



LOYALTY PROGRAMME GENERAL TERMS AND CONDITIONS

INTRODUCTORY PROVISIONS

These General Terms and Conditions regulate the rights and obligations of participants in games of chance operated by Palasino Group, a.s., with registered office at Česká Kubice 64, Česká Kubice, Post Code 345 32, ID No.: 64358267, a company entered in the Commercial Register maintained by the Regional Court in Plzeň, Section B, File 492, within the participation in the loyalty programme established by the Operator.

REGISTRATION

Only Players are allowed to register in the BP.

Each individual can only have one PAC with Palasino and only be a BP member once.

The rights and obligations related to the Player's participation in games of chance and BP with the Operator cannot be transferred to a third party.

If Palasino discovers at any time during the PAC that the PAC has been set up and Registration has been made on the basis of invalid, false or incomplete information, Palasino is entitled to prevent the Player from participating in Games of Chance and BP, including any handling of funds in the Player's account, until such time as the Player provides Palasino with all required information that is valid, complete and true, and supported by appropriate documentation.

Detailed terms and conditions of the Registration and PAC duration are governed by the Gambling Plan.

BONUS PROGRAMME

BP is a loyalty program that Palasino sets up for Players. BP is aimed at providing above-standard benefits to Players by allocating loyalty points for the gambling activity according to predetermined conditions, for other activities of Players within the Facilities and for participation in various marketing contests and events organised by the Operator. Palasino's partners, i.e. natural and/or legal persons, may also participate in the operation and organisation of BP.

All Players who complete the PAC registration with Palasino, read the applicable Terms and Conditions, read the information about the processing of personal data as defined in Article 12.1 of these Terms and Conditions and do not object to joining BP during the registration process will become a BP Member.

Persons who have set any self-limiting measures, used a means to prevent participation in games of chance or have been entered in the list of natural persons excluded from participation in games of chance under the Gambling Act cannot become a BP member. BP members who, during the course of their membership, use any of the above means or are entered in the list of individuals excluded from participation in games of chance ex officio will have their BP membership suspended and will not be awarded loyalty points while the means is active. A BP member may redeem the points accumulated to date in accordance with these GTC.

Each PAC card is also a BP member card, which is used to identify the Player and PB when placing bets in the Facilities, to earn and use loyalty points held in the BP member's PAC account, to record and determine the balance of points in the BP member's PAC account, as well as to enjoy all other benefits of the BP membership. The PAC card is non-transferable to third parties and is the property of Palasino. Each BP member can only have one PAC card active.

In order to receive the benefits of the BP membership, the Player must present the PAC card to the staff member conducting the transaction or use it during the automatic check-in process at the terminal.

A Player is assigned a status according to predefined criteria listed in Schedule 1 to these Terms and Conditions.

A Facility staff member has the right to withhold a PAC card if it is presented by a person other than the Player who is the holder of the PAC Card. Palasino has the right to verify the identity of the person submitting the PAC card at any time according to a proof of identity (ID card, passport, residence permit) in order to verify that the PAC card is presented by its authorised holder.

Each Player is required to protect the PAC card from loss, theft or destruction. In the event of loss, theft or destruction of the PAC card, the Player shall immediately notify Palasino in any of its Facilities. A duplicate PAC card will be issued to the Player in any Facility of the Player's choice.

Palasino is entitled to block PAC at any time if it reasonably suspects that the PAC has been tampered with, in accordance with the terms of the Gambling Plan. The PAC will only be unblocked after the Operator has investigated the suspicion. The Player will be notified of the blocking of the PAC. By blocking the PAC, the BP account will also be blocked.

Immediately upon termination of the PAC or cancellation of the PAC by the Player, the Player shall return the Palasino PAC card in any Palasino Facility. Cancellation of the PAC for other reasons will be made in accordance with the Gambling Plan.

