

Terms and Conditions

- **Terms and Conditions (V.1 DATED 26/11/2025)**

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1. Introduction

Welcome to Betsson. We want you to enjoy the time you spend here. As this is an online gaming and gambling website, there are several laws and regulations that regulate our activities. These rules are explained as clearly as possible in these terms and conditions (the Rules').

Thank you for taking the time to learn about the Betsson Rules. This is how we let you know what you can and cannot do on Betsson, how we will use your personal information, and how we manage the Site. We have tried to keep the boring legal stuff to a minimum.

If you still have any questions after reading them, please [get in touch](#).

2. The Basics

The Rules are a binding agreement between us and by clicking that you accept the Rules when creating your account and/or using the Website and/or accepting any Bonus or prize you agree that you have read and accepted the Rules and any amendments thereto. If you do not agree with the Rules, you should not register or continue to use the Website. Everything changes and we may change these Rules at any time. Where we do so in a material way, we will contact you and inform you in advance of the new Rules, and we will require your consent for such changes to be applicable to you.

3. Definitions

You will see the following terms used throughout the Rules:

"Bonus" shall cover all promotional offers that gift a tangible reward, including but not limited to: welcome offers, reload bonuses, deposit bonuses, free/bonus spins, free bets, and risk-free bets.

"Games" are Casino, Live Casino, Sportsbook, and any other game on our Site (including mobile or any other platform) and **"Game"** can mean any one of them. We can remove or add Games to the Site at any time.

"Rules" are these terms, conditions, and rules which you agree to when using the Site.

"Site" www.betsson.cm, and including, if applicable, any mobile and mobile application version thereof or any other subdomains of 'betsson.cm'.

"We" The Site is run by NGNATAT SARL, a company registered in Cameroon, at P.O. Box: 5437 Douala, Cameroon. The referred entity is part of Betsson Group.

"we", "us", "our" means NGNATAT SARL and, where applicable, NGNATAT SARL acting on behalf of Betsson Group.

"You" is you using the Site. "Your" has its usual meaning in relation to you.

"Your Account" is your player account on the Site.

4. Licenses

As we provide online gaming, by law, we need to tell you the following:

We are licensed and regulated in Cameroon by the Ministry of Territorial Administration under Concession Agreement 000017, of June 22, 2023.

You may contact our support if you wish to know further information about the gaming service providers we use for offering the Games to you.

5. Who Can Play

To play the Games on the Site, you must be:

- over 21 years of age or above the legal age for gambling in the country you are playing from;
- an actual person. You cannot be a company or other legal entity;
- playing the Games for yourself and in a non-professional capacity or on behalf of someone else;
- legally allowed to play Games on the Site;
- not resident in Afghanistan, Albania, Algeria, Andorra, Angola, Argentina, Armenia, Australia, Austria, Azerbaijan, Bahrain, Belarus, Belgium, Bosnia, Botswana, Brazil, Bulgaria, Burkina Faso, Burundi, Cambodia, Cayman Islands, Central African Republic, China, Colombia, Croatia, Cuba, Czech Republic, Democratic Republic of the Congo, Denmark, Eritrea, Estonia, Ethiopia, Faroe Island, France, Georgia, Germany, Gibraltar, Greece, Greenland, Guinea, Guinea-Bissau, Haiti, Herzegovina, Hong Kong, Hungary, India, Indonesia, Iran, Iraq, Israel, Italy, Jamaica, Japan, Jordan, Kenya, Kuwait, Latvia, Lebanon, Libya, Lithuania, Luxembourg, Malaysia, Mali, Mauritania, Mauritius, Mexico, Moldova, Montenegro, Morocco, Myanmar, Netherlands, Nicaragua, Nigeria, Norfolk Island, North Korea, Norway, Oman, Ontario Canada, Pakistan, Palau, Panama, Paraguay, Peru, Poland, Portugal, Qatar, Romania, Russia, Rwanda, Saudi Arabia, Senegal, Serbia, Singapore, Slovakia, Slovenia, Somalia, South Africa, South Korea, South Sudan, Spain, Sudan, Switzerland, Syria, Taiwan, Tunisia, Turkey, UAE, Uganda, Ukraine, United Kingdom, Vatican City, Venezuela, Vietnam, Yemen, Zimbabwe, United States and its dependencies, military bases and territories including but not limited to Am. Samoa, Guam, Marshall Islands, N. Mariana Islands, Puerto Rico, and Virgin Islands.

6. How You Can Play

6.1 Register

6.1.1 Click on "Open Account" button.

6.1.2 Accurately complete the registration form including:

- Your full name;
- Your mobile number;
- Your date of birth;
- Enter Password;

6.1.3 Click on "Create Account" button to confirm that the registration information in the form is the correct information and that you agree to the Rules.

6.1.4 You can now log-in using your registered log-in details.

6.2 Pay

When you are ready to play, you need to deposit money into Your Account. You do this by:

- Clicking on "Deposit" on the Site;
- Selecting a bonus if applicable;
- Completing the information required for that payment method;
- Confirming that information is accurate by clicking on "Deposit".

If you are registering for the first time, you might need to select your bonus first and then deposit.

