



NOTICE OF TERMINATION OF SERVICES & SURRENDER OF LICENCE

Effective Date: 01.10.2026.

Operator: Mozzartbet Malta Ltd

Licence Number: MGA/B2C/606/2018

Please be advised that Mozzartbet Malta Ltd has formally submitted an application to surrender its Gaming Licence to the Malta Gaming Authority (MGA) in accordance with the Gaming Authorisations Regulations.

This Notice serves as advance regulatory notification pursuant to MGA regulations. Your current account activity remains subject to our standard General Terms & Conditions until 01.10.2026. Effective 01.10.2026 at 00:00 CEST, the provisions of this Termination Notice shall supersede standard terms.

As a result, our gaming services will be permanently discontinued. **Please read the following Terms & Conditions** governing the closure of our operations and the withdrawal of your funds.

1. Key Operational Timelines

- Closure of Business (End of Gaming Services): As of 1st October 2026, you will no longer be able to make deposits, place wagers, or participate in any gaming activities on our platform.
- Pending Bets & Active Wagers: All open wagers and active bets on events taking place prior to 1st October 2026 will be settled in accordance with standard game rules.

In the event of platform discontinuation or regulatory licence surrender, any active wagers on events occurring after the Closure Date (1st October 2026) will be voided, and original stakes will be fully refunded to the player's account balance.

- Final Date for Player Self-Service Withdrawals: Player accounts will remain open and accessible solely for fund withdrawal purposes for a full period of three (3) months. Players are requested to log into their accounts and initiate a full withdrawal of their remaining cash balances by 31st December 2026 at 23:59h.

2. Player Funds & Withdrawal Procedures

- Requesting Your Balance: You may log into your account at any time prior to 31st December 2026 at 23:59h to request a withdrawal of your total cashable balance.

- **Processing Speed:** Instructions for valid withdrawal requests will be submitted to our financial and payment service providers within three (3) working days from the date of your request.
- **No Administrative Fees:** Mozzartbet Malta Ltd will not apply any administrative or maintenance fees to your remaining balance during the surrender and withdrawal window.
- **Payment Method & Inactive Cards/Accounts:** In accordance with regulatory requirements, all withdrawals will be remitted to the same bank account or payment method from which your last deposit originated. If your original payment method is expired, closed, or invalid, you must contact Customer Support immediately at support@mozzart.com to provide verified alternative bank details.
- **Unclaimed & Outstanding Balances:** If you do not request a withdrawal prior to 31st December 2026, or if an automated payout attempt fails, your funds will be remitted in accordance with our MGA-approved Licence Surrender Plan (which includes proactive manual payout attempts to your primary account or remittal under MGA Directive 3 of 2018 governing dormant accounts).

3. Customer Verification (KYC) & Verification Requirements

- To ensure secure payouts and prevent fraudulent transactions, standard Customer Due Diligence (CDD) and Know Your Customer (KYC) checks remain applicable.
- If your account requires additional identity or payment method verification prior to processing a payout, our Support Team will reach out to you directly.

4. Player Complaints & Disputes

- If you have an open complaint or dispute regarding your account balance or gameplay, our team will ensure it is reviewed and settled prior to the final surrender date.
- You may contact our support team at support@mozzart.com regarding any outstanding issues.
- You retain the right to escalate unresolved player disputes to our appointed Alternative Dispute Resolution (ADR) entity or to the Malta Gaming Authority Player Support Unit:
- **ADR Entity (MADRE):** You may submit a claim using the online form at [MADRE File a Claim](#). Disputes will be resolved under MADRE's rules of procedure available at www.madre-online.eu.
- **MGA Player Support Unit:** Complaints can be submitted via the MGA Player Hub at <https://www.mga.org.mt/player-hub/submit-a-complaint/>.

5. Personal Data & Privacy Notice

- All player personal data, transaction histories, and gaming records will continue to be processed and stored securely in full compliance with applicable Data Protection Laws (GDPR) and MGA regulatory retention mandates.

- Your data will be retained solely to fulfill statutory legal obligations, settle financial accounts, and undergo required regulatory data extraction procedures with the MGA.
- Your personal data will not be transferred to third parties for marketing purposes following the surrender of our licence.

