

ALTO LUSSO LLC

TERMS OF SERVICE

Alto Lusso LLC • support@altolussocasino.com

SECTION 1 — INTRODUCTION & ACCEPTANCE OF TERMS

IMPORTANT NOTICE: THIS AGREEMENT IS SUBJECT TO BINDING ARBITRATION AND A WAIVER OF CLASS ACTION RIGHTS AS DETAILED IN SECTION 20.

These Terms of Service and Official Rules (this "Agreement" or "Terms") constitute a binding legal contract between you and Alto Lusso LLC, a Delaware limited liability company ("Company," "Alto Lusso," "we," "us," or "our"). These Terms govern your access to and use of the Alto Lusso website, mobile application, and all related services and features (collectively, the "Platform" or "Site"), including account registration, purchases of Gold Coins, receipt and use of promotional Sweepstakes Tokens, and participation in sweepstakes-style promotions (collectively, the "Services").

Alto Lusso provides a virtual reality casino experience designed to simulate the look, feel, and atmosphere of a traditional casino in a fully immersive digital environment. Users may explore virtual casino spaces, play simulated casino-style games, and interact socially with other users. The Services are provided for promotional sweepstakes purposes only and do not constitute gambling, wagering, or betting. **THE PLATFORM AND GAMES DO NOT OFFER REAL MONEY GAMBLING, AND NO ACTUAL MONEY IS REQUIRED TO PLAY.**

By accessing or using the Platform, creating an Account, making a purchase, or participating in any sweepstakes, you acknowledge that you have read, understand, and agree to be bound by these Terms in their entirety and without reservation. **PLEASE TAKE THE TIME TO READ THESE TERMS CAREFULLY AND IN THEIR ENTIRETY.**

If you do not agree to these Terms, you must not access or use the Platform or Services. We may revise these Terms from time to time. Material changes will be communicated as required by applicable law. Your continued use of the Platform after any revision constitutes acceptance of the updated Terms. You are responsible for keeping your contact information current.

NO PURCHASE OR PAYMENT IS NECESSARY TO PARTICIPATE OR PLAY THE GAMES. A PURCHASE OR PAYMENT OF ANY KIND WILL NOT INCREASE YOUR CHANCES OF WINNING.

PLEASE BE AWARE THAT THESE TERMS INCLUDE DISPUTE RESOLUTION PROVISIONS, INCLUDING A PROVISION WAIVING YOUR RIGHT TO PURSUE ANY CLASS, GROUP OR REPRESENTATIVE CLAIM AND REQUIRING YOU TO PURSUE DISPUTES THROUGH

INDIVIDUAL ARBITRATION UNLESS YOU OPT OUT WITHIN THE SPECIFIED TIME FRAME PURSUANT TO SECTION 20.

SECTION 2 — PLATFORM STATEMENT & ELIGIBLE JURISDICTIONS

ONLY CUSTOMERS PHYSICALLY LOCATED IN PERMITTED U.S. JURISDICTIONS ARE ELIGIBLE TO ACCESS AND USE THE PLATFORM, CREATE AN ACCOUNT, AND PLAY THE GAMES. THE PLATFORM IS AVAILABLE ONLY TO USERS IN THE CONTINENTAL UNITED STATES AND HAWAII WHO ARE NOT LOCATED IN AN EXCLUDED JURISDICTION. THE COMPANY RESERVES THE RIGHT TO MODIFY PERMITTED AND EXCLUDED JURISDICTIONS AT ANY TIME IN ITS SOLE DISCRETION.

2. Excluded Jurisdictions. The following are "Excluded Jurisdictions" in which users are not eligible to access or use the Platform, create an Account, or play the Games:

- (a) Any country other than the continental United States of America and Hawaii ("US");
- (b) Within the US, the following states are Excluded Jurisdictions:

- Alabama
- Arkansas
- Colorado
- Florida
- Georgia
- Hawaii
- Illinois
- Indiana
- Iowa
- Kansas
- Maine
- Massachusetts
- Minnesota
- Mississippi
- Missouri
- Nebraska
- New Hampshire
- New Mexico
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Oregon
- South Carolina
- South Dakota
- Utah
- Virginia
- Wisconsin

- Wyoming
- Washington
- New York
- Nevada
- Idaho
- Kentucky
- Michigan
- Vermont
- New Jersey
- Delaware
- West Virginia
- Pennsylvania
- Rhode Island
- Connecticut
- Maryland
- Louisiana
- Montana
- Arizona
- Tennessee
- California

(c) Any other states or jurisdictions which, under the laws applicable to you, are legally precluded from accessing or playing the Games offered on the Platform, and any other jurisdiction the Company excludes in its sole discretion from time to time.

2. Representation Regarding Jurisdiction. BY ACCEPTING THESE TERMS, ACCESSING OR USING THE PLATFORM, CREATING AN ACCOUNT, AND/OR PLAYING THE GAMES, YOU SPECIFICALLY REPRESENT TO THE COMPANY THAT YOU ARE PHYSICALLY LOCATED IN A PERMITTED JURISDICTION. THE COMPANY IS SPECIFICALLY RELYING ON SUCH REPRESENTATIONS IN PROVIDING YOU ACCESS TO THE PLATFORM AND GAMES. IF YOU ACCESS OR USE THE PLATFORM FROM A PROHIBITED JURISDICTION DESPITE THE COMPANY'S EFFORTS TO PREVENT YOU FROM DOING SO, THE COMPANY CONSIDERS YOUR ACTIONS TO BE A MATERIAL MISREPRESENTATION, A FRAUDULENT INDUCEMENT OF ITS SERVICES, AND A VIOLATION OF THESE TERMS, AND RESERVES ALL RIGHTS TO TAKE APPROPRIATE ACTION AGAINST YOU, INCLUDING REFERRAL TO LAW ENFORCEMENT.

3. No Real Money Gambling. THE PLATFORM AND GAMES DO NOT OFFER REAL MONEY GAMBLING, AND NO ACTUAL MONEY IS REQUIRED TO PLAY. THE SERVICES ARE PROVIDED FOR PROMOTIONAL AND ENTERTAINMENT PURPOSES ONLY.

4. No Purchase Necessary Statement. NO PURCHASE OR PAYMENT IS NECESSARY TO PARTICIPATE OR PLAY THE GAMES. A PURCHASE OR PAYMENT OF ANY KIND WILL NOT INCREASE YOUR CHANCES OF WINNING.

SECTION 3 — DEFINITIONS

For purposes of these Terms, the following defined terms apply:

5. "Gold Coins". Gold Coins means the virtual social gameplay digital currency purchased by users or obtained free of charge through the Platform. Gold Coins are used solely within the Platform for Standard Play gameplay and entertainment purposes. Gold Coins have no monetary value and cannot under any circumstance be redeemed for prizes, cash, or any value whatsoever.

6. "Sweepstakes Tokens" or "Tokens". Promotional bonus tokens issued by the Company as a free bonus in connection with certain Gold Coin purchases, or obtainable through the Free Alternative Method of Entry (AMOE). Sweepstakes Tokens are property of the Company, have no cash value, are not currency, and do not represent a deposit, stake, or wager. Users have no property, ownership, or monetary interest in Sweepstakes Tokens. Sweepstakes Tokens may be used solely for the purpose of participating in sweepstakes promotions on the Platform.

7. "Purchases". Purchases of Gold Coins and/or other digital products or services offered by the Company through the Platform. All Purchases are final upon payment except as provided in the Refund Policy.

8. "AMOE" (Alternative Method of Entry). The free method(s) of obtaining Sweepstake Coins without making any Purchase, including mail-in entry, as described in Section 8.

9. "Chips". Chips are a visual representation used within the game interface to display your betting amounts and winnings during gameplay. Chips do not directly equate to or represent the actual monetary balance in your player Account. The Account balance is the authoritative and definitive record of your funds and Gold Coins at all times.

10. "Dispute". Any claim, controversy, chargeback, payment reversal, refund demand, or dispute between you and the Company arising out of or relating to the Platform, these Terms, any Purchase, any Gold Coins or Sweepstakes Tokens, or any Sweepstakes.

11. "Verification". The process used by the Company to confirm eligibility and compliance with these Terms, including identity, age, and location verification.

12. "Collective Action". Any claim, action, or proceeding asserted or pursued as a class action, group action, collective action, joint action, coordinated action, consolidated action, mass action, or in any other representative or private attorney general capacity, whether in arbitration, court, or any other venue.

13. "Content". Text, graphics, user interfaces, visual interfaces, photographs, trademarks, logos, sounds, music, artwork, computer code, and other material used, displayed, or available as part of the Games and Platform.

14. "Standard Play". Participation in any game played with Gold Coins. Standard Play does not provide the opportunity to win prizes, cash, or Sweepstakes Tokens.

15. "Promotional Play" or "Sweepstakes". Participation in sweepstakes promotions by playing the Platform's games with Sweepstakes Tokens.

16. "Fraudulent Conduct". Any of the conduct described in Section 12 (Prohibited Conduct) and Annex A.

17. "Payment Medium". Any card, online wallet, financial/bank account, or other payment medium used to purchase Gold Coins.

18. "Payment Administration Agent". Any payments facilitator and/or the service provided through any related body corporate, affiliate, or third party appointed by the Company to act as its agent.

19. "Game". Any one or more game(s) available on the Platform in either Standard Play or Promotional Play. The Company reserves the right to add and remove Games from the Platform at its sole discretion.

20. "Platform". The services provided through any URL or mobile application belonging to, or licensed to, Alto Lusso LLC, including the website located at altolussocasino.com, and all subdomains, subpages, and successor sites thereof, as well as all Games, features, tools, and services available thereon.

21. "User," "Customer," or "you". Any person who accesses or uses the Platform or participates in any Game or Sweepstakes, whether or not a Registered User.