6.3 Age

We reserve the right to request proof of age and perform checks to verify information provided by you. If you are found to be under 21, we will take steps necessary to prevent you making further use of the Website, including confiscating all winnings and/or bonuses, and closing your account.

6.4 Other forms of verification

We are under a strict duty as a gambling operator, in accordance with various laws and regulations, to ensure that you are who you claim to be and that the funds that you use to play are your funds and are earned legitimately. We may therefore perform third party searches against your name, compare the personal information you have provided or we otherwise hold against other databases and make such enquiries and request such information and documents as we require to validate your account and the funds being used to play in that account. Failure to provide any information asked of you to enable us to comply with our obligations under such laws and regulations (or providing incorrect information) will result in your account being restricted or closed and/or you being reported to the relevant regulatory body (including, without any further notice to you, criminal and serious crime monitoring/reporting agencies in any territory).

6.5 Play

6.5.1 We have a lot of games on the Site. Simply go to the games lobby and start playing by clicking on the game of your choice.

6.5.2 You must always play the Games on the Site in line with these Rules and any special Rules that apply to Games offered on the Site. Different Rules apply to different Games. (Where such rules apply, please click on the link for each Game to see to the rules that apply to that Game):

- Casino
- Live Casino
- Sportsbook
- Virtual Sports

6.6 *Cancellation*

6.6.1 We do not accept cancellations of bets or stakes on any Games except for exceptional circumstances. Such cancellation is solely at our discretion.

6.6.2 If a game has remained incomplete within 90 days due technical errors, malfunction of the system, voluntary closure of client account etc., then the game progress will be permanently terminated. Your stakes will be returned to Your account, however this depends on the game in question.

6.6.3 We do not issue refunds except for exceptional circumstances. This is solely at our discretion.

7. General Rules for You

7.1 You must register and play on your own behalf only and not on behalf of anyone else.

7.2 You must keep Your login details (Name, Password, or other credentials) secure and not share them with anyone. If you share them, even unintentionally, you are responsible for any abuse or misuse of your account. We accept no liability for monies or information lost due to unauthorized use of Your Account arising from improper use of Your login details. It is Your responsibility to ensure that You keep Your details confidential and it is your responsibility to secure any linked email address, personal computer, or other device on which Your player account is accessible. You are fully responsible for any misuse of Your login details or devices. If You are concerned that Your credentials have been disclosed to a third party You should notify Us immediately so that We may provide You with a new password. Unless caused by any negligence on Our part, any unauthorized use of Your login details and any unauthorized use of Your account are Your sole responsibility and will be deemed as Your own use.

7.3 You must always keep Your registration information and account details up to date.

7.4 If you realize that the information provided at registration or on your account is incorrect, you must tell us immediately or immediately amend your information.

7.5 It is your responsibility to know if your activity on the Site is legal in the country or territory from which you are playing and to be aware of your legal duties, restrictions, and rights applicable to transactions associated with online gambling.

7.6 You are only allowed one account on this Site. If you have more than one account you must immediately tell us.

7.7 Only one account for each household is allowed. If you realize that there is more than one account in your household, you must immediately tell us.

7.8 You may play any game on the Site, only if you have enough money on your account.

7.9 You are not allowed to transfer or receive funds from one account to another and /or to transfer, sell or buy accounts.

7.10 You agree that we can check who you are who you claim to be. You agree to give us all documents we request to prove your registration information and payment details, such as (by way of example only) a copy of your passport, utility bills, bank statements, or any other documents evidencing your source of funds as may be necessary.

7.11 You cannot use any technical error or vulnerability to your advantage. We will be entitled to cancel and reclaim all winnings gained in this manner.

7.12 You will not be involved in any fraudulent, collusive, fixing, or other unlawful activity in relation to your (or third party) use of the Site. You shall not use any software assisted methods or techniques or hardware devices in aid of your participation of the Games on the Site, including, but not limited to, card counting.

7.13 You agree that we may also share your information with other people or businesses, in line with our Privacy Policy, to carry out our business and deliver the Site to you.

7.14 You agree that all deposits/withdrawals made to/from your player account, are effected to/from bank account/s, debit/credit card/s or any other payment options available in your country, which belong solely to you and are in your name and that you are not depositing funds originating from any criminal, fraudulent or other unauthorized means or activities.

7.15 You are responsible for reviewing the Merchant's policies and rules before conducting transactions and for retaining transaction records for your financial administration.

8. What We Can Do

8.1 We can refuse to open an account for any reason.

8.2 We can suspend or close your account for any breach or suspected breach of this Agreement or other valid reason. Upon closure of Your Account, the available balance in Your Account will be paid to you in a timely manner and no longer than 5 working days, unless there is a reason for such funds to be withheld.

8.3 Whilst we understand that mistakes and typos happen, if we find the information given at the time of registration to be incorrect, this gives us the right to close Your Account and keep any

applicable funds in it. Likewise, if you fail to pass any personal identification verification procedures we will also close your account and withhold any winnings.

8.4 If you try to open any other account, on top of your first account, we will block or close the account. We may also block or close your first account. If we leave your first account open your remaining deposits from any other accounts, if any, will be transferred to your first account. We will deduct a reasonable administrative fee of 10% (minimum EUR 30 or currency equivalent) for every other account opened. We may also deduct further fees under these Rules.