Contact Details for Support

If you experience any difficulties logging into your account or requesting your withdrawal, please contact our dedicated Customer Support Team:

- Email Support: support@mozzart.com
- Helpdesk Portal (<https://help.mozzart.com/support/>)



TERMS AND CONDITIONS

Valid Until 30th September 2026

TABLE OF CONTENT:

- [1.0](#) General
- [2.0](#) Your User Account
- [3.0](#) Your Obligations as a User
- [4.0](#) Obligations and Rules for Use of Chat
- [5.0](#) Exceptional Circumstances and Aborted Games
- [6.0](#) Responsible Gaming
 - [6.3](#) Limits
 - [6.4](#) Self Exclusion
- [7.0](#) Acceptance and Cancellation (Voiding) of Bets
- [8.0](#) Special Conditions
- [9.0](#) Anti Money Laundering Reporting
- [10.0](#) Intellectual Property
- [11.0](#) Privacy Policy
- [12.0](#) Complaints
- [13.0](#) Limitation of Liability
- [14.0](#) Breaches, Penalties and Termination
- [15.0](#) Severability
- [16.0](#) Assignment
- [17.0](#) Applicable Law and Jurisdiction
- [18.0](#) Sportsbook Terms

1. GENERAL

1.1. Mozartbet Malta Limited is a limited liability company, incorporated in Malta and subject to Maltese law, bearing registration number C 83980 and having its registered address at Office 2D, Soho St. Julians, PunchBowl Centre, Elia Zammit Street, St. Julians, STJ3154, Malta, VAT Registration No. MT25104101 (the "Operator" or the "Company").

1.2. The Operator is licensed and regulated by the Malta Gaming Authority (www.mga.org.mt) in virtue of a Gaming Service License bearing number MGA/B2C/606/2018, issued on the 28th of March 2019, offering online betting on lotteries as referred to "My number" within the website, Fixed Odds and Live Betting, as well as online casino games provided by the B2B providers approved by the Malta Gaming Authority [Dynamic Seal of Authorisation].

1.3. The website www.mozzart.com (the "Website") is operated and managed by the Operator.

1.4. All payments over the Website are managed and collected by the Operator.

1.5. "Games" means all the games available on the Website including but not limited to casino and live casino, sports betting, My number (betting on lotteries) and other games as may from time to time become available on the Website. The operator reserves the right to add and remove Games from the Website at its own discretion.

1.6. These Terms and Conditions ("Terms and Conditions") regulate the usage by you ("you" or the "Player") of the Games provided on any company Website, mobile and/or every other software belonging to, operated by, or licensed to the Operator.

1.7. These Terms and Conditions establish the entire agreement between you and the Operator as the Company with respect to the software and, in the case of fraud, surpass all prior or contemporaneous communications and proposals, whether verbal, written or electronic between you and the Company with respect to the Software.

1.8. These Terms and Conditions constitute a binding agreement between you and the Operator and come into force as soon as you accept the conditions by ticking in the "I ACCEPT" ticking box in the agreements. By accepting you signify to the Company that you have read these Terms and Conditions and accept them. By using any of the Software belonging to, operated by or licensed to the Company you signify that you agree

with these Terms and Conditions.

1.9. You must read these Terms and Conditions carefully in their entirety before you tick in the "I ACCEPT" box. If you do not agree with any provision of these Terms and Conditions you must not use or continue to use any of the services provided by the Company.

1.10. The Operator reserves the right to modify and amend these Terms and Conditions at any time and will be valid until a new version is in place. You will be notified prior to any changes and your reacceptance is required for the new agreement to become effective. If you do not agree to the updated Terms and Conditions, you must stop using the Software. If a player rejects the amended Terms and Conditions, the player is allowed to withdraw his/her balance according to the Terms and Conditions he/she originally agreed to.

1.11. Rules and explanations in respect to the Games and Sports Betting are provided in separate links on the sites, or explanations and conditions referring to the software stated therein are incorporated into these Terms and Conditions by reference.

1.12. These Terms and Conditions may be published in a number of languages for information purposes and ease of access by players. It is only the English version that is the legal basis of the relationship between you and the Operator and in case of any discrepancy between a non- English version and the English version of these Terms and Conditions, the English version shall prevail.

1.13. Bold headings used in these Terms and Conditions are used for convenience only and shall not affect the interpretation of these Terms and Conditions.

2. YOUR USER ACCOUNT

2.1. USER REGISTRATION

2.1.1. In order for you to be able to place wagers using any of the Software, you must first personally register with the Operator and open an account ("User Account"), "User account" has the same meaning assigned to it as "Player's account"

2.1.2. You are allowed to have only one User Account. If you attempt to open more than one User Account, all accounts you try to open may be blocked or closed. If you notice that you have more than one User

Account under different names, you must notify the Operator immediately.

2.1.3. A request to open a User Account is made by personally filling out the registration form and submitting it to the Operator through any of the Websites. You must enter all mandatory information requested into

your registration form, in particular, your identity, your contact details and address, including a valid e-mail address, your place of residence and relevant payment information. All information entered must be correct.

2.1.4. Your Player Account must be registered in your own, correct name. Only one account may be opened per customer.

2.1.5. Any other accounts that you open with us shall be "Duplicate Accounts". In the case of opening a Duplicate Account, any Accounts which you have opened may be closed by us immediately and: a. all transactions made from your Account and Duplicate Account(s) will be made void; b. all stakes or deposits made using your Account and Duplicate Account(s) will be made void; and c. any returns, winnings or bonuses which you have gained or accrued during such time as the Duplicate Account was active will be forfeited by you and may be reclaimed by us, and you will return to us on demand any such funds which have been withdrawn from your Account and the Duplicate Account(s).

