

KINGSWIN ONLINE OÜ'S PORTAL RULES FOR ROCKETPLAY.COM

Rocketplay.com is a brand of Dama N.V., a company incorporated under the laws of Curacao with company registraOon number 152125 and having its registered address at Scharlooweg 39, Willemstad, Curaçao. The group includes licensed enOOes, operaOng in different jurisdicOons: KingsWin Online OÜ is a company incorporated under the laws of Estonia with company registraOon number 11535738 and having its registered address at Harju maakond, 10138, Estonia, Tallinn, Kesklinna linnaosa, VeskiposO 2-1002 and operaOng under gambling operaOng permits No. HKT000017 and HKL000425 issued by the Estonian Tax and Customs Board. Estonian residents and customers from Finland, Switzerland, Canada, Ireland, and New Zealand who registered ader 01.11.2023 play under Estonian licences issued to KingsWin Online OÜ (referred to as "KWO"). Customers registered before 01.11.2023 or from other jurisdicOons, except the restricted, are managed by Dama N.V., a company incorporated under the laws of Curacao with company registraOon number 152125 and having its registered address at Scharlooweg 39, Willemstad, Curaçao and operaOng under E- gaming license No. 8048/JAZ2020-13 issued by AnOllephone N.V. authorized by the government of Curacao, and must adhere to the following rules (link).

Kingswin Online OÜ Game Providers and Licensing Kingswin Online OÜ (KWO) manages a diverse range of casino games on the Rocketplay.com Website, each powered by various esteemed sodware providers. All games are provided under the Kingswin Online gaming license and are regulated by the respecOve Authority.

1. GENERAL PROVISIONS 1.1. Account CreaOon

1.1.1. When creaOng a gambling account on Rocketplay.com, the Customer agrees to and is bound by these terms and condiOons (hereinader the Rules). By registering, both the Customer and Kingswin Online OÜ (KWO) enter into a service agreement based on these terms.

1.1.2. To begin playing, the Customer must register with their email, set a password, and accept the Terms and CondiOons while confirming they are of legal age.

1.1.3. For Estonian residents, only individuals aged 21 and above can parOcipate in casino games offered by KWO. For residents of other jurisdicOons, individuals aged 18 and above can parOcipate where it is legally allowed. If an account holder is found to be underage, any bets or winnings will be voided, and the deposited amount will be refunded, minus any applicable fees. The account will then be suspended.

1.1.4. Customers must provide accurate and complete personal informaOon when registering on the Website.

1.1.5. CreaOng mulOple accounts on Rocketplay.com is strictly prohibited. If a user is found to have created duplicate accounts, all associated accounts will be immediately suspended.

1.1.6. Each account is personal. Only the registered individual can access and use it. Rocketplay.com is not liable for unauthorized access or misuse by third parOes. Customers

must keep their login details confidential. If security is compromised, the Customer should notify KWO immediately.

1.1.7. Multiple account holders from the same household or family cannot place bets on identical outcomes or use them in combination to circumvent Rules or exceed betting limits.

1.1.8. KWO reserves the right to void bets if there's evidence of collusion or syndicate betting.

1.1.9. Customers cannot place bets on behalf of others or use other individuals' accounts. KWO can void such bets.

1.1.10. Customers are responsible for ensuring the accuracy of their personal and contact details. KWO may request additional verification details as needed.

1.1.11. By registering, Customers can opt in to receive promotional emails from KWO regarding the brands operated by either KWO or its partners. They can opt out at any time by accessing their account settings on the Website, clicking the unsubscribe link in the promotional email, or by contacting support@Rocketplay.com

1.1.12. Communications sent to the email or postal address provided by the Customer are deemed delivered once sent.

1.2. Financial and Regional Regulations

1.2.1. Customers are responsible for any taxes or fees on their winnings.

1.3. Account Verification

1.3.1. By registering, Customers consent to third-party verification checks to confirm identity and other details, in line with data protection laws.

1.3.2. Verification requires uploading a scanned copy of a valid ID and a real-time selfie.

1.3.3. Successful verification results in email confirmation, after which Customers can play using real money.

1.3.4. If verification is unsuccessful or refused, KWO can suspend the account. Deposits made prior will be refunded, minus any transaction costs.

1.4. Responsibility and Fair Play

1.4.1. KWO provides its services on an "as-is" basis without any warranties. KWO's liability for losses arising from unforeseen circumstances is capped at the average account balance over the preceding six months.

1.4.2. Bets may be voided in instances of evident errors, technical issues, or discrepancies in odds or pay-tables. Game malfunctions may result in voided bets, and any funds acquired from such malfunctions may be nullified.