22. "Registered User". A user who has successfully registered an Account on the Platform, whether that Account is considered active or inactive.

23. "Prizes". Valuable prizes that can be redeemed using Sweepstakes Tokens won through Promotional Play in accordance with these Terms.

24. "Participate," "Participating," or "Participation". Playing any Games or using the Platform in any manner whatsoever, including any of the conduct described in Sections 10, 11, 12, and 20 of these Terms.

25. "Third Party Website". A third-party website not controlled by the Company.

25A. "Cosmetics" or "In-Game Items". Cosmetics or In-Game Items means virtual decorative items available for purchase within the Platform using Gold Coins, including but not limited to clothing, accessories, and other cosmetic goods (such as cigars and alcohol). Cosmetics are purely decorative and confer no gameplay advantage. The Company may expand the categories of Cosmetics available on the Platform at any time at its sole discretion.

25B. "Loot Box". A Loot Box is a virtual randomized reward container purchasable with Gold Coins that, upon opening, awards one (1) Cosmetic item drawn at random from a defined item pool. Loot Boxes are offered at varying rarity tiers, with higher-tier Loot Boxes costing more Gold Coins and guaranteeing a Cosmetic item of a correspondingly higher rarity. Currently, only clothing items may be obtained through Loot Boxes.

25C. "Rotating Item Shop". The Rotating Item Shop is the section of the Platform through which individual Cosmetic items are made available for direct purchase with Gold Coins. The selection of items available in the Rotating Item Shop refreshes automatically on a fixed two (2) hour cycle.

SECTION 4 — ELIGIBILITY

26. Age and Location Requirements. The Platform and each Sweepstakes are offered only to individuals who: (i) are natural persons (not corporations or other business entities); (ii) are at least eighteen (18) years of age at the time of participation; and (iii) are physically located in a permitted U.S. jurisdiction at the time they access the Platform, obtain Sweepstakes Tokens, and/or enter a Sweepstakes. Void where prohibited by law.

27. Ineligible Persons. The following individuals are not eligible to participate: (a) employees, officers, directors, managers, members, and agents of the Company and its affiliates, subsidiaries, advertising agencies, or any company involved with the design, production, execution, or distribution of the Games; (b) immediate family members (parents, spouses, children, and siblings, whether by birth, marriage, or adoption) and household members (persons sharing the same residence at least 3 months of the year) of the foregoing; and (c) any person accessing or using the Platform from a jurisdiction where the Services are prohibited or restricted by applicable law.

28. Verification of Eligibility. The Company may conduct Verification checks at any time, including to verify identity, age, and location, and to investigate suspected fraud or prohibited conduct. We may request copies of government-issued identification, proof of residency, and/or any additional information needed to administer the Services and fulfill prizes. If you fail Verification or cannot be verified, the Company may close or restrict your Account, revoke Tokens, void entries, and cancel any prize or redemption request.

29. User Warranties and Representations. By accessing or using the Platform, you represent, warrant, and agree that:

- (a) You are at least eighteen (18) years of age and are, under the laws applicable to you, legally allowed to participate in the Games offered on the Platform;
- (b) You are physically located in a permitted jurisdiction when accessing and using the Services, and you do not reside in or access the Platform from any prohibited jurisdiction;
- (c) You use the Platform strictly in your personal capacity for recreational and entertainment purposes only;
- (d) You participate in the Games on your own behalf and not on behalf of any other person;
- (e) All information you provide to the Company is true, complete, and correct, and you will immediately notify the Company of any change to such information;
- (f) Fiat currency or cryptocurrency that you use to purchase Gold Coins is not tainted with any illegality and does not originate from any illegal activity, source, or ill-gotten means;
- (g) You will not purchase Gold Coins from a business or corporate account, but only from a payment method held in your name;
- (h) You will 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 you will not use any software-assisted methods, bots, or hardware devices to participate in any Games;
- (i) When purchasing Gold Coins, you will only use a valid Payment Medium that lawfully belongs to you;
- (j) Your access and use of the Platform and your performance of your obligations under these Terms will not result in a breach of any applicable laws, rules, regulations, court orders, arbitral awards, or decisions of any governmental or regulatory authority;
- (k) You shall not act in a manner that is defamatory, trade libelous, threatening, or harassing;
- (l) You shall not engage in potentially fraudulent or suspicious activity or transactions;
- (m) You must cooperate in any investigation or provide confirmation of your identity or the accuracy of any information you provide to the Company;
- (n) You shall not violate, or attempt to violate, any law, statute, or ordinance, or the Company's or any third party's intellectual property rights, rights of publicity, or privacy; and
- (o) It is your sole responsibility to ensure that your participation is lawful in the jurisdiction where you reside and where you access the Platform.

30. Criminal Prosecution Warning. Any person who knowingly breaches Sections 2, 4, or 10, including but not limited to any attempt to circumvent geographic restrictions for example, by using a VPN, proxy, or any service that masks or manipulates the identification of your real location, or by otherwise providing false or misleading information regarding your location or place of residence, or by participating from a prohibited jurisdiction through a third party is in breach of these Terms. You may be committing fraud and may be subject to criminal prosecution.

31. Acceptance of Risk. By accepting these Terms, you agree that your participation is at your sole option, discretion, and risk. You will have no claims whatsoever against the Company or any of its partners, directors, officers, employees, or contractors in relation to your use of the Platform or the Games.

SECTION 5 — ACCOUNTS

32. Account Registration. To access certain features of the Platform or participate in a Sweepstakes, you must create an Account and provide accurate, current, and complete information, including your full legal name, date of birth, permanent address, email address, and a username and password. Upon registration, you are required to complete identity verification through AgeChecker.net by submitting a government-issued identification document and proof of address; the Company may accept a driver's license or other government-issued identification containing your residential address for this purpose. Following successful verification, AgeChecker.net will generate and provide the Company with a unique identifier ("UUID"), which is permanently associated with the information you submitted for Know-Your-Customer (KYC) and age verification purposes. The information you use to register your Account must match your legal name as reflected on your government-issued identification, and the UUID linked to your Account must correspond to that verified identity. While your Account must be registered under your legal name, your public username on the Platform may be a pseudonym or nickname, provided that the Company retains the UUID from initial registration and cross-checks it to ensure compliance. For clarity, the Company does not store or retain your personal identification documents or verification data; the Company only holds the UUID provided by AgeChecker.net, which serves as a reference to your verified identity.

33. Account Updates. You are required to keep your registration details up to date at all times. All personal information provided by you when creating your Account or in any subsequent updates must be identical to that listed on your government-issued identification. DO NOT CREATE A NEW ACCOUNT IF YOU WISH TO CHANGE YOUR EMAIL ADDRESS, RESIDENTIAL ADDRESS, OR OTHER PERSONAL INFORMATION contact support at support@altolussocasino.com instead.

34. One Account Per Person. You may maintain only one (1) active Account, including any inactive Account, on the Platform. Creating multiple Accounts to circumvent limits, obtain additional entries, or evade restrictions is strictly prohibited. If you attempt to open more than one Account, all Accounts you have opened or tried to open may be cancelled or suspended. You must notify the Company immediately if you notice that you have more than one registered Account.

35. Password and Security. You must create a password with at least eight (8) characters. You must not disclose your login credentials to any third party. You are solely responsible for maintaining the confidentiality of your Account credentials and for all activity that occurs through your Account, whether or not authorized by you, including any activity by a minor (which is strictly prohibited). The Company strongly recommends that you enable multi-factor authentication for your Account.

36. Account Security Obligations. You agree to notify the Company immediately at support@altolussocasino.com if you suspect your login credentials have been compromised. You must not share your Account or password with another person, let anyone else access or use

your Account, or take any other action that may jeopardize the security of your Account. The Company is not responsible for any abuse or misuse of your Account by third parties due to your disclosure of your login details to any third party, whether such disclosure is intentional or accidental, active or passive.

37. Profile Updates. To change registered personal details (e.g., address, legal name), the Company may require supporting documentation such as proof of new residential address, court order, or marriage certificate. The Company may restrict or close an Account without prior notice if it finds evidence of non-conformance or breach of these Terms.

38. Account Monitoring. The Company may monitor Accounts and Platform activity at any time for fraud prevention, eligibility compliance, and integrity purposes, including monitoring transaction patterns, entry submissions, Token activity, and support interactions.

39. No Transfer of Accounts, Gold Coins, or Tokens. You are not allowed to transfer Gold Coins or Sweepstakes Tokens between Accounts, from your Account to other users, or to receive Gold Coins or Tokens from other Accounts. You may not attempt to sell, trade, or transfer Gold Coins or Sweepstakes Tokens, whether on the Platform or off. You are not allowed to convert Gold Coins to Sweepstakes Tokens or vice versa. You are prohibited from selling, transferring, or acquiring Accounts to or from other users. If you attempt to sell, transfer, or acquire an Account, all Accounts you have opened or tried to sell/transfer/acquire will be cancelled and the suspension consequences in Section 11 may be enforced.

40. Closing of Accounts. If you wish to close your Account you may do so at any time by contacting support at support@altolussocasino.com. Closing your Account will forfeit all continued access to and right to use, enjoy, or benefit from any Gold Coins, Sweepstakes Tokens, and unredeemed prizes associated with your Account. You may re-open your Account (unless you have implemented a self-exclusion) by contacting support@altolussocasino.com. All requests for the re-opening of an Account will be evaluated by the Company's Customer Support and Compliance teams.

41. Discretion to Refuse or Close Accounts. The Company reserves the right to place limits on, suspend, close, or refuse to open an Account in its sole discretion and without any liability to you whatsoever.