2.1.7. If the Operator is unable to confirm your legal age, then your Player's Account may be suspended. If you are proven to have been under age at the time you made any gambling or gaming transactions, i. your Player Account will be closed; ii. all transactions made while you were underage, and all related funds deposited by you will be void; iii. any stakes for bets made while you were underage will be void; and iv. any winnings which you have accrued during such time will be forfeited and you will return to the Operator any such funds which you have withdrawn from your Player Account.

2.1.8. The Operator is required by anti-money laundering and gambling regulations as well as fraud prevention to conduct any and all such identification, credit and other verification checks from time to time. The Operator holds the right, until such time as the relevant Checks are completed to our reasonable satisfaction, and any requested information has been provided, to restrict your Player Account in any manner that we may reasonably deem appropriate, including by preventing you from placing any bets or wagers, or from withdrawing your funds, until the Checks are completed satisfactorily. You agree to provide all such information as we require in connection with such verification checks.

2.1.9. It is your sole responsibility to ensure that every information you provide to the Operator is true, complete and correct, and can be verified. Please be advised to keep all the information up to date.

2.1.10. As part of the registration process you will have to choose your username and password for login into the sites. It is your sole and exclusive responsibility to ensure that your login details are kept securely. You must not disclose your login details to anyone. The Operator is not responsible for any abuse or misuse of your User Account by third parties due to your disclosure, whether intentional or accidental, whether active or passive, of your login details to any third party.

2.1.11. The Operator reserves the right to refuse to register an Account or to close your Account at the Company's sole discretion. However, all money within your Account will be returned and all contractual obligations already made honored.

2.2. DEPOSITS TO USER ACCOUNT

2.2.1. You may participate in any Game only if you have sufficient funds available to wager for such participation. The Operator shall not give you any credit whatsoever for participation in any Game.

2.2.2. You shall only use such credit cards and other financial instruments that are valid and lawfully belong to you in relation to deposits of funds into your Account.

2.2.3. You may not use funds that originates from any illegal activity or source or that is tainted or associated with any illegality or ill-gotten means.

2.2.4. The Operator will for all markets accept payments made according to the currency chosen on Registration. Accepted currencies for payments may vary between markets, and the Company may accept multiple currencies for payments in some markets. The exchange rate used by the Operator will be updated on a daily basis and determined by the time of withdrawal from depositing account. Please note that any exchange premiums are payable by you and that accepted currencies may differ from one market to another.

2.2.5. To deposit funds into your User Account, you can use any of the deposit methods specified on the "Payment options" page. Details regarding processing time and fee structure for the payment methods utilized are available on this page and may be amended from time to time.

2.2.6. You are not allowed to transfer funds from your Account to other players or to receive money from other players into your Account, or to transfer, sell and/or acquire user accounts.

2.2.7. The Operator may charge assigned fees for processing deposits. Fees may change over time and current fee structure is specified in the relevant pages of the site. The Operator reserves the right to assign minimum and maximum deposit levels as specified on the relevant pages of the site and may change over time.

2.2.8. The Operator reserves the right to use additional procedures and means to verify your identity when effecting deposits into your User Account.

2.2.9. The Operator is not a financial institution and thus should not be treated as such. Your account will not get any interests on deposited amounts.

2.2.10. All information related to funds deposit can be found under “My Account” and “Deposit” pages of the site. You can use any of available depositing methods stated there, however they may change from time to time.

2.2.11. Your bank may independently charge you for bank wire transfers and other methods of payment. Deposit Methods and Transaction fees are listed here. All withdrawals are processed in EUR and will incur currency conversion and international transaction fees charged by your bank.

2.3. WITHDRAWALS FROM USER ACCOUNT

2.3.1. You may withdraw any amount up to the “Cash” balance in your User Account by issuing the Operator with a valid notice of withdrawal on the Website, if deposit was made without using a bonus. Withdrawal of “Cash” balance is not possible if deposit is done using a bonus. Support can remove bonus and winnings if you wish to withdraw your deposit.

2.3.2. Please note that products at the Operator are consumed instantly when playing. The Company may hence not provide refunds, cancellation of services or returns of goods with regards to in-game play. When playing a real money game, money will automatically be drawn from your User Account.

2.3.3. All deposits should be at least turned-over in 80% of full amount before withdrawal.

2.3.4. The Operator does not accept requests for withdrawals made by telephone or e-mail. Notices for Withdrawals can only be made by verified User Account via company Website.