8.5 If we find there is more than one account registered for your household we will block or close any accounts for that household.

8.6 We may share your personal and payment information with other people or businesses, in line with our Privacy Policy, to check that you are who you say you are and for any verification procedures that we require.

8.7 We do not give credit, outside of bonuses or campaigns as permitted according to law. Any balance on Your Account will not bear interest. We will not be treated as a financial institution.

8.8 If you are found to be using the Website in any way for which it is not intended, to be fun and recreational, we will adjust Your Account to remove any money gained from such activity and the account may be permanently closed.

8.9 We may refuse, terminate or limit any bet or wager for any reason in line with our internal policies and regulation.

8.10 We will declare a bet or stake partially or fully void (and / or close Your Account) if we believe that any of the following apply:

- You, or people associated with you may have directly or indirectly influenced the outcome of an event;
- You, or people associated with you may have access to insider knowledge that can influence the outcome of an event;
- You, or people associated with you are engaged in arbitrage or matched betting;
- You and or people associated with you directly or indirectly ignore the Rules;
- The result of an event has been directly or indirectly affected by criminal activity;
- A notable change in odds happened, for example due to a public announcement in relation to an event;
- Bets have been offered, placed, and/or accepted that we would not have accepted, due to a technical issue affecting the Site at that point in time or a mistake, misprint and/or anything which is outside our control.

8.11 We may close Your Account, cancel and/or refund any of your winnings found in the "Available to Bet" balance, (after the deduction of any withdrawal charges), withhold winnings and /or apply debits as required (in relation to damage caused by you) and in line with regulation,

withhold a reason or give any notice. If we do this, all valid contractual obligations in place at the time of closure will be honored.

8.12 If we suspect that you are involved in illegal or fraudulent activities relating to your use of the Site (or a third parties use of the Site) or are in trouble with creditors or are involved in any other behavior detrimental to the Site, we may freeze or close Your Account and /or cancel stakes.

8.13 We offer fair, open and transparent progressive jackpots on specific games for players who use its services for entertainment purposes only. In cases where We suspect that a game's or promotion's intended spirit is abused, We reserve the right to suspend or cancel entirely your access to the game in question. Should We find it necessary, We may also close your account with immediate effect. Where Your Account has been terminated, We shall not be liable for any losses up to the point the account was closed, nor will We consider any refunds on balances remaining on the account. 'Abuse' is defined as but not limited to software-aided play on multiple games concurrently to generate more rounds of a game that could not be done naturally by a human player playing alone. Also the practice of 'cherry-picking' games with 'value' jackpots, to the rank exclusion of all other games, will be considered an abuse of the spirit in which the jackpot is intended. In all cases where abuse has been proven beyond a reasonable doubt, We retain the right to confiscate all the winnings and any balance remaining on the account.

8.14 All transactions will be monitored and/or reviewed to prevent money laundering according to the relevant Anti-Money Laundering regulations.

9. Payment Rules

9.1 Making deposits

Information about payment methods can be found under both "My Account" and "Deposit" pages of the Site. The payment methods made available to you, the average processing times and applicable service fees may change. Some payment methods may not be available in all countries.

When choosing a payment method you agree to the terms of that payment method and agree to any charges or service fees that apply on the deposits and withdrawals you make through such payment methods, and that the payment method is valid and that the payment account or card belongs to you and you have the right to use the payment method.

It is unlawful to deposit money which has been obtained illegally.

We accept payments and process withdrawals only in XAF currency. Any payments received in a currency other than XAF will be converted at the exchange rate we choose. Also, any exchange premiums are payable by you.

We do not accept cash directly or cash delivered to any payment solution provider.

9.2 Payouts

When the outcome of a Game you take part in is determined, or when we confirm the result of an event, any winnings will be made available to you on Your Account.

If we mistakenly credit Your Account with winnings that do not belong to you for any reason, these will be taken back from Your Account. If you have withdrawn these winnings before we become aware of this error, you must immediately inform us and will be required to pay this back. If you do not we will take all legal action available to us to recover this debt.

9.3 *Withdrawals*

You may withdraw any amount up to the "Withdrawable" balance in Your Account by issuing a valid notice of withdrawal. Notices for withdrawals must be made on the Site only.

If you want to withdraw all your funds, you must first cancel any outstanding stakes.

You agree that funds in Your Account must only be used for playing the Games found on the Site. If you request a withdrawal without turning over an amount that is equal or more than the amount deposited we may require you to make a turnover of the full or part of the previous deposit/s made and/or charge a fee on the withdrawal requested. This will be done in line with our internal security processes and procedures. We can reject a withdrawal request if we suspect that funds are being withdrawn for any fraudulent or money laundering reasons.

Your Account with us has entertainment purposes. For this reason, amounts deposited in your account must be used for gaming and betting. We may reject a withdrawal request if the amounts were not used for wagering or placing bets.

Prior to accepting a withdrawal we may request that you provide legal identification for example certified copies of passports, ID cards, or other such documentation as we feel is required in the circumstances. We may also carry out phone verification, face verification or other such verification as is required to ensure that you are who you say you are.

Maximum one-time withdrawal amounts are subject to limits imposed by the payment provider.