SECTION 6 — LICENSE

42. Limited License Grant. Subject to your agreement and continuing compliance with these Terms, the Company grants you a personal, non-exclusive, non-transferable, non-sublicensable, revocable, limited license to access and use the Platform, including Gold Coins and Sweepstakes Tokens, through a supported web browser or mobile device, solely for your personal, private entertainment and no other reason.

43. No Rights in Platform. These Terms do not grant you any right, title, or interest in the Platform or Content.

44. Automatic Termination of License. You acknowledge and agree that your license to use the Platform is limited by these Terms. If you do not agree to, or act in contravention of, these Terms, your license to use the Platform (including the Games and Content) shall be immediately and automatically terminated by the Company without any liability to you whatsoever.

45. Illegal Jurisdictions. In the event that the Platform or any Game is deemed to be illegal under the laws of the jurisdiction in which you reside or are situated, you are not granted any license to, and must refrain from accessing, the Platform or the relevant Game.

SECTION 7 — GOLD COINS & PURCHASING TERMS

46. Gold Coin Nature and Use. Gold Coins do not have monetary value and can only be used to play Standard Play games on the Platform. Gold Coins can be used for entertainment only and cannot be redeemed for any prize, cash, or value whatsoever. The purchase of Gold Coins constitutes the purchase of a limited license to participate in Standard Play games — it is not a deposit of funds that can be withdrawn.

47. Free Sweepstake tokens. The Company may provide sweepstake tokens free of charge through the following means:

- (a) Daily Bonus — You may claim free sweepstake tokens once per day by logging into your Account and claiming your daily bonus.
- (b) Promotional Giveaways — Promotional giveaways organized by the Company on its social media accounts (for example, Facebook, Instagram, X/Twitter). Details of the amount of sweepstake coins given away will be stated on the applicable promotional giveaway

48. Standard Play Winnings. You may win additional Gold Coins when you participate in Standard Play. You cannot win Sweepstakes Tokens, cash, prizes, or any item of value when participating in Standard Play. Standard Play is for entertainment purposes only.

49. No Purchase Necessary. No Purchase is necessary to obtain Sweepstakes Tokens or participate in or win any Sweepstakes. A Purchase will not increase your chances of winning. Purchases are entirely voluntary.

50. All Purchases Final. All Gold Coin purchases are final upon payment. Except as expressly provided in the Refund Policy below, all sales are non-refundable. Prices and available offerings may change at any time.

51. Payment Methods. Gold Coins may be purchased on the Platform through the payment methods available on the Platform website. The payment method you use to purchase Gold Coins must be legally and beneficially owned by you and must be in your legal name. If it comes to the

Company's attention that the name registered on your Account and the name linked to your payment method differ, your Account will be immediately suspended. Contact support at support@altolussocasino.com if this occurs.

52. Verified Payment Account Requirement. You must use the same payment account that has been verified with the Company when making Purchases. Purchasing Gold Coins using a payment account different from your verified payment account will normally forfeit your eligibility for any associated Sweepstakes Token bonus. However, if you contact support at support@altolussocasino.com within twenty-four (24) hours of the purchase, the Company may be able to verify the transaction and honor any associated bonus. If the Company is unable to verify the transaction or determines that the bonus cannot be granted, it may, at its sole discretion, offer a refund of the unused Gold Coins purchased through the mismatched account.

53. Payment Method Verification. The Company reserves the right to request documents and information to verify the legal and beneficial ownership of any payment method you use to make Gold Coin purchases. You agree that the Company and/or its Payment Administration Agents may store your payment information to process your future purchases. By accepting these Terms, you authorize the Company and/or its Payment Administration Agents to store your payment credentials in compliance with applicable payment processing regulations.

54. Payment Authorization. By making a Purchase, you authorize the Company and any third-party payment processor to charge your selected payment method for the total amount displayed at checkout, including any applicable taxes, fees, or other charges. You agree to comply with the applicable payment processor's terms and conditions.

55. Payment Processing. Once a Gold Coin purchase has been made, the funds will be withdrawn from your payment method as soon as practicable. You are responsible for ensuring sufficient funds or credit are available at the time of purchase.

56. Payment Processors. Payments may be processed by third-party payment processors. The Company is not responsible for fees charged by third-party financial institutions or payment processors. Transactions and Account activity may be monitored to prevent fraud, abuse, and other prohibited conduct.

57. Delivery. Gold Coins and any associated digital content are delivered electronically to your Account. Delivery is deemed complete when the items are reflected in your Account.

58. Currency. Gold Coin purchases must be made using fiat currency ("FIAT") or a cryptocurrency supported by the Platform, as listed at checkout. Any exchange or transaction fees, charges, or related costs incurred in relation to your purchase of Gold Coins are to be borne solely by you, including any losses or additional costs arising from foreign exchange fluctuations.

59. Currency Consistency. If you purchase Gold Coins using FIAT, then you must redeem any Sweepstakes Tokens or Prizes using FIAT. If you purchase Gold Coins using cryptocurrency,

then you must redeem Sweepstakes Tokens or Prizes in cryptocurrency. Only once your Sweepstakes Token balance reaches zero may you elect your preferred currency for future Gold Coin purchases or Prize redemptions. For the avoidance of doubt, if you have any Sweepstakes Tokens in your Account, you may not switch between FIAT and cryptocurrency for purchases or redemptions.

60. Refund Policy. Notwithstanding the general rule that all Purchases are final, the Company may, in its discretion, allow a refund only if: (i) the refund is requested within twenty-four (24) hours of the applicable Purchase; and (ii) the purchased Gold Coins are entirely "unused" meaning none of the purchased Gold Coins, and none of any bonus Sweepstakes Tokens issued in connection with that Purchase, have been accessed, opened, activated, redeemed, spent, transferred, converted into entries, or otherwise used in any way. If you contact the Company after the twenty-four (24) hour window, you may still be eligible for a refund at the Company's sole discretion depending on the circumstances.

61. Refund Request Process. To request a refund, contact support at support@altolussocasino.com with: (a) your Account identifier; (b) the order number or purchase identifier; (c) the time of purchase; and (d) a written statement that the product is unused. The Company will review and respond within three (3) to five (5) business days. If approved, the Company will reverse the Gold Coins and all related Sweepstakes Tokens and void any entries or benefits obtained through those Tokens. The Company reserves the right to deny refund requests in cases of suspected fraud, abuse, repeated refund requests, chargeback misuse, or policy circumvention.

62. Chargebacks & Payment Disputes. Initiating a chargeback, reversal, or payment dispute with your payment provider — without first completing the Refund Policy process above — may result in the immediate and permanent suspension of your Account and the reversal of all Gold Coins and Sweepstakes Tokens, subject to applicable law. If a chargeback or reversal is processed, the amount of such purchase will constitute a debt owed by you to the Company which must be repaid immediately through an alternative payment method. Until payment is received, your Account will remain suspended and any pending Sweepstakes Token redemptions will not be processed. The Company takes chargeback abuse seriously and reserves all rights to pursue recovery of losses, including reporting to payment providers and/or Governmental Authorities.

63. Purchase Limits. The Company may impose minimum and maximum purchase limits and may change such limits at any time in its discretion.

63A. Nature of Cosmetics. Cosmetics and In-Game Items are virtual, non-transferable, decorative items with no monetary value. They cannot be redeemed for prizes, cash, or any value whatsoever, and do not constitute a deposit of funds or a stored-value product. Your access to Cosmetics is limited to the personal, non-commercial license granted under Section 6 of these Terms.

63B. Purchasing Cosmetics-Rotating Item Shop. Players may use Gold Coins to purchase individual Cosmetic items made available through the Rotating Item Shop. The item selection in the Rotating Item Shop refreshes on a two (2) hour cycle. Players may purchase any Cosmetic item available during the active cycle in which it is listed. Items that are not purchased before the cycle refreshes will no longer be available for direct purchase unless re-listed by the Company in a future cycle.

63C. Purchasing Cosmetics- Loot Boxes. Players may also use Gold Coins to purchase Loot Boxes. Each Loot Box, upon opening, will randomly award one (1) Cosmetic item from a defined item pool. Loot Boxes are offered at multiple rarity tiers; higher-tier Loot Boxes cost more Gold Coins and are guaranteed to yield a Cosmetic item of a higher rarity tier. The Loot Box offerings available on the Platform are static and are not subject to the two (2) hour rotation applicable to the Rotating Item Shop. Currently, only clothing items may be obtained through Loot Boxes. The Company reserves the right to modify the item pools, rarity tiers, and pricing of Loot Boxes at any time at its sole discretion.

63D. Randomized Rewards Disclosure. Loot Boxes involve a randomized outcome. By purchasing a Loot Box, you acknowledge and accept that the specific Cosmetic item awarded is determined at random and is not guaranteed. The odds applicable to each Loot Box tier will be disclosed on the Platform at the time of purchase. All Loot Box purchases are final upon payment.

63E. Seasonal and Periodic Content. The Company may introduce new Cosmetics on a seasonal, limited-time, or periodic basis. The availability of any Cosmetic is not guaranteed, and the Company makes no representations that any particular item will remain available on the Platform.

63F. Modification and Removal of Cosmetics. The Company reserves the right to modify, limit the availability of, or permanently remove any Cosmetic or In-Game Item from the Platform at its sole discretion and at any time. Where a Cosmetic is permanently removed from the Platform, the Company will endeavor to provide reasonable advance notice where practicable. In the event that a Cosmetic is permanently discontinued, it may also be removed from your Account. No compensation, refund, or substitute item shall be owed to you in respect of any such removal, except as may be required by applicable law.

63G. Removal of Cosmetics for Policy Violations. The Company reserves the right to remove any Cosmetic or In-Game Item from a user's Account, without notice and without compensation, where the Company reasonably determines that such item was obtained through cheating, exploitation, use of unauthorized software or bots, abuse of a technical error or malfunction, or any other violation of these Terms, including conduct described in Section 20 (Prohibited Conduct) and Annex A. Cosmetics removed pursuant to this clause shall be forfeited in their entirety, and the Company shall have no liability to you in connection with such removal.