2.3.5. You must first cancel all outstanding stakes in order to free your User Account balance or withdraw funds.

2.3.6. You shall only use such credit cards and other financial instruments that are valid and lawfully belong to you in relation to withdrawal of funds from your Account.

2.3.7. Withdrawals from a Player Account are made through payments addressed to the Account Holder or transferred to a bank account held in the name of the Account Holder, as advised by the Account Holder. Whenever possible, the Operator will restrict withdrawals to be made only to the same account utilized by the Account Holder to make deposits.

2.3.8. Details regarding processing time and fee structures for withdrawals in respect to method utilized are available on the “Payment options” page and may be amended from time to time. Furthermore, once a customer’s documents are received by us and verified, The Operator will process your withdrawal within 5

business days.

2.3.9. The Company reserves the right to withhold and/or confiscate withdrawals in case the Company deems that irregular gaming pattern have occurred.

2.3.10. If, by mistake, The Operator credits your User Account with winnings that do not belong to you, whether due to human or technical error or otherwise, the amount will remain property of the Operator. The amount will be deducted from your User Account as soon as the Company becomes aware of the mistake. If you withdraw funds that do not belong to you, without prejudice to other remedies and actions that may be available by law or otherwise, the amount paid by mistake will constitute a debt owed by you to the Operator. You are obliged to immediately report any incident of incorrect crediting to the Operator, such reporting should be via e-mail.

2.3.11. The Operator will carry out additional verification procedures for any accumulative transactions of EUR 2000 (deposits and withdrawals), **which value can be calculated either on a daily basis taking into account all deposits effected by a customer since the establishment of the business relationship, or on the basis of a rolling period of one hundred and eighty (180) days**; and further reserves the right to carry out such verification procedures in case of lower payouts. Such identity verification may, for example, include copies of a player's passport, ID card, utility bill or else. Furthermore, every transaction will be checked for Money Laundering.

2.3.12. Where applicable the Company reserves the right to credit you back using the same method as you have previously used to deposit.

2.3.13. Wins are credited to your personal User Account.

2.4. INACTIVE AND DORMANT USER ACCOUNTS

2.4.1. An inactive account is an account that has not been accessed for 12 months, that has a real money balance.

2.4.2. A dormant account is an account that has not been accessed for 30 Months, that has a real money balance.

2.4.3. Accounts with no login or game player are managed by the Operator in a specific process.

2.4.4. After twelve (12) months since last login, the Company reserves the right to charge a 5 €, or equivalent, per month in administrative fee on your account, as long as the balance is positive and your account stays inactive.

2.4.5. Once your account becomes dormant, if the Company have been unable to contact you through every means of communication available to the Operator or/and if you cannot be satisfactory located, the Operator, in accordance with the applicable law and, shall close your account after sending you final notice informing you that the funds shall be appropriated by the Operator if you do not provide a means for the funds to be remitted to you.

2.4.6. Any remaining funds pertaining to an inactive player who cannot be located are to be retained by the Operator after five (5) years from the date of final notice to the player and shall be used to fund responsible gaming endeavours, whether of the Operator itself or of third parties.

2.4.7. Account Holders who wish to recover funds held in a closed, locked or excluded account, are advised to contact Customer Support.

2.5. CLOSING OF USER ACCOUNT

2.5.1. If you wish to close your account, you may do so at any time by contacting customer support via e-mail from its Website or support@mozzart.com. The Company will return to you all funds from your User Account subject to the deduction of relevant withdrawal charges. If closure of your account is related to concerns about possible gambling addiction, this shall be indicated.

2.5.2. The Operator reserves the right to terminate your User Account and to refund to you the balance available to wager, subject to the deduction of relevant withdrawal charges, at the Company's absolute discretion and without any obligation to state a reason or give prior notice.

2.5.3. Every account which is not fully verified and has not been accessed for twelve (12) months will be closed. The Operator will transfer your remaining account balance to you or to the relevant authorities.

3. YOUR OBLIGATIONS AS A USER

3.1. DECLARATIONS AND WARRANTIES

You hereby declare and warrant that:

3.1.1. You are over 18 years of age or minimum legal age as stipulated in the laws of jurisdiction applicable to you and, under the laws applicable to you, you are allowed to participate in the Games offered on the site;

3.1.2. It is entirely and solely your responsibility to enquire and ensure that you do not breach laws applicable to you by participating in the Games. Gambling on our Website may not be legal in certain jurisdictions. Such countries are for example: Afghanistan, Algeria, Angola, Bahrain, Belgium, Bulgaria, China, Czech Republic, Eritrea, Cuba, Ethiopia, Hong Kong, Indonesia, Jordan, Iran, Iraq, Kuwait, Libya, Lithuania, Malaysia, Mauritania, Mauritius, Morocco, Norfolk Island, North Korea, Oman, Pakistan, Poland, Portugal, Qatar, Rwanda, Saudi Arabia, Sudan, Somalia, South Sudan, Syria, Tunisia, UAE, Yemen;