1.4.3. KWO is not responsible for losses resulting from external factors beyond its control, including but not limited to natural disasters, wars, civil unrest, acts of terrorism, internet interruptions, or government actions. In the face of such force majeure events, KWO may temporarily suspend or terminate its services without prior notification.

1.4.4. Customers engaging in fraudulent activities, collusion, or any violations of the Rules may face account suspension, forfeiture of winnings, and potential legal actions.

1.5. Privacy and Intellectual Rights

1.5.1. KWO respects Customers' data privacy and adheres to data protection laws. All data is encrypted to prevent unauthorized access. More details are available in our Privacy Policy.

1.5.2. If a Customer wins a significant amount, they agree to participate in any promotional event arranged by KWO. While personal data is protected, KWO reserves the right to use first names and initials of the last name for promotional announcements.

1.5.3. Intellectual property rights for Rocketplay.com content belong to KWO or its licensors. Customers aren't granted any rights to this intellectual property.

1.6. Dormant Accounts

1.6.1. Accounts that remain inactive for a period of 12 months will be considered "dormant." To maintain the integrity and security of our platform, KWO may reallocate funds from such dormant accounts.

1.6.2. If Customers resume activity after the onset of dormancy, they can request a refund of the positive balance by contacting Rocketplay.com customer support.

2. FINANCIAL TRANSACTIONS

2.1. General Transaction Terms and Conditions

2.1.1. Customers can manage their deposits and withdrawals via their Rocketplay.com wallet. A complete list of all available payment methods, along with their associated details, can be found on our Website's Payments Information Page.

2.1.2. KWO reserves the right to set the reference exchange rate between EUR and other currencies for the purposes of payment limit specifications, bonus conditions, marketing materials and other Website content.

2.1.3. All financial transactions must be made using financial instruments (credit card, bank account, e-wallet, cryptocurrency wallet) registered solely in the Customer's name.

2.1.4. Direct transfers between different Rocketplay.com accounts are prohibited. 2.1.5. All winnings are credited to the Customer's Rocketplay.com account.

2.1.6. Being on credit is prohibited. If funds are mistakenly credited to a Customer's account, Rocketplay.com has the right to reverse the transaction. If the balance becomes negative post-correction, the Customer must promptly repay the erroneously credited amount.

2.1.7. Rocketplay.com reserves the right to limit the number of free transactions over a specific period.

2.1.8. Credit and financial institutions might charge fees for transactions. Customers are responsible for reviewing these terms independently.

2.1.9. KWO conducts thorough checks on all transactions to prevent money laundering. KWO may suspend accounts and withhold funds in compliance with the Prevention of Money Laundering Act. Enhanced due diligence may be applied to withdrawals of unused funds. More information can be found in our Anti-Money Laundering Policy.

2.2. Deposits

2.2.1. Deposits to Rocketplay.com wallet can be made via credit card, bank transfer, e-wallets, prepaid cards, or cryptocurrency.

2.2.2. The minimum deposit amount is 20 EUR or its equivalent in other currencies.

2.3. Withdrawals

2.3.1. Withdrawals will be processed using the same method as the original deposit.

2.3.2. Rocketplay.com may set withdrawal limits based on payment methods. Details are available on the Website's Payment Information Page [PAYMENT INFORMATION PAGE](#).

2.3.3. The minimum withdrawal amount is set at 20 EUR or its equivalent in other currencies. If the Customer chooses to withdraw funds without meeting the minimum withdrawal amount requirements, the associated payment system's transfer fee will be deducted.

2.3.4. KWO reserves the right to set a monthly withdrawal cap at 5 000 EUR or its equivalent in other currencies. However, this limit may be increased for select Customers at KWO's discretion.

2.3.5. KWO services are strictly for entertainment purposes. KWO reserves the right to impose a minimum x1 wagering requirement on deposited funds if a Customer is suspected of misusing KWO services. If a Customer chooses to withdraw funds from his account without meeting the deposit wagering requirements, the associated payment system's transfer fee will be deducted.

2.3.6. All withdrawal requests undergo our security verification. Occasionally, this might cause slight delays.

2.3.7. To avoid delays, customers should use the same method for withdrawal as they did for deposits and ensure all provided information is accurate and complete.

2.3.8. For credit card withdrawals, photos of both sides of the card (showing only the first 6 and last 4 digits, with the hidden CVV code) are required.

3. ENHANCED VERIFICATION PROCEDURES

3.1. Verification Requirements At Rocketplay.com, we are committed to maintaining a safe and secure gaming environment. To ensure the integrity of our platform and to comply with regulatory requirements, we may occasionally require additional documentation from our Customers.