63H. No Ownership Interest. You acknowledge that you have no ownership, property, or other interest in any Cosmetic or In-Game Item. All Cosmetics remain the exclusive property of the

Company and are subject to the limited license granted under Section 6. The Company may adjust, suspend, or revoke access to any Cosmetic at any time consistent with these Terms.

SECTION 8 — SWEEPSTAKES TOKENS

64. Nature of Tokens. Sweepstakes Tokens are promotional bonus items issued by the Company. YOU CANNOT PURCHASE SWEEPSTAKES TOKENS. TOKENS CAN BE OBTAINED ONLY THROUGH FREE, PROMOTIONAL OFFERS. Tokens are not legal tender, not currency, not a stored-value product, and have no cash value except as expressly provided in applicable Official Rules.

How to Receive Sweepstakes Tokens. You can obtain free Sweepstakes Tokens through the following means:

- (a) Daily Login Bonus — You may claim Sweepstakes Tokens once per day by logging into your Account and claiming your daily bonus.
- (b) Promotional Giveaways — Promotional giveaways organized by the Company on its social media accounts. The amount of Sweepstakes Tokens given away will be stated on the applicable promotional giveaway.
- (c) Mail-In Entry — As described in Section 9. Note: Mail-in entries result in Sweepstake tokens only. Gold Coins are not awarded through the mail-in process.
- (d) Bonus with Gold Coin Purchases — From time to time, you may receive promotional Sweepstakes Tokens as a bonus when purchasing specifically marked packs of Gold Coins. The number of Sweepstakes Tokens given as a bonus will be stated on the website at the time of purchase.

65. Tokens Are Company Property. Sweepstakes Tokens are and remain the property of the Company at all times. You have no property interest, ownership right, or vested right to any Token balance. Users may not sell, barter, transfer, assign, or otherwise dispose of Tokens; any attempted transfer is void. Tokens may not be traded on any secondary market.

66. Company Discretion Over Tokens. The Company reserves the right, in its sole discretion, to issue, limit, revoke, void, modify, adjust, cancel, or refuse to honor Sweepstakes Tokens at any time — including to correct errors, prevent abuse, or enforce these Terms — without prior notice and to the fullest extent permitted by law. The amount of Sweepstakes Tokens to be allocated to users can be changed at any time by the Company in its sole discretion, without any liability to you whatsoever.

67. No Cash Value; No Transfer. Tokens have no cash value and are not redeemable for cash except as expressly stated in applicable Official Rules. Tokens may only be used within the Platform as expressly permitted by the Company.

68. Token Responsibility. The Company is not responsible for lost, late, incomplete, invalid, unintelligible, or misdirected Sweepstakes Token requests or allocations. Use of any automated

or other systems to acquire Sweepstakes Tokens or play the Games is strictly prohibited and will result in disqualification.

Sweepstakes Token Balance. The amount of Sweepstakes Tokens a user has will be displayed in their Account on the Platform website. The Company is not responsible for any discrepancy between the displayed balance and the actual balance attributable to display errors, and the server-side record shall govern in all cases.

SECTION 9 — FREE ALTERNATIVE METHOD OF ENTRY (AMOE)

69. General. The Company offers free ways to obtain Sweepstake tokens without making a Purchase. AMOE options, limits, and timing may vary by Sweepstakes. No Purchase confers a greater chance of winning beyond the number of valid entries received.

70. Mail-In Entry. Users may obtain free sweepstake tokens through mail-in entry by strictly following all requirements below. If any required information is incorrect, incomplete, illegible, or does not match the information registered on your Account, the entire request will be voided and you will receive nothing — no Gold Coins, no Sweepstakes Tokens, and no other benefit. Failure to comply with any requirement will render the entry void and no Tokens will be credited.

A. General Mail-In Requirements

Handwriting only: All content on the index card and envelope must be entirely handwritten by the participant. Typed, printed, or machine-generated text of any kind renders the entry void.

Index card: Use one (1) unlined, blank 4x6 index card per entry. Lined cards are not accepted.

One envelope = one entry: Each envelope may contain only one (1) index card and constitutes one (1) entry, equal to two (2) Sweepstake tokens.

Envelope requirements: Handwrite the return address on the front of the envelope, along with the words "Token Request."

Legibility: All handwriting must be legible. Illegible entries are void and the request will not be processed, no Sweepstake tokens or other benefit will be credited.

Participant requests only: The request must be made by the registered participant and mailed from the same state in which the participant is verified. The Company reserves the right to reject request cards from prohibited jurisdictions.

Unique postcard code: Each index card must include its own unique postcard code generated at altolussocasino.com. Codes cannot be reused and must not be shared with other users. All cards submitted without a valid unique postcard code will be rejected.

B. Required Information on Index Card (handwritten in exact order, one side only)

1. Full legal name as shown on government-issued identification

2. Username associated with your Account
3. Return/residential address registered to your Account
4. Email address associated with your Account
5. Unique postcard code generated at altolussocasino.com
6. The following statement in full: "I wish to receive free Sweepstake tokens for use on the Alto Lusso platform. In submitting this request, I hereby declare that I have read, understood, and agree to be bound by Alto Lusso's Terms of Service and Sweepstakes Rules. I certify that I am a resident of a permitted jurisdiction and am of legal age to participate."

C. Mailing Address

Alto Lusso LLC, Post Office Box 80,
1653 7th St, Santa Monica, CA 90401-9998, USA

D. Deadlines & Responsibility

Mail-in entries must be postmarked by the deadline stated for the applicable Sweepstakes and received within a reasonable time thereafter. Any request containing incorrect, mismatched, or unverifiable information will be voided in its entirety, and no Sweepstake tokens or other benefit will be awarded. The Company is not responsible for lost, late, incomplete, illegible, damaged, misdirected, or postage-due mail. All mail-in submissions are subject to Verification.

71. AMOE Disqualification. The Company may, in its sole discretion, disqualify any person it believes is submitting entries through automated means, through third parties, via multiple Accounts, or in a manner inconsistent with the requirements above, or whose submitted information does not match their registered Account details. In all such cases, the request will be voided in its entirety and no Sweepstake tokens or other benefit will be awarded. Tampering with the entry process is prohibited; any entries deemed to have been submitted in such manner will be void.

SECTION 10 — GAMES

72. Game Participation Prerequisites. To participate in any Standard Play or Promotional Play, you must have an active Account and agree to be bound by these Terms. You may participate in any Game only if you have sufficient Gold Coins or Sweepstakes Tokens (as applicable) in your Account for such participation.

73. Game-Specific Rules. Games offered on the Platform may have their own rules which are available on the Platform. It is your responsibility to read the rules of a Game before playing. Game-specific rules are binding upon you as if they form part of these Terms.

74. Wagers Are Final. Gold Coins or Sweepstakes Tokens that have been submitted for play and accepted cannot be changed or cancelled, and the Gold Coins or Sweepstakes Tokens (whichever applicable) will be drawn from your balance instantly.

75. Void Games. The Company reserves the right to declare participation in a Game void, partially or in full, if, in its sole discretion, it deems it obvious that there was an error, mistake, misprint, or technical error on the pay-table, win-table, minimum or maximum stakes, odds, or software.

76. Standard Play. Standard Play can only be played with Gold Coins. On Standard Play you can only win Gold Coins. You cannot win Sweepstakes Tokens, money, or prizes of any kind when playing on Standard Play.

77. Promotional Play / Sweepstakes. Promotional Play can only be played with Sweepstakes Tokens. It is the sole responsibility of each user to determine whether the Sweepstakes is legal and compliant with all regulations in the jurisdiction in which the user resides. The amount of Sweepstakes Tokens required to play each Game, and the applicable rules, will be detailed in the informational pages associated with a particular Game. Only Games played with Sweepstakes Tokens provide the opportunity to redeem for prizes. The Company's decisions as to the administration and operation of the Sweepstakes and the amount and nature of any prizes are final and binding.

SECTION 11 — PROMOTIONS

78. General. All promotions, including Games played in Promotional Play, contests, and promotions are subject to these Terms, and to additional terms that may be published at the time of the promotion.

79. Conflict with Promotion Terms. In the event and to the extent of any conflict between these Terms and any promotion-specific terms and conditions, the promotion-specific terms and conditions will prevail to the extent of the inconsistency.

80. Modification or Withdrawal of Promotions. The Company reserves the right to withdraw or modify any promotions on the Platform without prior notice to you and without any liability to you whatsoever.

81. Promotion Abuse. If, in the reasonable opinion of the Company, a user is abusing any promotion to derive any advantage or gain for themselves or other users, including by way of Fraudulent Conduct, the Company may, at its sole and absolute discretion, withhold, deny, or cancel any advantage, bonus, or prize as it sees fit.

82. Content License from Promotions. You grant the Company an irrevocable, perpetual, worldwide, non-exclusive, royalty-free license to use in whatever way it sees fit, and without

further acknowledgement of you as the author, any Content you post or publish as part of a promotion, contest, or competition.

SECTION 12 — PRIZE REDEMPTION

83. Prizes Generally. Only Promotional Play/Sweepstakes provides access to prizes. No prizes can be won through Standard Play. Only Sweepstakes Tokens can be redeemed for prizes.

84. Playthrough Requirement. With the exception of Sweepstakes Tokens won through Promotional Play, all users are required to play their Sweepstakes Tokens one (1) time before they are eligible to be redeemed for prizes.

85. Prize Win Rates and Odds. The Company reserves the right to change the prize, win rates, and odds of any Sweepstakes at any time at its absolute discretion. It is a user's responsibility to check the prize win rate on each occasion before they participate.