3.1.3. You are not resident in Australia, Cyprus, Estonia, Denmark, Dutch Caribbean, France, Hungary, Italy, Romania, Spain, Turkey, United Kingdom, 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;

3.1.4. You are solely responsible for reporting and accounting for any taxes applicable to you under relevant laws for any winnings that you receive from the Operator;

3.1.5. You participate in the Games and Betting for entertainment and/ or recreational purposes only and strictly in your own personal non-professional capacity;

3.1.6. You participate in the Games on your own behalf and not on behalf of any other person;

3.1.7. All information that you provide to the Operator during the term of validity of this agreement is true, complete, and correct, and that you shall immediately notify the Company of any change of such information;

3.1.8. All money that you deposit into your User Account are not tainted with any illegality and, in particular, do not originate from any illegal activity or source;

3.1.9. You understand that you take the risk of losing money deposited into your User Account by participation in any of the Games;

3.1.10. You shall not be involved in any fraudulent, collusive, fixing or other unlawful activity in relation to your or third parties' participation in any of the Games and shall not use any software assisted methods or techniques or hardware devices for your participation in any of the Games, the Company does not allow any kind of robots or/ and programmed devices in game play. The Operator hereby reserves the right to invalidate any wager in the event of such behavior;

3.1.11. Should we have reasonable grounds to believe that multiple Accounts have been opened with the intention to defraud the company, the Operator reserve the right to cancel any transaction. Winnings acquired through such an activity will be forfeited by the Operator, and you are obliged to refund the amount withdrawn from connected Player Accounts related to said fraud attempt.

3.1.12. Games played on our Website should be played in the same manner as games played in any other

setting. This means that players should be courteous to each other and avoid rude or obscene comments;

4. OBLIGATIONS AND RULES FOR USE OF CHAT

4.1. As part of your use of the site, the Operator may provide you with a chat feature, which is moderated by us and subject to controls. We reserve the right to review the chat and to keep a record of all statements made on such facility. Your use of the chat facility should be for recreational and socializing purposes, and is subject to the following rules:

4.1.1. You shall not make any statements that are sexually explicit or grossly offensive, including expressions of bigotry, racism, hatred or profanity;

4.1.2. You shall not make statements that are abusive, defamatory or harassing or insulting to the operators of the site;

4.1.3. You shall not make statements that advertise, promote or otherwise relate to any other online entities.

4.1.4. You shall not make statements about the Operator or any other internet site(s) connected to the Operator that are untrue and/or malicious and/or damaging to the Operator.

4.1.5. You shall not collude through the chat rooms or separate chat. Any suspicious chats will be reported to the competent authority.

4.2. In the event of you breach any of the above provisions relating to the chat facility, the Operator shall have the right to remove the chat room or immediately terminate your Users Account. Upon such termination, the Operator shall refund to you any funds which may be in your User Account over and above any amount which may be owing to us at such time (if any). The Operator shall report to the competent authority any suspicious chats.

5. EXCEPTIONAL CIRCUMSTANCES & ABORTED GAMES

5.1. The Operator reserves the right to cancel, and/or declare a wager void partially or in full if the Company, at its own discretion, would deem it obvious that any of the following circumstances have occurred:

- you, or people associated with you directly or indirectly influence the outcome of an event;
- you and or people associated with you are directly or indirectly avoiding the rules of the Company;
- the result of an event has been directly or indirectly affected by criminal activity;

- wagers have been placed that would not have been accepted otherwise, but that were accepted during periods when the Software(s) have been affected by technical problems; due to an error, such as a mistake, misprint, technical error, casino system malfunction, force majeure or otherwise, wagers have been offered, placed and or accepted due to this error

5.2. The Operator is not liable for any damages or losses deemed or alleged to have arisen out of or in connection with any of the software or its content; including without limitation, loss or corruption of data, delays or interruptions in operation or transmission, communication or lines failure, any person's misuse of the site or its content or any errors or omissions in content.

5.3. The Operator is not liable for any server disruptions, downtime, lagging or any technical or political disturbance to the game play. Refunds may be granted to players in such cases.

5.4. In case of a misconfigured bonus campaign or pay-table and/or error in gaming software in any way, the Company reserves the right to alter player balances and account details to correct such mistakes.

5.5. Should the player become aware of possible errors or incompleteness in the software, in bonus or on the site, he or she agrees to refrain from taking advantage of them. Moreover, the player agrees to report any error or incompleteness immediately to the Operator.

5.6. In the event a Game is started but miscarries because of a failure of the system, the Operator will refund the amount wagered in the Game to the user by crediting it to the User Account or, if the account no longer exists, by paying it to the user in an approved manner; and if the user has an accrued credit at the time the game miscarried, credit to the User Account the monetary value of the credit or, if the account no longer exists, pay it to the user in an approved manner.