BP POINTS ACCOUNT, POINTS AND POINTS EARNING

The current balance of the BP Points Account can be checked by logging in to the PAC on the terminal screen or by the staff at any cash desk of the Facility or by printing the balance on any technical device at the casino cash desk.

The Player has the opportunity to earn Points in the Points Account for the Player's gambling activity or by complying with the rules of consumer competitions or other bonus programmes announced by Palasino.



For the value of a point and its conversion from the Points Account to cash, the rule of 100 points = 1 euro applies.

COLLECTING POINTS IN THE POINTS ACCOUNT THROUGH GAMBLING ACTIVITIES

Points from the Player's gambling activity are credited to the Player's Points Account as follows:

The calculation of the points credited to the BP Points Account on technical games is based on the calculation based on the sum of the cumulative bets made by the Player multiplied by the winning percentage of the game according to the relevant Gambling Plan applicable to the game and the multiplier value set by Palasino for the PAC login period (for example, if the Player has a cumulative bet of EUR 500 and the game has a winning percentage of 8%, the Player will receive 100 points in the BP Points Account). Points for gambling activities on technical devices, i.e. on devices intended to operate a technical game according to the relevant Gambling Plan, are credited automatically using the CMS.

The calculation of the points credited to the BP Points Account in live games is based on the calculation based on the approximate average value of the bets made by the Player, multiplied by the approximate number of games and the approximate winning rate of the game type and multiplier set by Palasino (for example, if the Player has an average bet of €10 and an approximate number of 50 bets per gambling activity on the Roulette game, the Player will receive 44 points in the BP Points Account).

Points are also credited to Players as part of their participation in bonus programmes and consumer competitions. Examples of bonus programmes and consumer competitions are set out in Schedule 2 to these Terms and Conditions.

ALLOCATION OF POINTS TO THE POINTS ACCOUNT THROUGH OTHER ACTIVITIES

Palasino also offers the opportunity to earn points for other activities of the Player in consumer competitions and bonus programmes. Some of these consumer competitions and bonus programmes are described in Schedule 2 to these Terms and Conditions.

Detailed rules of each consumer competition and bonus programmes are always announced prior to the start of the competition and are available at the reception of each Palasino Facility throughout the duration of the event.

EXCHANGE OF POINTS FROM THE POINTS ACCOUNT

The Player has the option to exchange their Points from the Points Account for PAC funds automatically by logging into the technical device via the touch screen and logging into the PAC via PIN.

The Player can exchange points from their Points Account at the cash desk of the Facility.

Points from the Points Account can only be exchanged (used) in the following way:

- exchange of points for cash, which must always be done at the cash desk of the Facility,
- exchange of points from the Points Account, in the minimum amount of 500 points, via the electronic terminal installed on a technical device for cash in €;
- use of points to purchase goods at the cash desk or reception of the Facility operated by Palasino;
- use of points to purchase services at the reception of the Facility operated by Palasino;
- use of points to purchase gift vouchers, coupons, discount vouchers, etc., at the cash desk or reception of the Palasino Facility.

RECORD OF POINTS IN THE PAC POINTS ACCOUNT

Points recorded in the Player's PAC within BP and historical data about their use by the Player are recorded in the Player's account within CMS and their PAC. The Player may request a statement of the Points Account only in person in any Facility. The statement will be provided to the extent possible by Palasino without undue delay.

Points are non-transferable to another Player and cannot be transferred to another PAC Points Account.

Players may use or exchange their Points at any time, subject to the terms and conditions set out in these Terms and Conditions, but no later than 180 days after they have been credited to the PAC within BP. Points with a date older than 180 days after they have been credited will be automatically deleted from the CMS PAC Points Account. Palasino will make the deletion automatically without informing the Player.

In the event that Points have expired and been deleted due to an unforeseen event (e.g. an ordered closure of the Facility), the Player is entitled to request Palasino to re-credit the expired points. If the request is successful, Palasino will credit the points to the PAC Points Account within 7 days after the request.