86. Identification Required for Redemption. No prize can be redeemed without completing the identification and verification process as required by the Company, at its absolute discretion.

87. Prize Redemption Methods. The prizes for which you can redeem your Sweepstakes Tokens will be identified on the Platform and can change from time to time at the Company's absolute discretion. Prizes may include, but are not necessarily limited to:

- (a) Cryptocurrency (subject to conditions being met as outlined in these Terms); and
- (b) Fiat currency (FIAT) (subject to conditions being met as outlined in these Terms).

88. Redemption Fees and Minimums. The Company reserves the right to charge fees for processing the redemption of prizes and to set a minimum redemption threshold for prize redemptions.

89. State-Specific Redemption Limits. There is no limit on the number or value of Sweepstakes Tokens a user may win on any Game. However, the maximum redemption value of Sweepstakes Tokens that may be withdrawn or otherwise redeemed by a user is USD \$500 (Five hundred US dollars) per day. Any redemption request exceeding USD \$500 in a single day will not be processed, allocated, or paid.

90. Redeeming for Cryptocurrency. Sweepstakes Tokens may only be redeemed in accordance with the methods permitted by the Company. Redemption for cryptocurrency is not allowed under any circumstances. Tokens cannot be transferred, exchanged, or converted into any form of cryptocurrency. All redemptions must comply strictly with the Company's approved redemption options, and any attempt to redeem for cryptocurrency will be deemed invalid.

91. Redeeming for FIAT. When you elect to redeem Sweepstakes Tokens for FIAT currency, you must select your Wallet account, press Redeem, and choose the FIAT currency you wish to

redeem to your PayPal Account. It is your sole responsibility to ensure that the bank account to which you are transferring the FIAT from PayPal is capable of receiving those funds. Sweepstakes Tokens will be redeemable at an implied rate of 1 Token per 1 USD.

92. Redemption Processing Order and Timing. The Company processes requests to redeem prizes in the order in which they are received. The goal is to process requests as soon as practicable. The Company will only process one prize redemption request per Account within three (3) to five (5) business days period and may be longer should there be higher demand of redemption. There may be delays in payments due to the identity verification process; the Company does not accept any liability in respect of any delays arising from these verification processes.

93. Incremental Prize Payment. Without limiting the above, users may request to redeem prizes up to the maximum withdrawal limit displayed on the Website at the time of redemption. The applicable limit shall be determined by the current withdrawal cap published by the Company and may be subject to change without prior notice. However, the Company reserves the right to allocate or pay prizes in smaller increments over a number of days until all of the prize has been allocated or paid.

94. Refused Prizes and Mistaken Credits. If the Company mistakenly credits your Account with prizes that do not belong to you, whether due to a technical error, human error, or otherwise, the amount credited will remain Company property and will be deducted from your Account. If you have been transferred cryptocurrency or FIAT that does not belong to you prior to the Company becoming aware of the error, the mistakenly paid amount will constitute a debt owed by you to the Company. In the event of an incorrect crediting, you are obliged to notify support at support@altolussocasino.com immediately.

SECTION 13 — VERIFICATION

95. Verification Checks. You agree that the Company is entitled to conduct any identification, credit, and other verification checks that it may reasonably require and/or that are required of it under applicable laws and regulations or by relevant regulatory authorities, or to otherwise prevent financial crime. The Company may use third-party service providers to run external identification and other verification checks on all users on the basis of the information provided by you.

96. Pending Redemptions During Verification. Until all required verification checks are completed to the Company's satisfaction: (a) any request you have made for redemption of prizes will remain pending; and (b) the Company is entitled to restrict your Account in any manner that it may reasonably deem appropriate, including by suspending or deactivating your Account.

97. Failure to Complete Verification. Where any verification check cannot be completed to the Company's satisfaction because you have not provided any document requested within thirty (30) days of the date the document was first requested, the Company is under no obligation to continue

with the verification check and may, in its sole discretion, deactivate or otherwise restrict your Account in any manner it deems appropriate.

98. Contact for Suspended Account Redemptions. Users who request the redemption of prizes held in a deactivated or suspended Account should contact support at support@altolussocasino.com.

99. Age Verification. Age verification is conducted by AgeChecker (<https://www.agechecker.net>), an independent third-party provider. Alto Lusso receives only a verification result confirming eligibility and does not collect or store government-issued identification or dates of birth.

100. Tax Verification. Tax-related verification services are provided by TaxBandits (<https://www.taxbandits.com>). Tax information (including W-9 data) is submitted directly to TaxBandits. Alto Lusso does not store tax forms or IRS data. Where required by law, Alto Lusso will file Form 1099-MISC with the Internal Revenue Service at the end of each calendar year for eligible users, based on applicable thresholds and reporting obligations.

SECTION 14 — CHIPS, BETTING & GAME INTEGRITY

101. Nature of Chips. Chips are used as a visual representation for betting and winnings within the game interface. It is crucial to understand that chips do not directly equate to the actual monetary balance in your player Account. The Account balance is the authoritative and definitive record of your funds. In the event of a discrepancy such as a visual malfunction causing an incorrect number of chips to appear, your player Account balance will always reflect the accurate and validated transaction outcome, prevailing over any on-screen visual representation.

102. Betting: Client-Side Display. When you place a bet, the on-screen display (client-side) immediately registers your wager, corresponding to the number of chips committed. This is a visual representation intended to provide real-time feedback during gameplay.

103. Betting: Server-Side Validation. Immediately prior to the start of each game, a mandatory server-side recount and verification of the wager occurs. This process is essential for maintaining game integrity, preventing potential exploits, and ensuring the accuracy of the recorded bet amount.

104. Authority of the Server. In the event that the visual display (client-side) fails to update correctly after server validation, the server's recorded bet amount is always deemed the final and authoritative value. The wager processed and held by the server will determine the outcome, regardless of the amount visually displayed to the client. The server is at all times the single source of truth for all game results, Token balances, Gold Coin balances, and Account activity. In the event of a discrepancy between the result showing on a user's device and the Company's server software, the result showing on the server software will be the official and governing result.

105. Malfunction Policy. MALFUNCTION VOIDS ALL PAYS AND PLAYS. Any technical failure, system error, software bug, exploit, connectivity issue, or other malfunction may result in the voiding of the game round or wager in which it occurred. Winnings arising from bugs, exploits, software errors, or any malfunction of the Platform are not valid and may be declared null and void at the Company's sole discretion. The Company may void, reverse, or adjust any Gold Coin or Token credits that result from a malfunction. You agree to immediately notify the Company upon discovering any malfunction, error, or exploit, and agree not to exploit or continue gameplay if you know or reasonably suspect a malfunction is occurring.

106. Discrepancies and Corrections. The Company reserves the right to alter Account balances and details to correct errors, malfunctions, or exploitation. Any games that indicate incorrect behavior affecting prize redemption, game data, Gold Coin balances, Token balances, or other balances — whether due to misconfiguration or a bug — may be cancelled and removed from the Platform.

107. Winnings from Bugs or Exploits. Winnings obtained through bugs, software exploits, glitches, technical errors, or any means inconsistent with normal gameplay may be declared null and void. The Company reserves the right to reclaim, reverse, or cancel any such winnings and to suspend or terminate the Account of any user found to have knowingly or deliberately exploited a bug or technical error.

SECTION 15 — DISRUPTIONS, PLATFORM CHANGES & VIRUSES

108. No Warranties on Access. THE COMPANY DOES NOT MAKE ANY REPRESENTATIONS OR WARRANTIES THAT ACCESS TO THE PLATFORM, ANY OF YOUR ACCOUNT(S), OR THE GAMES WILL BE CONTINUOUS, UNINTERRUPTED, TIMELY, OR ERROR-FREE.

109. No Liability for Disruptions. The Company is not liable for any downtime, server disruptions, lagging, or any technical or political disturbance to gameplay, nor for any attempts by you to participate by methods, means, or ways not intended by the Company. The Company accepts no liability for any damages or losses arising out of or in connection with any Platform or its Content, including delays or interruptions in operation or transmission, loss or corruption of data, communication or lines failure, any person's misuse of the Platform or its Content, or any errors or omissions in Content.

110. System Malfunction and Game Failure. In the event of a Platform system malfunction, all gameplay on that Platform is void. In the event a Game is started but fails to conclude because of a failure of the system, the Company will use commercially reasonable efforts to reinstate the amount of Gold Coins or Sweepstakes Tokens played (whichever applicable) in the Game to you by crediting it to your Account. The Company reserves the right to alter Account balances and Account details to correct such mistakes.

111. Platform Changes. The Company reserves the right to suspend, modify, remove, or add Content to the Platform at its sole discretion with immediate effect and without any notice to you.

The Company will not be liable to you for any loss suffered as a result of any changes made or for any modification or suspension of or discontinuance of the Platform (including any Game).

112. Service Suspension. The Company may temporarily suspend the whole or any part of the Platform for any reason at its sole discretion. The Company may, but will not be obliged to, give you as much notice as is reasonably practicable of such suspension. The Company will restore the Platform as soon as is reasonably practicable after any temporary suspension.

113. Viruses. Although the Company takes reasonable measures to ensure that the Platform is free from viruses, it cannot and does not guarantee that the Platform is free of such problems. It is your responsibility to protect your systems and to have in place the ability to reinstall any data or programs lost due to a virus.

SECTION 16 — HEALTH, SAFETY & RESPONSIBLE PLAY

114. Physical Health Notice. The Platform may involve immersive digital environments, rapid visual effects, and simulated casino-style gameplay that may cause discomfort, dizziness, nausea, eye strain, headaches, seizures, motion sensitivity, or disorientation. You are solely responsible for determining whether the Platform is appropriate for you and agree to immediately discontinue use if you experience any adverse physical or psychological symptoms.

