLING RULES

CHAPTER I GENERAL PROVISIONS

1. The Company organises remote gaming in accordance with the Gaming Law (GL) of the Republic of Lithuania and the Regulation.
2. The following terms are related to organising remote gaming (hereinafter referred to as “Gaming”) and are not defined in the Gaming Law.
3. **Winner** – a Player who has made a bet in accordance with the provisions of this Regulation and has correctly guessed the outcome(s) of a betting event(s).
4. **Winning** – the amount of money paid out to the Winner and calculated in procedure prescribed by this Regulation and these Remote Gambling Rules.
5. **Betting Event** – a situation or any event(s) offered in the game with a proposal to guess its outcome.
6. **Ended Betting Event** – a betting event announced in the gaming offer which has actually occurred and the entities or units specified as participants of the betting event have actually taken place in it.
7. **Betting Odds** – a figure established by the company, which is multiplied by the betting amount of a Player to determine the winning amount in procedure set by the rules.
8. **Betting offers** – a list of offered betting outcomes with attributed betting odds presented in the Company’s website as well as other essential information related to the remote gaming organised in the Company’s website.
9. **Betting Event Participant** – a unit (person, team, party, etc.) directly participating in a betting event specified in the betting offers.
10. **Betting Outcome** – final outcome, cancellation or postponement of a betting event or, in the cases specified in this Regulation, its part specified in the betting offers.
11. **Betting amount** – the amount of money paid by the Player for participating in the Game.
12. **Bet** – the actions of a Player, where the Player chooses betting games, betting outcomes and the betting amount.
13. **Making a Bet** – the action of a Player, where the Player makes a bet in procedure of these Remote Gaming Rules.
14. **Betting card** – a digital document confirming the participation of the player in the bet.

CHAPTER II MAIN GAMING ORGANISING RULES

15. The Company makes it possible to participate remotely in online betting events on the Company's website through remote gaming software.
16. In order to perform the bet in the betting event, the Player must choose the event (events) for which he intends to bet, the amount of the bet to be put up and approved on the Company's website. Bets on the events organized by the Company are accepted by choosing the amount of the Bet from the Player’s wallet. In the event when wallet contains not enough money to make the Bet, the Bet is not accepted.
17. The winnings of the bet (regardless of the winnings amount) are immediately transferred to the Player’s wallet.
18. The amount used for a Player’s bet cannot exceed the betting amount in the Gaming Account of the Player.

CHAPTER III BETTING CARDS

19. After the betting is made by the Player and bet is accepted by the Company, the betting card is presented in the Player's account, and printed betting cards are not issued. Betting Cards are presented to the player immediately after the Bet Admission has taken place.

CHAPTER IV BET ADMISSION

20. The player must check information about the bet Amount, as well as the selected Betting Event, the bet coefficient, as well as the winning information that relates to the performance of the Bet and / or the Bet amount. After the acceptance of the bet, the cancellation of the bet is not possible.

CHAPTER V CANCELLATION OF THE REMOTE BETTING

21. In the cases determined in this chapter of the Regulations the betting may be cancelled. If the betting was cancelled then the betting coefficient is made equal to "1" and the betting amount is returned for the player.
22. If the Company had made a mistake by approving the bet placed by the player and this mistake was noticed before or after the beginning of the betting event, then the bet is cancelled. These are considered as the mistakes of the Company (including but not limited to):
- 22.1. When the determined betting coefficient was erroneous obviously;
 - 22.2. When the comma is missing in the betting coefficient;
 - 22.3. If there is a grammatical, stylistic or similar type of error in the Betting offer;
 - 22.4. The outcome coefficient is essentially different from the coefficients of the same outcome in the betting offers of other betting companies, including but not limited to the ones offered by UAB "TopSport", UAB "Orakulas" or UAB "Lošimų strateginė grupė".
23. The Company informs the decision to cancel the bet and its reasons and the reasons thereof on its website within 5 working days. If the player does not agree with the cancellation on that basis, he/she must fill a complaint to the Company within 10 calendar days after the date of the cancellation of the bet. After the Company receives the player's claim, within 14 calendar days the Company must pay the prize for the player or to refuse to meet the player's claim by giving him/her a detailed and motivated explanation which must be based on the documents. If the player does not agree with the explanation of the reasons, then he/she is entitled to appeal to the Supervisory Authority or to the court for the dispute resolution
24. The bet is cancelled if the player placed the bet or if the Company accepted his/her bet after the beginning of the betting event. In the case of a live bet the betting is cancelled only if the player placed the bet or if the Company accepted the bet when the outcome was already clear.

CHAPTER VI Bets for lotteries SUPERLOTO 5 of 36 and SUPERLOTO 7 of 42

25. Betting for the games organised by TV Žaidimai UAB:
- 25.1. TV Žaidimai UAB is organising games, which are broadcasted live in the Company's gaming website. The organizer's website www.betgames.tv may be used to view the game results.
 - 25.2. In case of sound malfunction or if the presenter makes a mistake presenting the results, the game results are recorded based on video broadcast.
 - 25.3. If the Player cannot see the video due to technical failure (internet connection malfunction, power cut-off, etc.), but the game video recording is available in the archive, the bets remain valid.
 - 25.4. Remote gaming bet shall be annulled and the betting amount shall be refunded to the Player due to the following technical problems: internet connection malfunction or other technical problems in the studio, which did not allow recording of video, or due to errors of the presenter (game equipment not prepared, game equipment falls down or is located in the place not seen by the cameras).

CHAPTER VII
PAYMENT OF THE BET AMOUNT AND PAYMENT OF THE WINNING

26. The amount of the Players's win shall consist of the amount of the Players's bet, multiplied by the bet coefficient indicated on the betting card, rounded to two decimal places. In this case, if the third decimal place is 5 (five) and more, it is rounded up by increasing the second digit after the decimal point, if less, the second digit is not changed.
27. **Minimum bet amount** – 0,50 euro.
28. **Maximum bet amount** – 300 euro.
29. **Maximum winning amount** – 1000 euro.
30. The Player is entitled to a receive a winning amount from the event, if the Player guessed the result (results) correctly.