3.2. Situational Verification

Based on certain transactional behaviors, we may request additional documents from our Customers regarding to:

Proof of Address

Proof of Payment Account Ownership 3.3. Proof of Address

For proof of address, the following documents are accepted:

A recent utility bill (e.g., electricity, but not a mobile phone bill), not older than three months. Electronic bills are accepted.

A bank or credit card statement, not older than three months and covering a three-month period.

A residential insurance policy.

A screenshot from Estonian resident portal, ees.ee

3.4. Proof of Payment Account Ownership

A bank or credit card statement, where personal information is shown.

A set of photos of both sides of the credit card showing only the first 6 and last 4 digits, and with the hidden CVV code.

A screenshot of the e-wallet or cryptocurrency wallet with personal information.

3.5. Enhanced Verification

In situations where there are unusual or suspicious patterns in account holder's activity, we may require further documentation or information to verify the legitimacy of the Customer's activities. This is to ensure the safety of our platform, to protect our Customers and to comply with anti-money laundering regulations. For more information, please refer to our Anti-Money Laundering Policy.

3.6. Non-compliance Consequences

If the Customer doesn't provide the required documents within 30 days of receiving a notice from Rocketplay.com, KWO reserves the right to nullify any winnings, refund the deposit (minus applicable fees), and suspend the account.

4. BONUSES

4.1. General Bonus Terms & Conditions

4.1.1. KWO occasionally extends bonus offers related to its services. All offers provided to a Customer are personal and intended solely for the recipient unless stated otherwise.

4.1.2. Bonuses are restricted to one per account, household, IP address, and shared computer spaces (e.g., offices, libraries, universities).

4.1.3. The minimum deposit required to qualify for a bonus is 20 EUR, unless indicated otherwise in the terms of the specific bonus.

4.1.4. Bonus funds and associated winnings can't be withdrawn until all respective bonus conditions are met.

4.1.5. All bonus funds and their associated winnings must be wagered a specified number of times. The wagering requirement is thirty (30) times the bonus amount unless specified otherwise in the respective bonus terms.

4.1.6. Bonus funds and their associated winnings must meet the wagering requirement within 30 days, unless specified otherwise in the bonus terms.

4.1.7. Customers can remove any bonus before meeting its wagering requirements. Removing a bonus will nullify the bonus funds and any winnings owed to the bonus.

4.1.8. Funds deposited in association with an active bonus, for which the bonus requirements haven't been met, cannot be withdrawn. To request a withdrawal of their deposited amount, customers must first remove the active bonus.

4.1.9. During bonus wagering, Customers are restricted to a maximum bet of 5 EUR or its equivalent in other currencies per game round or bet. Exceeding this limit may void the bonus and related winnings.

4.1.10. Different games contribute varied percentages towards wagering requirements. Game Contribution Breakdown:

Slots: 100% contribution to wagering requirements Video poker: 10% contribution to wagering requirements Table games: 10% contribution to wagering requirements

4.1.11. Some games such as games with progressive jackpots or accumulating bonus games are excluded from bonus wagering or contribute at reduced rates. Customers will be notified within the game if that specific game can't be played using bonus funds.

4.1.12. Bonuses expire after a specified number of days from receipt, as detailed in the respective bonus terms. Bonus funds and any associated winnings will be removed once the bonus expiry date is reached and the bonus conditions haven't been met.

4.1.13. Bonuses aren't paid out to suspended Rocketplay.com accounts.

4.1.14. If bonus terms or the Rules are breached, or there's evidence of a series of bets by a Customer or group ensuring a profit due to bonuses, free spins, or other offers, KWO can revoke the bonus.

4.2. No-Deposit Bonuses

4.2.1. No-deposit bonuses are exclusively available to residents of Estonia.

4.2.2. Customers using disposable email addresses are not eligible for no-deposit bonuses.

4.2.3. The maximum payout from a free bonus or free spins given without making a deposit is 50 EUR or its equivalent in other currencies. Winnings that exceed this limit will not be counted. This restriction remains even after meeting the wagering requirement, ensuring that the maximum withdrawal from funds associated with a no-deposit bonus remains 50 EUR or its equivalent in other currencies.

4.2.4. Before any funds or winnings from no-deposit bonuses can be withdrawn, a minimum of 20 EUR or its equivalent in other currencies must be deposited into the Customer's account.

5. RESPONSIBLE GAMING

5.1. Commitment to Responsible Gaming

KWO's primary goal is to offer our Customers a safe and entertaining gaming environment. Rocketplay.com is equipped with features that promote responsible gaming, including setting wager limits, self-exclusion options, recognizing dependency issues, and parental controls. For detailed advice and information, please visit our dedicated RESPONSIBLE GAMING SECTION .