115. Responsible Play. The Company actively supports responsible social gameplay and encourages its users to make use of responsible social gameplay features to better manage their Account. While the Platform does not involve real-money gambling, simulated casino-style gameplay may be engaging or habit-forming for some users. Although the Company will use all reasonable endeavors to enforce its responsible social gameplay measures, it does not accept any responsibility or liability if you nevertheless continue gameplay with the intention of deliberately avoiding the relevant measures in place.

116. Self-Exclusion. You may, at any time, request a time-out or self-exclusion from the Games by contacting support at support@altolussocasino.com. Please consult the Company's Responsible Play Policy for details.

SECTION 17 — PRIVACY

117. Privacy Policy. The Company is committed to protecting and respecting your privacy and complying with all applicable data protection and privacy laws. The Company may collect, use, and share personal information in accordance with its Privacy Policy as made available on the Platform. The Privacy Policy is incorporated into these Terms and its acceptance is a prerequisite to creating an Account. By accessing or using the Platform, you agree to the Company's collection, use, and sharing of your information as described in the Privacy Policy.

118. Marketing Communications. You consent to receive marketing communications from the Company in respect of its offerings by way of email, notifications, or other electronic means. You may unsubscribe from such communications at any time by contacting support at support@altolussocasino.com or by using the unsubscribe mechanism in any marketing communication.

119. Data Retention. The Company may retain information as necessary to provide the Services, administer sweepstakes promotions, comply with Applicable Law, resolve disputes, and enforce these Terms.

120. Third-Party Social Media Disclaimer. This promotion is in no way sponsored, endorsed, or administered by, or associated with, any third-party social media platform. You are providing your information to the Company and not to any third party. Any comments or content you post on third-party social networking sites are subject to the terms of that particular site, and the Company is not responsible or liable for any such comments or content. You will not post any comments that are false, misleading, or defamatory to the Company, its employees, agents, officers, or other users.

SECTION 18 — CUSTOMER SUPPORT, COMPLAINTS & VOICE CHAT

121. Customer Support. You may send correspondence, including inquiries or complaints, to the Company's support team at support@altolussocasino.com.

122. Registered Email Requirement. TO PROTECT YOUR PRIVACY AND SO THAT THE SUPPORT TEAM CAN VERIFY YOUR ACCOUNT, ALL EMAIL COMMUNICATIONS BETWEEN YOU AND THE COMPANY SHOULD BE CARRIED OUT USING THE EMAIL ADDRESS REGISTERED ON YOUR ACCOUNT. Failure to do so will result in the support team requesting that you communicate from the registered email address.

123. Required Information for Communications. The following information must be included in any written communication with the Company (including a complaint): (a) your username; (b) your first and last name, as registered on your Account; (c) a detailed explanation of the complaint or claim; and (d) any specific dates and times associated with the complaint or claim (if applicable). Failure to include this information may result in a delay in the Company's ability to identify and respond to your correspondence in a timely manner.

124. Response Time. The Company will endeavor to respond to correspondence within three (3) to five (5) business days of receipt.

125. Communication Standards. You are prohibited from spamming the support team. You are prohibited from using threatening, abusive, offensive, or harassing language in any communication with Company employees, including but not limited to threatening, derogatory, abusive, or defamatory statements, or racist, sexually explicit, pornographic, obscene, or offensive language. If you breach these communication standards, the Company reserves the

right not to reply to your correspondence, suspend or deactivate your Account, and cancel or refuse to redeem any prizes.

126. Voice Chat Services. The Company may provide a Voice Chat service to allow you to talk to customer support representatives or to interact with other users. You must use the Voice Chat service only for its intended recreational and social purposes. You are not permitted to use Voice Chat for illegal purposes.

127. Voice Chat Conduct. When using Voice Chat, you will not: (a) engage in harassment, offensive behavior, threatening, derogatory, abusive, or defamatory statements, or racist, sexually explicit, pornographic, obscene, or offensive language; (b) infringe the privacy rights, property rights, or other rights of any person; (c) submit fraudulent or unlawful material or information; (d) distribute, promote, or publish any material containing solicitation for funds, advertising, or solicitation for goods or services; (e) distribute or promote malicious code or do anything that might cause harm to the Platform or other users' systems; (f) spam other users or Company representatives; or (g) collude in any way.

128. Voice Chat Monitoring and Enforcement. The Company reserves the right to monitor Voice Chat, keep logs of all statements, and remove or modify any Voice Chat service from the Platform if abused. If you breach the Voice Chat provisions, the Company may ban you from Voice Chat, suspend or deactivate your Account, and cancel or refuse to redeem any prizes. The Company will not be liable if damage arises out of the Voice Chat service. You agree to unconditionally indemnify the Company against any damages arising out of your illegal, unlawful, or inappropriate conduct in connection with Voice Chat.

SECTION 19 — NOT A FINANCIAL INSTITUTION

129. No Interest. You will not receive any interest on outstanding prizes and you will not treat the Company as a financial institution.

130. No Financial or Legal Advice. The Company does not provide advice regarding tax and/or legal matters. Users who wish to obtain advice regarding tax and legal matters are advised to contact appropriate advisors.

SECTION 20 — PROHIBITED CONDUCT

The Platform is provided for personal, non-commercial use and must be used in compliance with these Terms. You agree not to engage in any of the following conduct (or to attempt to do so). A non-exhaustive list of specific prohibited acts is also set forth in Annex A.

131. General Prohibitions. You will not: (a) violate any applicable law or regulation; (b) access or use the Platform from a jurisdiction where the Services are prohibited; (c) create multiple Accounts to circumvent limits or obtain additional entries; (d) manipulate, interfere with, or disrupt the Platform, Gold Coins, Sweepstakes Tokens, Sweepstakes, drawings, or Verification; (e) use

bots, scripts, automation, VPNs/proxies intended to evade geographic restrictions, or any deceptive means to obtain Gold Coins, Sweepstakes Tokens, or entries; (f) submit false, misleading, or fraudulent information or misrepresent your identity or location; (g) initiate a chargeback, reversal, or payment dispute without first using the Refund Policy process; (h) exploit errors, bugs, or vulnerabilities in the Platform; (i) use the Platform for money laundering, money transfer, or other unlawful financial activity; (j) hack into any part of the Games or Platform through password mining, phishing, or any other means; (k) attempt to modify, reverse engineer, or reverse-assemble any part of the Games or Platform; (l) knowingly introduce viruses, Trojans, worms, logic bombs, spyware, malware, or other similar material; (m) engage in collusion or coordinated activity intended to manipulate Tokens, entries, or prize outcomes; or (n) engage in any act listed in Annex A.

132. Monitoring and Information Sharing. The Company monitors all transactions and Platform activity in order to prevent money laundering, fraud, and other prohibited conduct. If the Company suspects that you may be engaging in, or have engaged in, fraudulent, unlawful, or improper activity, including money laundering, your access to the Platform will be suspended immediately and your Account may be deactivated or suspended. In addition, the Company may pass any necessary information on to the relevant authorities, other online service providers, banks, credit card companies, electronic payment providers, or other financial institutions. You will cooperate fully with any investigation into such activity.

133. Reporting Suspected Fraud. If you suspect any unlawful or fraudulent activity or prohibited transaction by another user, please notify the Company immediately via the support contact information in Section 18.

134. Enforcement. The Company may investigate suspected violations and may take any action it deems appropriate, including removing entries, reversing Gold Coins or Sweepstakes Tokens, withholding or denying prizes, suspending or terminating Accounts, seeking recovery of losses, and/or referring matters to law enforcement or Governmental Authorities.

SECTION 21 — ACCOUNT SUSPENSION & TERMINATION

135. Temporary Suspension. The Company may temporarily suspend your Account and access to the Platform during the investigation of any Dispute, suspected fraud, chargeback, Verification issue, or suspected violation of these Terms. During a temporary suspension, Tokens may be frozen, entries may be held, and prize fulfillment may be withheld pending resolution.

136. Grounds for Suspension or Termination. Without limiting other provisions, the Company reserves the right, at its sole discretion, to deactivate or suspend your Account where it has reason to believe that you have engaged or are likely to engage in any of the following activities:

- (a) You breached, or assisted another party to breach, any provision of these Terms;
- (b) You have more than one Account, including any inactive Account, on the Platform;

- (c) The name registered on your Account does not match the name on your payment method or government-issued identification;
- (d) Your communication with the Company or other users consists of harassment or offensive behavior, including threatening, derogatory, abusive, or defamatory statements, or racist, sexually explicit, pornographic, obscene, or offensive language;
- (e) Your Account is deemed to be inactive, in the absolute discretion of the Company;
- (f) You become bankrupt or insolvent;
- (g) You provide incorrect or misleading information;
- (h) Your identity, source of wealth, or source of funds (if requested) cannot be verified;
- (i) You attempt to use your Account through a VPN, proxy, or similar service that masks or manipulates the identification of your real location, or by otherwise providing false or misleading information regarding your citizenship, location, or place of residence;
- (j) You are not of the minimum legal age of majority as stipulated in the jurisdiction of your residence;
- (k) You are located in a jurisdiction where participation is illegal;
- (l) You have allowed or permitted (whether intentionally or unintentionally) someone else to use your Account;
- (m) You have played in tandem with other users as part of a group or in a coordinated manner intended to manipulate outcomes;
- (n) You have initiated a chargeback, reversal, or payment dispute without first following the Refund Policy process;
- (o) You have failed due diligence procedures or are found by the Company to be colluding, cheating, money laundering, or undertaking any kind of fraudulent activity; or
- (p) You have employed or made use of a system (including machines, computers, software, or automated systems such as bots) that gives you an unfair advantage.