All withdrawals must be done through the same payment method chosen by you when placing a deposit unless we decide otherwise or are unable to do so.

We may request that you redirect your withdrawal or cancel it or request that it is redirected to a different method of withdrawal in accordance with anti-money laundering policies and/or regulation.

Cancellation of a withdrawal (whether this was made by you or us) does not entitle you to any compensation should you choose to play with the funds in Your Account before any withdrawal is completed.

More information about withdrawal methods is available under the "Withdrawal" pages of the Site. The methods made available to you, the average processing times and applicable service fees may change.

9.4 *Chargebacks and Payment Disputes*

If a chargeback or a dispute on the depositing method you have used is requested by the payment method provider, we may take the following steps:

- We may block Your Account;
- We may take any such action as we are entitled to by law;

- A chargeback or dispute notice may be issued and sent to you, using your registration details;
- We will use the same payment method as chosen by you when placing a deposit to issue the chargeback or for dispute related funds;

The balance of Your Account may turn negative in cases of chargeback or dispute related funds.

9.5 Jurisdictional Limitation

You confirm that you are in a jurisdiction which allows gambling. You are prohibited from conducting transactions from a jurisdiction in which online gambling is not allowed. If discovered to have taken place, such transactions will be cancelled, and restrictions may be placed on your customer account pending further review.

10. Closing Your Account

10.1 You can close Your Account at any time, by contacting support directly on support-en@betsson.cm and support-fr@betsson.cm

10.2 This is what happens when you close your Account with us:

- You must contact Support and specifically request the closure of your Account.
- We will within 5 days of closing the account, transfer all funds from Your Gaming Account (less any relevant withdrawal fees) to bank account(s), debit card, credit card, or other payment option available in your country (excluding cash) belonging solely to you and in your name. Such transfers will be carried out in accordance with various laws and regulations applicable in your jurisdiction.
- In cases where the deposit method used on your account does not support withdrawals or option for a manual payout, our Support will contact you for further information to be able to issue the payment.

10.3 If you wish to recover funds from closed or blocked accounts, we will initiate a refund as per above instructions in section 10.2. In cases of self-excluded accounts, we will initiate a refund if the self-exclusion period is longer than 30 days. Would you wish for a refund within the 30-day period, please contact our Support.

10.4 If you are closing Your Account because you have a problem with gambling addiction please refer to our responsible gaming rules.

11. Inactive Accounts

11.1 An inactive account is an account that has not been accessed or logged in for an uninterrupted period of 12 months.

11.2 If you log in after we begin charging Your Account with the administrative fee we will cease charging your Account with the administrative fee. You may also request a full refund of the

administrative fees charged until then by contacting support. The period of inactivity starts to run again from your last log-in date.

We reserve the right to close inactive accounts with zero real money balance at our own discretion.

12. Bonuses

12.1 Any Bonus is only available once per person, family, household, address, e-mail address, credit card number, bank account, telephone number, computer/device and / or IP address.

12.2 Any "welcome" Bonuses are only available to new customers whom open an account on the Site and whom have never held an account on the Site before, have never received a welcome offer of any kind and who are invited to take part in a welcome offer by virtue of it being specifically offered to them when they register on the Site.

12.3 Some bonuses must be manually activated by you in Your Account. Unless stated otherwise you can do this after logging into Your Account and depositing the amount required to access the Bonus. Such Bonuses can only be activated when real money is available in Your Account. If you play with any of your deposited funds prior to claiming the Bonus, lost funds cannot be used to activate the Bonus.

12.4 All Bonuses have a wagering requirement that needs to be completed within a given time frame before any potential winnings and/or bonuses can be withdrawn. The Wagering Requirements of a Bonus means the total amount of bets you must stake before the Bonus and any accrued winnings are transferred into your Cash Balance and can be withdrawn. The Wagering Requirements for each Bonus are set out in the specific terms for the Bonus and will be expressed as a multiple of the Bonus amount, or of the Bonus plus the Deposit amount, along with a time limit by which this amount must be played through. Failure to meet the required wagering requirements and/or forfeit of an active Bonus for any reason may result in the forfeit of all winnings attained throughout the wagering process of the Bonus. Any attempt to withdraw any funds or cash out any placed bets prior to the complete fulfilment of the Bonus wagering requirement, may result in the Bonus and any winnings attained being forfeited. System bets do not count towards wagering requirements. Only bets that have been placed and settled during the campaign period will be considered towards the wagering requirements. Any bets that are placed and settled outside this period will not count.

12.5 Any evidence or reasonable suspicion that specific bets were placed on any Game (i.e., betting in proportions on different outcomes in the same hand to create "action") without risk will not qualify for any wagering requirement. Examples of bets without risk include betting on red and black simultaneously in Roulette, and betting player and banker simultaneously in Baccarat. If you are found to be colluding with other players, for example, one person betting on the player, the other betting on the banker, you will have your bets cancelled, account closed and all deposits made by you may be forfeited.

12.6 Where any Bonus is capable of (for example due to enhanced odds) giving you guaranteed or increased chances of profits irrespective of the outcome; and we have any evidence or reasonable suspicion that you have placed a bet or multiple bets (alone or in a group of players)

across any of the websites belonging to Betsson Group on such a Bonus, then we may withdraw the Bonus and all winnings attained by you during the wagering of the Bonus and we may also close Your account and withhold all funds remaining on Your Account at our absolute discretion.