5.7. The Operator reserves the right to remove any Game from the site at any time. Any event or Game that indicate incorrect behavior affecting pay out, game data or other balances, that may be due to misconfiguration or a bug, will be cancelled and removed from the site. The Player(s) balances and account details may be altered in such cases in order to correct any mistake.

5.8. The Operator reserves the right to retain payments, if suspicion or evidence exists of manipulation of any of the Games and/or the Software. Criminal charges will be brought against any user or any other person(s), who has/have manipulated the Games and/or the Software or attempted to do so.

5.9. Refunds may be given in case of exceptional circumstances, in such cases, they will be given solely at the discretion of the Operator.

6. RESPONSIBLE GAMING

6.1. The Operator supports responsible gaming. You can learn more about Responsible Gaming, prevention of gambling addiction and be guided to professional help on the site under "Responsible Gaming" and relevant pages of the site or by clicking [here](#)

6.2. Our Software is designed for amusement purposes. If you feel that you have or may have a problem with habitual or compulsive gaming, we advise you to avoid gambling on all the Company's Websites, any other gaming ventures, and to seek professional help. If you have been diagnosed with any form of compulsive gambling disorder, the Operator strongly advises you not to engage in any gambling activities and to avoid the software regulated by these Terms and Conditions.

6.3. LIMITS

6.3.1. We offer our Players to set up the following Limits to your account:

- limit your deposit per day, week, and month
- limit on your session time.

Should you exceed the limits in place, you will be prevented from placing further deposit into your account. Should you reach your session time, your session will be discontinued.

6.3.2. You may at any time change or remove your limits. Decrease in limits will take immediate effect. If you wish to increase or remove the limits, this will come into effect after seven (7) days from your written request.

6.4. SELF-EXCLUSION

6.4.1 During a time of self-exclusion your account balance will stay in your account. If your balance exceeds twenty Euro (20 €) or the equivalent you are able to request withdrawals. You will be prevented from placing wagers or deposit into your account.

6.4.2 You may at your discretion choose to exclude yourself from playing any Games on our Websites. In order to block your access to the Games you need to send an email to customer support as indicated on the Company Website. Your email should indicate the following particulars "I want to be excluded from the Operator's Websites" and the time that you wish to exclude yourself for. You may also opt to exclude your account indefinitely. You will find further information under "Responsible gaming" on the Website.

6.4.3 Should you opt for self-exclusion in the manners contemplated above then you will not be able to reverse this position for at least 7 days, after which you will be able to send an email as indicated on the Company Website, in order to re-activate your access to our games and re-activate your User Account.

6.4.4. Within two days of receiving the completed self-exclusion notification your data, including your name and details will be removed from our marketing databases.

6.4.5 The Operator encourages you to consider extending your self-exclusion to other remote gambling operators currently used by you.

6.4.6 Regardless of the length of your self-exclusion period, as such self-exclusion period terminates, you will be allowed to commence wagering with the Company and also receive marketing materials.

6.4.7 In requesting self-exclusion, you agree to provide full and accurate personal details, now and in the future, so your access/use of the Website and the Software can be restricted. If you do choose to self-exclude, we will use all reasonable endeavors to ensure we comply with your self-exclusion. However, in agreeing to self-exclude, you accept that you have a parallel obligation not to seek to circumvent the self-exclusion. Accordingly, the Operator has no responsibility or liability for any subsequent consequences or losses howsoever caused that you may suffer or incur if you commence or continue to gamble through additional online accounts where you have changed any of the registration details or you provide misleading, inaccurate or incomplete details or otherwise seek to circumvent the self-exclusion agreed. Any self-exclusion, time out or any similar action will be valid across all Websites operated by the Company.

6.4.8 In case of closure of the Player account due to gambling addiction or fraud, an individual must not open a new Account. The Operator will not be liable should the individual succeed in opening a new account, nor for any direct or indirect consequential damages. The Operator reserves the right to close an account opened in breach of this rule at any point.

6.4.9 Self-Barring Request of Unregistered Website User. Any unregistered website user is entitled to contact the Operator's customer support and submit a request to be excluded from Operator's gaming activities. The customer support shall include the details on the self-barred personnel in the Operator's system and classify them as self-barred or player with indefinite self-exclusion. Afterward, Operator's system shall be able to recognize this person automatically, and should this person try to register in the Operator's Websites, he/she shall not be able to perform registration.

7. ACCEPTANCE AND CANCELLATION (VOIDING) OF BETS

7.1. The Operator accepts bets until the start of the event/match, except for live betting.

If the Operator receives a bet after the start or end of a particular event/match, the bet for that event is void (invalid) and it will be calculated with odds of 1.00.