TERMINATION OF BP MEMBERSHIP

Each Player has the option to voluntarily cancel their BP membership. A request for cancellation of the BP membership may only be made by the Player in person in any Facility or by written or electronic request with the obligation and method of verifying the applicant's identity sent to the Operator.

Palasino is entitled to suspend a Player's membership in BP in the event of a suspected breach of these Terms and Conditions by the Player or under conditions of breaching the rules resulting from the Gambling Plans, until the final decision by Palasino. If the Operator determines that the Player has breached these Terms and Conditions or the rules and obligations under the Gambling Plans, the Player's BP membership will be cancelled. The Player will be informed of this fact no later than on their next visit to the Facility.



Palasino is entitled to terminate the Player's BP membership at any time, even without giving any reason. In such a case, the termination of the Player's participation in BP by Palasino must be notified to the Player in an appropriate manner. Palasino undertakes not to act in a discriminatory manner in the event of termination of the Player's participation in BP.

At the time of cancellation of the PAC or termination of the Player's membership in the BP Loyalty Program, all unused points will be deleted and invalidated without refund as of the date of cancellation.

Each Player who uses any of the responsible gambling measures under the Gambling Act, such as setting self-limiting measures, using a tool to prevent the participation in a game of chance (panic button), or is entered in the list of individuals excluded from participation in games of chance, will have their BP membership suspended by Palasino without undue delay for the period of time that such a measure is active. For the duration of the suspension of the BP membership, the Player is entitled to use or exchange loyalty points in such a way that the use or exchange of the loyalty points does not violate the responsible gambling measures applied.

Players have the option to apply for renewal of their BP Loyalty Membership if their PAC is renewed or if the obstacles that caused the suspension or cancellation of their BP Loyalty Membership are removed, subject always to all the rules set out in the Gambling Plans.

Palasino is entitled to terminate the BP Loyalty Program at any time and without refund.

COMPLAINTS

The Player is obliged to contact directly the management of the Palasino Facility with objections and complaints about the crediting of points. The Player is entitled to submit any complaint in writing to the Facility or by sending it to the Palasino contact address. The complaint will be resolved within 30 days following its submission and the Player will be notified of the resolution of the complaint in writing to the address or by email.

The final decision on any claims, objections or disputes in connection with the BP Loyalty Program shall be made by Palasino.

CHANGES TO THE TERMS AND CONDITIONS

Palasino may change these Terms and Conditions at any time. Palasino undertakes to inform about changes to the membership terms and conditions by publishing the new Terms and Conditions on the Palasino website www.palasino.eu and in the information terminal (information kiosk) located in the Facilities at least 14 calendar days before the effective date of the change.

Palasino is entitled to change the value of the formula and multiplier for the crediting of points pursuant to Article 5.1 of these GTC and the value of the exchange of points for cash value equivalent. Palasino is also entitled to determine which products, services and live games will not be credited with BP Points.

If the Player does not agree with the changes to the Terms and Conditions, they are allowed to cancel their BP membership. Once the new terms and conditions come into effect, the Player is deemed to have accepted the changes once they use the PAC Personal Gambling Account Card.

PERSONAL DATA PROCESSING

The Player acknowledges that their personal data is processed during the Registration and participation in games of chance and also during the participation in the Loyalty Program. Detailed information on the processing of the Player's personal data is provided in the document "Information on the Personal Data Processing", which is available on the website www.palasino.eu, in the information terminal (kiosk) of the Facilities.

The Player acknowledges that the Operator may take photographs in the Operator's casino which may show the Player's appearance. These photographs may be distributed for the purpose of promoting the Operator, in particular on social media, the Operator's website and in printed materials. If the Player does not consent to the taking of photographs in which their appearance may be captured, they will notify the management of the Palasino Facility of this fact.

FINAL PROVISIONS:

In the event of any conflict between these Terms and Conditions and the Gambling Plan, the provisions of the Gambling Plan shall prevail.

These Terms and Conditions are valid and effective from 31 December 2023 and fully replace the original Terms and Conditions.