12.7 If you cancel the Bonus, You will lose the Bonus and all winnings generated from the Bonus. Details on the applicable restrictions can be found in the specific terms of the promotion.

12.8 We have the right to refuse any player a Bonus or we may alter the Bonus (including cancellation), if we believe that:

- the Bonus is being abused (our definition of abuse includes but is not limited to a player making use of promotional offers without ever risking their own funds);
- technical issues have occurred in relation to the Bonus;
- the Bonus is, for any reason, not able to be conducted as planned.

12.9 We offer promotions in good faith to players who use our services for entertainment purposes. We reserve the right to cancel or remove a player's access to these games in the case of suspected abuse of this offer and, should we deem so necessary, terminate the offender's account with immediate effect. In the case of an offender's account being closed, we will not be liable to refund any losses made by a player on any games or to refund any balances on the players account. 'Abuse' includes but is not limited to using software and/or opening multiple accounts to gain an unfair advantage on a Bonus. In all cases of abuse, we retain the right to withhold all winnings and any balances remaining on Your Account.

Therefore: If we notice that a bonus is being abused and/or the bonus terms are being breached, we may take the following actions against such abusers:

- Revoke and / or cancel any bonuses and bonus winnings that we regard may have been redeemed by misuse of the system; and / or
- Players found to be abusing bonus offers may be barred from receiving further bonuses; and/or
- Abusing player accounts may be terminated

A list of what may be deemed abuse may include but is not limited to:

- Using more than one account,
- Equal, zero or low margin bets,
- Placing bets more than the maximum stake allowed when having an active bonus,
- Wagering bonuses on excluded games,
- Collusion,
- Manipulation of software, exploitation of loopholes or other technical forms of abuse or other behavior which amounts to deliberate cheating,
- Masking IP address or using a VPN.

12.10 All Bonuses are intended for recreational players and/or as tokens of appreciation to our customers and we therefore reserve the right to restrict eligibility to participate in all or part of any Bonus.

12.11 The maximum withdrawal amount allowed from winnings earned from any bonus or free spins/bonus spins offer before a deposit has been made is €100 or the equivalent in your account currency.

12.12 Unless stated otherwise on the specific bonus landing pages, all Bonuses in Casino have got a max bet restriction in place of €6 per game round or €0.50c bet per line (or currency equivalent) and failure to adhere to this max bet rule may result in account closure and forfeit of the Bonus and any winnings attained during the wagering of the Bonus. For currency equivalence, the conversion rates shall apply at the exchange rate we choose, unless specifically stated otherwise in the Bonus terms and conditions.

12.13 *Irregular Play*

At any time, we may decide to review all records and play transactions and / or to monitor your use of any Bonus or Bonuses. If Irregular play is suspected, we reserve the right to disqualify you from any free spins/bonus spins promotion or Bonus or other form of promotion and / or withhold all deposits and / or winnings and / or close Your Account. Irregular play is considered bonus abuse and is not permitted on the Site. Irregular play can include (but is not limited to) low margin betting, equal betting, zero risk bets or hedge betting. These are considered Irregular Play when done purposely to exploit bonuses, in addition the following types of play are considered irregular play:

- increasing the balance and then changing Your gaming pattern significantly (bet, game type, bet structure or other pattern of betting) to complete any wagering requirements of any Bonus;
- using any betting system or placing even money bets on any game of chance, and / or
- using the "Double-Up" or gamble feature within a game to increase win values;
- increasing your balance after placing high value bets and thereafter proceeding to place bets of less than half of the prior bet value, to meet bonus wagering requirements;
- wagering on Games that do not contribute towards wagering requirements or games with a 0% wagering weight applied to them as specified in the specific bonus landing page terms;
- wagering on games with bonus money to build up value, lose the bonus and then cash out on the built-up value with a secondary deposit.

12.14 You confirm and agree that jackpots pertaining to the below providers can only be won during real money play:

To this end, You agree that in case of any winnings arising from non-real money play in relation to any jackpot pertaining to any of the above providers is void and You further confirm that You renounce to said winnings. In case of any void winnings as previously mentioned, You agree to notify Us immediately.

13. Responsible Gaming

13.1 Gambling can be addictive. If you need some help to overcome such addiction, kindly refer to our responsible gaming page on the Site. We provide a suite of tools including but not limited to Game limits, Game Pause, Self-exclusion and so on to help you better control your gaming activity.

13.2 Limits

You may impose limits on Your Account. These limits are:

13.2.1 Deposit Limit

You may choose to limit your maximum deposits. This limit will automatically block any further deposits made if the deposit limit set has been exceeded for that selected time frame.

If you change your mind, these limits can be changed. Increasing or revoking a limit shall have effect only after 24 hours. Whereas decreasing a limit shall have effect immediately.

13.2.2 Session Time Limit

You may choose to limit the time you spend enjoying our Games. A pop-up will appear reminding you of the time limit you imposed on yourself and will allow you to log you out of Your Account or continue enjoying our games. Kindly contact support to be able to set this limit.

If you change your mind, these limits can be changed by letting us know via e-mail. Increasing or revoking a limit shall have effect only after seven (7) days. Whereas decreasing a limit shall have effect immediately.