137. Protective Suspension. The Company reserves the right to suspend your Account at its absolute discretion whenever such suspension is necessary in order to protect the Platform, the public in general, or other users.

138. Liability Upon Suspension. If the Company deactivates or suspends your Account for any of the reasons referred to in clause 136 above, you will be liable for any and all claims, losses, liabilities, damages, costs, and expenses incurred or suffered by the Company arising therefrom and you will unconditionally indemnify and hold the Company harmless on demand for such claims.

139. Withholding Funds and Reporting. If the Company has reasonable grounds to believe that you have participated in any of the activities set out in clause 136 above, the Company reserves the right to withhold all or part of the balance and/or recover from your Account any prizes, Gold Coins, or Sweepstakes Tokens that are attributable to such activities. In such circumstances, your details may be passed on to any applicable regulatory authority, regulatory body, or other relevant external third parties at the Company's absolute discretion.

140. Platform Closure. If your Account is deactivated as a result of closure of the Platform or a similar event, the Company will make commercially reasonable efforts to enable redemption of any existing prizes associated with your Account, but all of your rights to use, enjoy, or benefit from the Gold Coins and Sweepstakes Tokens will be terminated.

141. Effect of Suspension/Termination. During any suspension (temporary or permanent) or following termination, the Company may freeze, revoke, or adjust Gold Coins and Sweepstakes Tokens; void entries; withhold prizes; and deny access to the Platform, subject to applicable law. Upon termination, your license to use the Platform ends immediately.

Rights Without Prejudice. The rights set out in this clause 141 (Account Suspension & Termination) are without prejudice to any other rights that the Company may have against you under these Terms or otherwise at law or in equity.

142. Death of a User. In the event of the death of a user, the user's successor, executor, administrator, or legal representative must notify the Company in writing within sixty (60) days of the date of death, including a certified copy of the death certificate, legal documentation evidencing authority of the successor, and valid government-issued identification. Upon receipt, the Company will restrict access to the Account to prevent unauthorized use. Any Sweepstakes Tokens in the Account will be redeemed by the Company on behalf of the user and any prizes transferred into the estate of the deceased user, subject to the Company receiving legally sufficient documentation. The estate of the deceased user shall remain liable for any outstanding debts or liabilities incurred prior to the Company's receipt of written notice. In the event of any dispute among potential heirs or claimants, the Company shall not be required to take any action until it receives either a valid court order or a written agreement executed by all disputing parties. The Company may require the successor to provide a written indemnity agreement, in a form reasonably acceptable to the Company, holding the Company harmless from any claims, losses, or liabilities arising from the transfer of funds or assets under this clause.

SECTION 22 — INTELLECTUAL PROPERTY

143. Ownership. All right, title, and interest in and to the Platform and Services including all software, source code, object code, algorithms, game mechanics, gameplay logic, virtual environments, audiovisual elements, designs, graphics, text, characters, avatars, user interfaces, trademarks, service marks, trade names, logos, and all related intellectual property and proprietary rights (collectively, the "Alto Lusso IP") are owned by Alto Lusso LLC or its licensors and are protected by intellectual property and other applicable laws. The Company is the proprietor or authorized licensee of all intellectual property in relation to any Content. Your use of the Games and Platform does not provide you with any intellectual property rights in the Content, Games, or Platform.

144. Restrictions. You may not copy, modify, reproduce, distribute, publicly display, publicly perform, reverse engineer, decompile, disassemble, decode, translate, convert, create derivative works based on, or otherwise exploit any portion of the Platform or Alto Lusso IP. You must not

reproduce or modify the Content in any way, including by removing any copyright or trademark notice. All trademarks and logos displayed in the Games and Platform are the property of their respective owners.

145. User Content License. You grant the Company, and represent and warrant that you have the right to grant the Company, an irrevocable, perpetual, worldwide, non-exclusive, royalty-free license to use in whatever way it sees fit any information, images, videos, comments, messages, music, or profiles you publish or upload to any website or social media page controlled and operated by the Company.

146. Third-Party Websites. You acknowledge and agree that the Company is not responsible for any third-party websites and makes no guarantee as to the content, functionality, security, or accuracy of any third-party website. Any third-party websites purporting to offer Gold Coins or Sweepstakes Tokens are not authorized to do so and may be an effort to induce you to reveal personal information. The Company is not responsible for any actions you take at the request or direction of any third-party website. Any links to third-party websites do not indicate a relationship between the Company and the third party, or any endorsement or sponsorship by the Company of the third-party website.

SECTION 23 — DISCLAIMER OF WARRANTIES

THE PLATFORM AND SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. TO THE FULLEST EXTENT PERMITTED BY LAW, THE COMPANY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, ACCURACY, AVAILABILITY, RELIABILITY, OR ERROR-FREE OPERATION. THE COMPANY DOES NOT WARRANT THAT THE PLATFORM WILL BE UNINTERRUPTED, SECURE, OR FREE FROM BUGS OR ERRORS; THAT GAMEPLAY RESULTS, OUTCOMES, OR SIMULATIONS WILL BE ACCURATE, FAIR, OR CONSISTENT; OR THAT ANY DEFECTS WILL BE CORRECTED. THE PLATFORM INVOLVES SIMULATED CASINO-STYLE GAMEPLAY, AND ANY GAME MECHANICS, ODDS, OUTCOMES, OR RESULTS ARE PART OF A DIGITAL SIMULATION AND ARE NOT GUARANTEED TO REFLECT REAL-WORLD GAMBLING OR PROBABILITIES.

SECTION 24 — LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES WHATSOEVER WILL THE COMPANY OR ITS AFFILIATES, SUBSIDIARIES, ULTIMATE PARENT AND PARENT COMPANIES, PARTNERS, OFFICERS, DIRECTORS, EMPLOYEES, CONTRACTORS, SHAREHOLDERS, AGENTS, LICENSORS, SUBCONTRACTORS, AND SUPPLIERS BE RESPONSIBLE OR LIABLE TO YOU OR TO ANY OTHER ENTITY, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, UNDER ANY LEGAL THEORY, WHETHER CONTRACT, TORT, OR OTHERWISE:

(i) FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES, INCLUDING ANY LOST PROFITS AND LOST BUSINESS OPPORTUNITIES, BUSINESS INTERRUPTION, LOST REVENUE, INCOME, GOODWILL, USE OF DATA, OR OTHER INTANGIBLE LOSSES, WHETHER ARISING OUT OF OR IN CONNECTION WITH THE PLATFORM, YOUR ACCOUNT(S), YOUR USE OF THE GAMES, THESE TERMS, AND/OR ANY OTHER ACT OR OMISSION BY THE COMPANY; OR

(ii) FOR MORE THAN THE AMOUNT YOU HAVE PAID THE COMPANY IN THE THIRTY (30) DAYS IMMEDIATELY PRECEDING THE DATE ON WHICH YOU FIRST ASSERT ANY SUCH CLAIM. IF YOU HAVE NOT PAID THE COMPANY ANY AMOUNTS IN THE THIRTY (30) DAYS IMMEDIATELY PRECEDING SUCH CLAIM, YOUR SOLE AND EXCLUSIVE REMEDY IS TO STOP USING THE PLATFORM AND TO CLOSE YOUR ACCOUNT.

WITHOUT LIMITING THE FOREGOING, THE COMPANY SHALL NOT BE LIABLE FOR ANY CLAIMS ARISING FROM OR RELATING TO: (A) ALLEGED CHEATING, UNFAIR GAMEPLAY, OR MANIPULATION OF GAME MECHANICS; (B) ERRORS, BUGS, OR DEFECTS IN SOFTWARE OR GAME DESIGN; (C) USER INTERACTIONS OR SOCIAL FEATURES; (D) ADDICTIVE, COMPULSIVE, OR HABIT-FORMING USE OF THE PLATFORM; (E) ANY MISUNDERSTANDING REGARDING THE NATURE OF SIMULATED GAMEPLAY; (F) TECHNICAL MALFUNCTIONS, FAILURES, INTERRUPTIONS, DELETIONS, OR DEFECTS OF ANY NETWORK OR SOFTWARE; (G) INCORRECT OR INACCURATE ENTRY INFORMATION; OR (H) THEFT, TAMPERING, DESTRUCTION, OR UNAUTHORIZED ACCESS TO ENTRIES.

TO THE FULLEST EXTENT PERMITTED BY LAW, THE COMPANY'S TOTAL AGGREGATE LIABILITY FOR ALL CLAIMS WILL NOT EXCEED THE GREATER OF: (A) THE AMOUNT YOU PAID TO THE COMPANY IN THE THIRTY (30) DAYS PRIOR TO THE EVENT GIVING RISE TO THE CLAIM, OR (B) ONE HUNDRED DOLLARS (US \$100).

YOU RECOGNIZE AND AGREE THAT THE WARRANTY DISCLAIMERS AND THE INDEMNITIES AND LIMITATIONS OF LIABILITY IN THESE TERMS ARE MATERIAL AND BARGAINED-FOR BASES OF THIS AGREEMENT AND THAT THEY HAVE BEEN TAKEN INTO ACCOUNT AND REFLECTED IN YOUR DECISION TO ENTER INTO THESE TERMS.

IF YOU ARE A USER WHO RESIDES IN THE STATE OF CALIFORNIA, YOU WAIVE YOUR RIGHTS UNDER CALIFORNIA CIVIL CODE SECTION 1542, WHICH PROVIDES THAT A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS THAT THE CREDITOR OR RELEASING PARTY DOES NOT KNOW OR SUSPECT TO EXIST IN HIS OR HER FAVOR AT THE TIME OF EXECUTING THE RELEASE.