7.2. If the Operator receives a bet in "live betting" at incorrect odds that occurred due to a delay or interruption of live streaming or other technical problems on the Operators website, the bet for that event is null (invalid) and is calculated with odds of 1.0.

7.3. If the Operator receives the payment, and after that, or before the start of the event, during the event or after the end of the event, suspects that the player knew about the outcome of the event and/or that if the outcome of the event/match was known in advance to any person, the Organizer is obliged to refuse further betting on the outcome of the event in question and declare all bets on the said event void.

7.4. The Operator is not responsible for mistake, misprint, misinterpretation, mishearing, misreading, mistranslation, spelling mistake, human errors, software or obvious errors in relation to any product or information on the organizer's website, and reserves the discretion to cancel any bet made or accepted in the circumstances of such errors. The organizer will calculate received bets in that case with odds of 1.0.

8. SPECIAL CONDITIONS

8.1. GENERAL

8.1.1. All Games offered on the Website may have their specific or additional rules and conditions. The rules linked from this page are an integral part of these Terms and Conditions. You shall be deemed to have accepted the special rules upon clicking the 'CREATE ACCOUNT' button on this page.

8.2. CASINO

8.2.1. We offer casino games provided by licensed providers.

8.2.2. At the moment, the Dynamic Seals of Authorization of our providers are:

- Sportradar Malta Limited MGA/B2B/644/2018
- Authentic Gaming Malta Ltd MGA/B2B/352/2016
- Arrise Solutions (Malta) Limited MGA/B2B/317/2016
- Virtual Gaming Technologies Limited MGA/CRP/320/2016
- Amusnet Gaming Limited MGA/CRP/252/2013
- Greentube Malta Limited MGA/CRP/120/2006
- Endorphina Limited MGA/B2B/404/2017
- Playson Limited RN/101/2018
- Evolution Gaming Malta Limited MGA/CRP/187/2010
- FAZI INTERACTIVE RO S.R.L. RN/213/2021
- Prima Networks Limited MGA/CRP/926/2021
- Meridian Gaming Limited MGA/B2B/712/2019
- Habanero Systems Limited MGA/B2B/643/2018
- Wazdan Limited MGA/B2B/206/2011
- Spribe OÜ RN/189/2020

8.2.3. All Casino Rules are found within the Game itself.

8.3. My number

8.3.1. The Operator runs a Product called My number. This enables customers to Bet on Outcomes of Lotteries at fixed odds.

9. ANTI-MONEY LAUNDERING REPORTING

9.1. Player awareness of any suspicious activity relating to any of the Games provided on the sites, must be reported to the Operator immediately.

9.2. In order to perform any transaction, the Operator may undertake any such verification checks as may be required by the Company or by third parties (including, but not limited to, regulatory bodies) to confirm the legal ownership and the origin of the money implicated, the identity of the applicant and to comply with the existing Anti Money Laundering Provisions.

9.3. The Operator will report any suspicious transaction to the relevant competent authorities in Malta.

9.4. The Operator reserves the right to block, close or suspend a User Account and withhold funds if requested to do so in accordance with the Prevention of Money Laundering Act.

10. INTELLECTUAL PROPERTY

10.1. The Operator and related companies own the rights to all software, user interfaces and graphic features available to you. These are protected by Copyright laws and you may only use the sites for your personal use in accordance with Terms and Conditions stipulated by the Company and laws applicable.

10.2. You will need prior approval by the Operator to in any manner except for private use, display or use trademarks, service marks, trade names or/and accompanying logos, alone standing or in conjunction with any text, of the site, or of a subsidiary or affiliated company to, or of a company belonging to the same group of companies as, or of the ultimate majority shareholders in, any of the software regulated by this Terms and Conditions.

10.3. Other products and service names displayed or referred to at any of the sites may be trademarks and service marks of their respective companies and exclusive property of such respective owners. Without the written consent of the owners or/and holders of the trademark and service marks may not be used publicly.

10.4. Animations, avatars, images, background images, other graphics, photographs, video and audio clips, button icons, streaming data, downloadable materials, data compilations and software, accessible from the Websites licensed, operated or controlled by the Operator is the proprietary information and valuable intellectual property of the Company or any party responsible for providing the materials. The Company owns all rights and interests in above mentioned materials.

10.5. The materials may not be copied, distributed, republished, modified, uploaded, posted, or transmitted in any way except for private or personal use without the prior written consent of the Company.

11. PRIVACY POLICY

11.1. You hereby acknowledge and accept that it is necessary for the Operator to collect and otherwise use your personal data in order to allow you access and use of the site and participation in the Games.

11.2. The Operator hereby acknowledges that in collecting your personal details as stated in the previous provision, we are bound by the Data Protection Act, Chapter 440 of the Laws of Malta. The Company will protect your personal information and respect your privacy in accordance with best business practices and applicable laws.