13.3 Self-Exclusion and Cool off

13.3.1 You may choose to completely exclude yourself from playing any of the Games on our Site. To do so, you must log in and go to the Self Exclusion page. For residents outside Sweden, you stipulate the period for which you wish to be self-excluded, and your account will automatically be reactivated thereafter.

13.3.2 You will not be able to open any account with the Site should you opt for self-exclusion. You will also forfeit any entry into any competition or draw which was entered into prior to such self-exclusion as well as forfeiting any non-cash prizes or invitations which have been granted to you or offered to you prior to such self-exclusion but which have not yet been redeemed or utilized by you (for example, where tickets for an event have been offered but the event is to take place during a self-exclusion period, the invitation is automatically withdrawn upon self-exclusion). Lastly, you will not receive any marketing campaigns or private messages from us until your self-exclusion period expires. This is to prevent gambling from being promoted to you in a time where you have taken some time to assess your gambling behavior.

14. Miscarried and Aborted Games

We do everything we can not to have any technical foul ups, but this is not always possible. We therefore need to tell you the following:

14.1 We, our suppliers and / or licensors, are not liable for any downtime, server disruptions, lagging, or any technical or political disturbance to game play. Refunds may be given solely at the discretion of the management;

14.2 We, our suppliers and / or licensors accept no liability for any damages or losses which are deemed or alleged to have arisen out of or in connection with the Site or its content, including and without limitation to:

- Delays or interruptions in operation or transmission;
- Loss or corruption of data;
- Communication or lines failure;
- Any site or content misuse;
- Any errors or omissions in content;

14.3 In the event of a casino system malfunction all wagers are void;

14.4 If your Game miscarries because of a failure of the system, we shall refund the amount wagered in your Game by crediting it to Your Account or, if Your Account no longer exists, by paying it to you directly, in an approved manner. If you have accrued credit at the time the Game got miscarried, the monetary value of the credit will be paid out to Your Account or, if Your Account no longer exists, it will be paid to you directly, in an approved manner;

14.5 We shall take all reasonable steps to ensure that our computer system enables your participation in a Game. If a wager game play is interrupted by a failure of the telecommunications system or a failure of your computer system, the Game will resume as at the exact time immediately before the interruption occurred. If, however, such resumption is not possible we shall:

- Ensure that the game is terminated;
- Refund the amount of the wager to you by placing it in the Your Account.

15. How to Complain

15.1 Our aim is to give the best customer experience in the industry; therefore, we hope that you will have no complaints. However, if You have any complaints about the Service(s), please contact the Customer Services department in the first instance by emailing support-en@betsson.cm. If your complaint is not resolved by the support team you can escalate your complaint by emailing csmanagement@betsson.cm. We will endeavor to provide a definitive answer within 10 days of receipt of your communication. Where the nature of the inquiry is such that more time is necessary to complete it, such period may be extended by a further ten days, You shall be informed within the first ten days from the date of receipt of the complaint, should this period need to be extended.

15.2 In order for us to deal with your complaint quickly and efficiently, please provide us with clear information about your identity as well as all relevant details giving rise to the issue. We will use our best efforts to promptly resolve the reported matter and reach an amicable settlement.

15.3 Any claim you might have regarding any transaction must be made within six months after the transaction, payment and/or settlement took place/should have taken place; otherwise, we will not consider the claim. Once a claim is received, we will review any queried or disputed transactions and let you know the outcome. Our decision on this is final, in simple terms; what we say goes.

16. When Talking to Us

16.1 When you contact us, you will not make statements which:

- Are sexually explicit or grossly offensive;
- Use derogatory terms and/or incites hatred;
- Are abusive, defamatory, or otherwise harasses, threatens, or causes distress or inconvenience to our support agents.

16.2 We record or keep copies of all communications that you have with our support agents.

17. When Talking to Each Other

17.1 We may provide you with a chat facility to talk to other players. When contacting each other, you shall not make statements or transmit content which:

- Are sexually explicit or grossly offensive;
- Uses derogatory terms and/or incites hatred;
- Encourages or facilitates antisocial behavior;
- Encourages or facilitates any illegal activities;
- Harasses, threatens, or causes distress or inconvenience to other players;
- Influences other player's actions through intimidation or abuse;
- Disrupts the normal flow of dialogue, make statements that are abusive, defamatory, harassing or insulting to users of the Site;
- Advertise, promote, or otherwise relate to any other online entities including forums;
- Is about the Site, or any other Internet site(s) connected to the Site and is untrue and/or malicious and/or damaging to the Site;

17.2 You will not collude in any way through the chat rooms.

17.3 We review all chats and keep a log and record of all statements. Your use of the chat facility should be for recreational and socializing purposes only.

17.4 If you breach any of the provisions relating to the chat facility, we may remove the chat room or immediately close Your Account. If we do, we shall refund any funds which may be in Your Account over and above any amount which may be owed to us (if any).

17.5 We will not be liable if damage arises out of such chat functionality. You agree to compensate us for any damage arising out of your illegal, unlawful or inappropriate conduct or arising out of violation of these chat rules.