5.2. Age Restrictions

In Estonia, the minimum age requirement to participate in KWO's games is 21. Customers from other jurisdictions must adhere to their regional gambling age. KWO employs electronic age verification methods. Any Customer found to be underage by KWO will have winnings voided and may be reported to the relevant authorities.

5.3. Transaction History

Customers can access a comprehensive record of their transactions, deposits, and withdrawals when logged in.

5.4. Gaming Limits

Customers have the option to set daily, weekly, or monthly limits on:

- Deposits
- Wagers
- Losses

Reducing or setting a new gaming limit will take effect immediately.

To revoke or increase the gaming limit, Customers must confirm their request at least 48 hours after making it.

Changes to the gaming limit will be applied only after confirming the initial request.

5.5. Maximum Session Duration

5.5.1. Customers can set a maximum duration for their gaming session.

5.5.2. Reducing the maximum duration or setting a new session limit will take effect immediately.

5.5.3. To revoke or increase the maximum session duration of the session control, Customers must confirm their request at least 48 hours after making it.

5.5.4. Changes to the session control will be applied only after confirming the initial request.

5.6. Cool-off Period

5.6.1. Customers can opt for a cooling-off period of up to 6 months, during which they can't make any deposits or play for real money.

5.6.2. Increasing the duration or setting a new cool-off period will be effective immediately.

5.6.3. To revoke or reduce the duration of the cool-off, Customers must confirm their request at least 7 days after making it.

5.6.4. Changes to the cool-off period will be applied only after confirming the initial request.

5.7. Self-Exclusion Period

5.7.1. Customers can self-exclude, preventing access to their account for up to a year.

5.7.2. Setting a new self-exclusion period will be effective immediately.

5.7.3. To revoke the self-exclusion period, customers should contact Rocketplay.com customer support and confirm their decision between 7 and 14 days after the initial request. Upon confirmation, the self-exclusion will be revoked immediately.

5.8. Gambling Restriction via HAMPI

5.8.1. Estonian residents can also request a gambling restriction through the ESTONIAN TAX AND CUSTOMS BOARD (EMTA) .

5.8.2. Individuals on EMTA's gambling restriction list (HAMPI) are denied access to KWO services for the duration of the restriction.

5.8.3. Non-Estonian residents cannot use HAMPI for setting a gambling restriction and must utilize the responsible gaming features available on the Rocketplay.com website to set their limits.

5.9. Gaming Control Discrepancies

If Customers identify any inconsistencies in the responsible gambling limits, they must notify KWO immediately. KWO will not be held accountable for bets bypassing these limits, and no compensation will be provided for such instances.

6. RULE INTERPRETATION AND MODIFICATIONS 6.1. Rule Supremacy

In the event of discrepancies or ambiguities in the interpretation of the Rules, the Estonian version shall prevail.

6.2. Jurisdictional Compliance

Customers are responsible for ensuring their activities align with the laws of their jurisdiction. If remote gambling is prohibited in a Customer's residence, they must refrain from registering or using Rocketplay.com services.

6.3. Rule Amendments

KWO reserves the right to unilaterally amend these Rules for reasons including, but not limited to, legal compliance, clarifications, or fraud prevention. Any changes will be communicated via the Website, providing Customers a reasonable period (at least two weeks) to terminate their agreement if they disagree with the modifications. Failure to terminate within this period implies acceptance of the changes.

6.4. Rule Validity

Should any provision of these Rules be deemed invalid or unenforceable due to legal or regulatory reasons, it will not impact the validity of the remaining provisions.

7. SETTLEMENT OF CUSTOMER COMPLAINTS 7.1. Submission Timeframe

All complaints and claims must be submitted within 14 days from the date the issue arose. Complaints received after this period will not be considered.

7.2. Contact for Complaints

Complaints and claims should be directed to support@Rocketplay.com. 7.3. Resolution Timeframe

7.3.1. Customer complaints submitted to KWO will be addressed within a reasonable timeframe, but no later than two weeks. The Customer will be notified of the resolution via email.

7.3.2. If the complexity or other significant factors prevent KWO from resolving the complaint within the initial timeframe, the Customer will be informed about the reasons for the delay and provided with a new estimated resolution deadline.

7.4. Escalation of Unresolved Complaints

If the resolution provided by KWO is unsatisfactory to the Customer, they have the option to escalate their complaint to the Estonian Consumer Protection and Technical Regulatory Authority or the Estonian Tax and Customs Board.