11.3. The Operator will only use your personal data to allow you to participate in the Games and to carry out operations relevant to your participation in the Games. We may also inform you of changes, new services and promotions we think that you may find interesting. If you do not wish to receive direct marketing data, you may opt out of such service by contacting our customer support or adjust your settings.

11.4. Your personal data will not be disclosed to third parties, unless such disclosure is necessary for processing of your requests in relation to your participation in the Games or it is required by law. In cases where the Operator's suppliers or business partners are responsible for parts of the overall function of the software, your personal data may be disclosed to them.

11.5. The Operator employees and partners responsible for your service and assistance have access to your personal data for the purpose of performing their duties. You hereby consent to such disclosures. The Operator is obliged to provide information to regulatory authorities upon request for such information from these authorities.

11.6. You have the right to access personal data held by the Operator about you. We will not destroy any personal data held unless required by law, or the information is no longer required to be kept for the purpose of the relationship.

11.7. In order to provide you with an efficient service, the Operator may share your data with service providers who may be situated in various parts of the world, but only for the purposes specified.

11.8. In the processing of your account and associated transactions, the Operator may have recourse to credit rating agencies, fraud detection agencies or anti-money laundering agencies. You hereby consent to such disclosures.

11.9. In order to make your visit to the site more user-friendly, to keep track of visits to the site and to improve the service, the Operator collects a small piece of information sent from your browser, called a cookie. You can, if you wish, turn off the collection of cookies (please refer to your browser instructions as to how to do this). You must note, however, that turning off cookies may restrict your use of the sites.

11.10. Notwithstanding the above, the Operator may publish details about specific winnings of individual players on the sites and, from time to time on other Websites. Such publications will include the username of the relevant player and the amount won, and you hereby agree and approve of such publications on the sites.

10.11 The Privacy Policy on the website can be found here

12. COMPLAINTS

12.1. If you have a complaint you may contact our customer service as indicated on the Company Website at support@mozzart.com. You may also lodge a complaint within the Malta Gaming Authority at support.mga@mga.org.mt.

Malta Gaming Authority

Address: Building SCM 02-03, Level 4, SmartCity Malta, Ricasoli SCM1001, Malta

Telephone Number: +356 2546 9000

Email: support.mga@mga.org.mt

12.2. The Operator will use best efforts to resolve a reported matter within 10 days. If you disagree with the final decision of the Company, you are entitled to refer a complaint and all relevant facts to the ADR entity. We engaged Maltese Alternative Dispute Resolution Entity (MADRE), that is competent for disputes in the gaming and/or gambling sector and for disputes against traders established in Malta. You may use the following form to submit the dispute: [File a Claim \(International\) – MADRE – Maltese Alternative Dispute Resolution Entity](#). The dispute shall be resolved under the ADR Entity's rules of procedure that you can find on www.madre-online.eu

12.3. Alternative dispute resolution is a service free of any charge. The conclusions of the ADR Entity acting in arbitration or adjudication capacity are binding upon both the Company and the Player. The MADRE ADR process does not restrict a player's right to bring proceedings against the operator in any court of competent jurisdiction before or following MADRE's proposed solution to the dispute.

13. LIMITATION OF LIABILITY

13.1. You enter the Website and participate in the Games at your own risk. The Websites and the Games are provided without any warranty whatsoever, whether express or implied.

13.2. Without prejudice to the generality of the preceding provision, the Operator, its directors, employees, partners, service providers:

- do not warrant that the Software and/or the Website are fit for their purpose;
- do not warrant that the Software and/or the Website are free from errors;
- do not warrant that the Websites and/or the Games will be accessible without interruptions;
- shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to your use of the software or your participation in the Games.

13.3. You hereby agree to fully indemnify and hold harmless the Operator, their 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 software or participation in the Games.

13.4. To the extent permitted by law, the maximum liability arising out of or in connection with your use of the Software, regardless of the cause of actions (whether in contract, tort, breach of warranty or otherwise), will not exceed 100 €.

14. BREACHES, PENALTIES AND TERMINATION

14.1. If you breach any provision of these Terms and Conditions or the Operator has a reasonable ground to suspect that you have breached them, the Company reserves the right not to open, suspend or close your User Account, withhold any money in your User Account (deposits included) and apply such funds on account of any damages due by you in this respect.

14.2. The Operator reserves the right to freeze or terminate your User Account or cancel any wagers at our absolute discretion in case the Company suspect that you are in breach of this agreement, have problems with creditors, are engaged in illegal or fraudulent activities when using any of the sites, using the rewards program or in other ways detrimental to our business.

14.3. You acknowledge that the Company shall be the final decision-maker of whether you have violated the Company's rules, terms or conditions in a manner that results in your suspension or permanent barring from participation in our site.

15. SEVERABILITY

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