18. Privacy Policy

You can read our Privacy Statement on our Website. You should be aware that acceptance of the Rules includes full acceptance of the terms of our Privacy Statement. We therefore ask that you read the Privacy Statement carefully.

19. Your Liability to Us

19.1 You enter the Site and participate in the Games at your own risk. The Site and the Games are provided 'as is'. The only promises we make in relation to the Site are detailed in these rules. We do not warrant (in simple language, we do not legally promise) that:

- The software or the Site is fit for purpose and free from errors;
- The Site and/or Games will be accessible without interruptions;

19.2 We shall not be liable for anything, this includes any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise arising in relation to your use of the Site or your participation in the Games, that is not a direct result of wrongful or negligent acts on our part.

19.3 You hereby agree to fully indemnify us (in simple language, compensate us for any loss) and directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to your use of the Site or participation in the Games. If you do not agree to this, you should not use the Site.

20. Collusion, Cheating, Fraud and Criminal Activity

20.1 The following activities are not permitted and constitute a material breach of these Rules:

20.1.1 Colluding with third parties;

20.1.2 Using unfair advantage or influence (commonly known as cheating), including the exploitation of a fault, loophole or error in our software, the use of automated players (sometimes known as 'bots');

20.1.3 Undertaking fraudulent or illegal activities, including but not limited to the use of a stolen, cloned or otherwise unauthorized credit or debit card, as a source of funds;

20.1.4 Taking part in any criminal activities including, but not limited to, money laundering;

20.1.5 Transferring of funds from one player account to another; and/or

20.1.6 Conducting account fraud, use of more than one account, manipulation of our software or Site, exploitation of loopholes or other technical forms of abuse or other behavior which amounts to deliberate cheating.

20.2 We will take all reasonable steps to prevent such activities, detect them, and ensure that the relevant players are dealt with appropriately. We may report knowledge or suspicion of an offence to the relevant authorities, we may suspend or close Your Player Account, confiscate your winnings and any Bonus funds (which shall be forfeited by you) and, in certain cases, in fulfilment of our regulatory and legal obligations, block access to all funds until we are directed on how to proceed by the authorities. We will not be liable for any loss or damage which you or any other player may incur because of any of the behavior outlined in this section and any action we take in respect of the same will be at our sole discretion.

20.3 If you suspect a person is colluding, cheating, or undertaking a fraudulent activity, please report it to us by e-mailing support-en@betsson.cm and support-fr@betsson.cm.

20.4 We reserve the right to inform relevant authorities, other online gaming or gambling operators, other online service providers and banks, credit card companies, electronic payment providers or other financial institutions of your identity and of any suspected unlawful, fraudulent or improper activity, and you agree to cooperate fully with us to investigate any such activity.

21. Other Prohibited Activities

21.1 You should not use the Site for any purpose which is defamatory, abusive, obscene, racist, sexist, discriminatory, or offensive. You must not use any abusive or aggressive language or images; swear, threaten, harass, or abuse any other person, including other users, or behave in such a manner towards any Company staff used to provide the Site or gaming services.

21.2 You shall not corrupt the Site, flood the Site with information with the intention of causing the Site to not function, nor use any features which may affect the function of the Site in any way for example (but not limited to) releasing or propagating viruses, worms, logic bombs or similar. Any multiple submissions or spam are strictly prohibited. You must not interfere or tamper with, remove or otherwise alter in any way, any information in any form which is included on the Site.

21.3 You shall use the Site for personal entertainment only and shall not be allowed to reproduce the Site or any part of it in any form whatsoever without our express consent.

21.4 You must not attempt to gain unauthorized access to the Site, the servers on which the Site is stored or any server, computer or database connected to the Website. You must not attack the Website via a denial-of-service attack or similar. We will report any breach of this provision to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing

your identity to them. In the event of such a breach, your right to use the Site will cease immediately.

21.5 We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect Your computer equipment, computer programs, data or other proprietary material due to Your use of the Site or to Your downloading of any material posted on such Site, or on any Site linked to the Site.

21.6 It is prohibited to sell, transfer and/or acquire accounts from other players.

22. Anti-Money Laundering Reporting

22.1 As a gaming operator we need to comply with the Prevention of Money Laundering Act and any associated Regulations. We shall check all transactions and report any suspicious transaction to the relevant competent authorities in Cameroon (or other such territory as may be relevant to your transactions).

22.2 If you become aware of any suspicious activity relating to any of the Games on the Site, you must report this to us immediately by sending an email to the following address: support-en@betsson.cm and support-fr@betsson.cm

22.3 We may suspend, block, or close Your Account and withhold funds, in accordance with the applicable Laws.

23. Match Fixing Reporting

23.1 As a gaming operator we are obliged to comply with laws on prevention and reporting of match fixing and any associated Regulations. We have routines and processes in place to detect and prevent match fixing and to report all suspicions on match fixing (manipulations of the outcome of a game relating to sports betting) to the appropriate authorities.

23.2 If you become aware of any suspicious activity relating to match fixing on the odds or sports events offered on the Website, you can report this by sending an email to support-en@betsson.cm and support-fr@betsson.cm.

23.3 We reserve the right, at our sole discretion, to suspend betting markets, delay settlement, withhold payment, or declare any bet or Transaction void if we have reasonable grounds to believe that:

23.3.1 The integrity of the event (or series of events) has been compromised, called into question, or is under investigation for such concerns;

23.3.2 The outcome, pricing, or betting pool has been unduly influenced by activities such as:

- Match fixing,
- Price or odds manipulation,
- Pool manipulation,

- Game rigging or attempted rigging;

23.3.3 The Transaction is associated with cheating, collusion, use of inside information, or any other form of suspicious or unlawful activity;

23.3.4 Any external factors or irregularities have occurred that, in our reasonable opinion, undermine the fairness, transparency, or natural outcome of the event (or series of events).

We may take these actions to protect the integrity of our Services, ensure a fair betting environment, and comply with our regulatory obligations.

23.4 If we suspect that you have breached the Terms set out in clause 23.3, or engaged in any of the activities described therein, we reserve the right to suspend your Account immediately and without prior notice. Your Account may remain suspended while a thorough investigation is conducted. You agree to cooperate fully with any such investigation, including providing any information or documentation we may request.

24. Breaches, Penalties and Termination

24.1 If we suspect that you have breached these Rules, we may refuse to open, suspend, or close Your Account. We may also withhold any money in Your Account (including the deposit) and set off any money or damages due to us against the money in Your Account.

24.2 We also have the right to freeze or terminate Your Account or cancel any stakes if:

- We suspect that you are engaged in illegal or fraudulent activities, including but not limited to those set out in sections 20, 21, 22 and 23 above; and/or
- You are having problems with creditors or otherwise which are detrimental to our business.

24.3 We may refuse to open an account or may opt to close a players' account which has already been opened at our own discretion. Notwithstanding this, all contractual obligations already undertaken or entered will be honored subject to these Rules.

25. Intellectual Property

25.1 We are the sole owner of the trademark 'Betsson' and the 'Betsson' logo. Any unauthorized use of the 'Betsson' trademark and the 'Betsson' logo may result in prosecution.

25.2 www.betsson.cm or any other subdomains is our uniform resource locator and no unauthorized use may be made of this URL on any other Site or digital platform without our prior written consent. Links to the Site and any of the pages therein may not be included in any other Site without our prior written consent.

25.3 We are the owner or the rightful licensee of the rights to the technology, software and business systems used within the Site.

25.4 The content and structure of this website, including but not limited to text, graphics, code, files, and links, are protected by copyright and other applicable intellectual property laws.

No part of this site may be reproduced, stored, or transmitted in any form or by any means without the prior written permission of Betsson Services Limited. Registration or use of this site does not grant any rights to the intellectual property contained herein.

25.5 You agree not to use any automatic or manual device to monitor our web pages or any content therein. Any unauthorized use or reproduction may be prosecuted.

26. Severability

If any provision of these Rules is held to be illegal or unenforceable, such provision shall be severed from these Rules and all other provisions shall remain in force unaffected by such severance.

27. Entire Agreement and Admissibility

27.1 The Rules are the entire agreement between us with respect to this Site and, except in the case of fraud, overrule all prior communication and proposals, whether electronic, oral, or written, between us.

27.2 A printed version of these Rules and any notice given in electronic form shall be admissible in judicial or administrative proceedings.

28. Assignment

We can assign or transfer this agreement. You cannot assign or transfer this agreement.

29. Insolvency

We hold all customer funds in a separate bank account. You must be aware that these funds are not protected in the case of insolvency and therefore if we should go insolvent, your funds may not be returned to you.

30. Applicable Law, Jurisdiction and Language

30.1 These Rules are governed by the Laws of Cameroon and the parties agree to be subject to the jurisdiction of the Maltese courts.

30.2 These Rules are published in French and English. It is only the English version that forms the legal basis of the relationship between us but all versions reflect the same principles. Translations into other languages are made as a service and in good faith, in the event of any discrepancy between an English version and a translation, the English version shall prevail.

30.3 If there is a conflict between these Terms and Conditions and specific casino, game, or sportsbook rules, the specific rules will prevail.

31. Appendix

Game Specific Rules

The Rules included in this section relate to specific Games. We sometimes use Games provided by other companies, and they ask us to include these rules in our own Rules. There are sometimes Rules which are so specific to a Game, you only need to be aware of those Rules if you play that Game. All these rules have been dropped in this section. By playing any of the Games you will agree to these Game Rules.

1.1 Casino Games

Read the complete Rules and Terms of Use for the Casino [here](#).

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1.2 Sportsbook

Read the complete Rules and Terms of Use for Sportsbook [here](#).

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1.3 Live Dealer Games

The following providers offer live dealer Games:

- Evolution
- Ezugi
- Pragmatic Play
- One Touch
- Skywind

Live dealer Games are operated and powered by the respective gaming provider. We do not control or manage the live dealer Games and they are therefore not offered under our licenses. We are authorized to promote and market live dealer Games operated by the game provider, to offer You access to such Games and enable You to transfer funds from/to your Account to/from live dealer Games. The respective game provider is solely responsible for the fairness of live dealer Games. We are not responsible for any game transaction in relation to participating in live dealer Games.

Read the complete Rules and Terms of Use for each specific game in Live Dealers games [here](#).

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1.4 Other Games

Read the complete Rules and Terms of Use for Games [here](#).

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