NOTHING IN THESE TERMS WILL OPERATE SO AS TO EXCLUDE ANY LIABILITY OF THE COMPANY FOR DEATH OR PERSONAL PHYSICAL INJURY THAT IS DIRECTLY AND PROXIMATELY CAUSED BY THE COMPANY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT. THIS SECTION 24 SURVIVES THE TERMINATION OF THESE TERMS FOR ANY REASON.

SOME JURISDICTIONS DO NOT ALLOW CERTAIN LIMITATIONS OR EXCLUSIONS OF LIABILITY. SOME OF THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

SECTION 25 — INDEMNIFICATION

147. Indemnification. YOU AGREE TO INDEMNIFY AND HOLD HARMLESS THE COMPANY AND ITS AFFILIATES, SUBSIDIARIES, ULTIMATE PARENT AND PARENT COMPANIES, PARTNERS, OFFICERS, DIRECTORS, EMPLOYEES, CONTRACTORS, SHAREHOLDERS, AGENTS, LICENSORS, SUBCONTRACTORS, AND SUPPLIERS FROM AND AGAINST ANY CLAIMS, SUITS, ACTIONS, DEMANDS, DISPUTES, ALLEGATIONS, OR INVESTIGATIONS BROUGHT BY ANY THIRD PARTY, GOVERNMENTAL AUTHORITY, OR INDUSTRY BODY, AND ALL LIABILITIES, DAMAGES (ACTUAL AND CONSEQUENTIAL), LOSSES, COSTS, AND EXPENSES, INCLUDING WITHOUT LIMITATION REASONABLE ATTORNEYS' FEES, ARISING OUT OF OR IN ANY WAY CONNECTED WITH: (a) YOUR ACCESS TO OR USE OF THE PLATFORM AND/OR YOUR INABILITY TO ACCESS OR USE THE PLATFORM; (b) YOUR BREACH OR ALLEGED BREACH OF THESE TERMS; (c) YOUR VIOLATION OF ANY LAW, RULE, OR REGULATION; (d) YOUR VIOLATION OF THE RIGHTS OF ANY THIRD PARTY; (e) RE-USE OF ANY CONTENT AT OR OBTAINED FROM THE PLATFORM; (f) FACILITATING OR MAKING A PAYMENT INTO YOUR ACCOUNT; (g) PLAYING THE GAMES THROUGH ANY DELIVERY MECHANISM OFFERED; AND (h) ACCEPTANCE AND USE OF ANY PRIZE OR THE INABILITY TO ACCEPT OR USE ANY PRIZE.

148. Defense Rights. The Company reserves the right, at your expense, to assume the exclusive defense and control of any matter subject to indemnification, in which case you agree to cooperate fully with such defense. This indemnification obligation shall survive termination of these Terms.

SECTION 26 — FORCE MAJEURE

149. Force Majeure. The Company shall not be liable for any failure or delay in performance resulting from circumstances beyond its reasonable control ("Force Majeure"), including without limitation: (a) acts of God (fires, explosions, earthquakes, floods, tidal waves); (b) war, hostilities, invasion, acts of foreign enemies, mobilization, or embargo; (c) rebellion, revolution, insurrection, civil war, or usurped power; (d) riots, strikes, lockouts, or acts or threats of terrorism; or (e) epidemics or pandemics. In the event of a Force Majeure event, the Company's obligations under these Terms will be suspended for the duration of the event to the extent affected.

SECTION 27 — DISPUTE RESOLUTION & AGREEMENT TO ARBITRATE

IMPORTANT NOTICE: PLEASE READ THIS SECTION CAREFULLY AS IT REQUIRES YOU TO ARBITRATE DISPUTES ON AN INDIVIDUAL BASIS AND LIMITS THE MANNER IN

WHICH YOU CAN SEEK RELIEF. THIS SECTION SHALL BE CONSTRUED UNDER AND BE SUBJECT TO THE FEDERAL ARBITRATION ACT.

150. Informal Resolution. If you have a Dispute regarding the Services, you must first contact the Company at support@altolussocasino.com and describe the issue. Before initiating arbitration or any legal proceeding, you agree to attempt in good faith to resolve the Dispute informally. If your Dispute is not resolved within thirty (30) days after notice is received, either party may proceed as set forth below. Whether to agree to arbitration is an important decision; you are not required to rely solely on the information provided in these Terms and should consult counsel if you wish.

151. Company Records. The Company's records and systems will govern in any dispute regarding Account activity, Token balances, entries, promotion administration, and prize fulfillment, absent manifest error.

152. Binding Arbitration. If the Dispute is not resolved informally, any and all past, present, and future Disputes between you and the Company, including any question regarding the existence, validity, enforceability, or termination of these Terms, shall be referred to and finally resolved by binding individual arbitration administered by the American Arbitration Association (AAA) under its applicable rules, which are deemed incorporated by reference. The arbitration shall: (1) be conducted by a single, neutral arbitrator in the English language; (2) be held virtually for all proceedings, except by mutual agreement; and (3) be limited to one deposition per party, except by mutual agreement. In cases where neither party's claims or counterclaims exceed \$25,000, both parties agree to waive an arbitration hearing and resolve the dispute solely through submission of documents to the arbitrator. No award or procedural order made in the arbitration shall be published. The AAA rules appear at adr.org or you may call the AAA at 1-800-778-7879. In agreeing to this binding commitment to arbitrate, you waive any right to proceed in a court of law or to have your claims heard by a jury.

153. Confidentiality. Except as may be required by law, neither a party nor an arbitrator may disclose the existence, content, or results of any arbitration without the prior written consent of both parties. All documents and information disclosed in the course of the arbitration shall be kept strictly confidential.

No Objection to AAA Forum. Both you and the Company agree not to make any argument that the AAA is an inconvenient forum or otherwise incompetent or without authority or jurisdiction to hear any Dispute, and expressly waive any and all such arguments.

154. Arbitration on Individual Basis Only. You and the Company agree that any arbitration or other proceeding to resolve a Dispute shall proceed in an individual capacity only, and neither you nor the Company may bring a Dispute as a Collective Action. Unless both you and the Company agree, no arbitrator or judge may consolidate more than one person's claims or engage in any Collective Action. A claim will be deemed a Collective Action if: (i) claims are filed or

pursued concurrently by or on behalf of two or more persons; and (ii) counsel for the two or more persons is the same, share fees, or coordinate in any way.

155. Waiver of Collective Action. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NEITHER YOU NOR THE COMPANY WILL BE ENTITLED TO PARTICIPATE IN ANY COLLECTIVE ACTION, OR OTHERWISE CONSOLIDATE, JOIN, PARTICIPATE, REPRESENT, OR COORDINATE DISPUTES WITH OR INVOLVING OTHER INDIVIDUALS OR ENTITIES. ALL SUCH RIGHTS ARE EXPRESSLY AND UNCONDITIONALLY WAIVED. BY AGREEING TO THESE TERMS, YOU ACKNOWLEDGE THAT YOU AND THE COMPANY EACH WAIVE THE RIGHT TO: (1) A JURY TRIAL; AND (2) PARTICIPATE IN A CLASS ACTION. IF A COURT DECIDES THAT APPLICABLE LAW PRECLUDES ENFORCEMENT OF ANY OF THIS SECTION'S LIMITATIONS AS TO A PARTICULAR CLAIM, THEN THAT CLAIM (AND ONLY THAT CLAIM) MUST BE SEVERED FROM THE ARBITRATION AND MAY BE BROUGHT IN COURT.

Arbitration Provision Severability. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THESE TERMS, IN THE EVENT ALL OR ANY PORTION OF THE DISPUTE RESOLUTION SECTION IS FOUND TO BE INVALID OR LESS THAN FULLY ENFORCEABLE, THEN THE ENTIRETY OF THAT SECTION (EXCEPT THIS SENTENCE) MAY, UPON THE COMPANY'S SOLE AND EXCLUSIVE ELECTION, BE DEEMED VOID AND AS HAVING NO EFFECT, SUBJECT TO THE COMPANY'S RIGHT TO APPEAL THE LIMITATION OR INVALIDATION OF SUCH PROVISION.

156. Opt-Out Right. You have the right to opt out and not be bound by the arbitration and class action waiver provisions by sending written notice, signed by you, of your decision to opt out to support@altolussocasino.com within thirty (30) days of creating your Account, otherwise you shall be bound to arbitrate disputes in accordance with these Terms. If you opt out, the Company will also not be bound by these arbitration provisions.

157. Governing Law and Venue. These Terms and any Dispute arising from them shall be governed by and construed in accordance with the laws of the State of Delaware, without regard to conflict-of-laws principles. The application of the United Nations Convention on Contracts for the International Sale of Goods is specifically excluded. For any matter not subject to arbitration, the parties submit to the exclusive jurisdiction and venue of the state and federal courts located in Delaware. Any motion to compel arbitration or to enforce an arbitral award may be brought before any court of competent jurisdiction.

158. Costs and Fees. The arbitrator may award reasonable attorneys' fees and costs to the prevailing party to the extent permitted by applicable law. The parties waive all rights to trial by jury.

159. Survival. This Section 27 (Dispute Resolution) survives the termination of these Terms for any reason.

SECTION 28 — GENERAL PROVISIONS

160. Entire Agreement. These Terms, together with the Official Rules for any applicable Sweepstakes and the Privacy Policy, constitute the entire agreement between you and the Company in relation to your use of the Platform and participation in any Sweepstakes, and supersede all prior or contemporaneous communications, representations, and proposals. In the event of a conflict between these Terms and the Official Rules for a specific Sweepstakes, the Official Rules will control for that Sweepstakes.

161. Amendments. The Company may modify these Terms at any time by posting updated Terms on the Platform. Any amendments will be binding and effective immediately upon posting. Material changes will be communicated as required by applicable law. Your continued use of the Platform after changes constitutes acceptance of the updated Terms. If you do not agree to the amended Terms, you must stop using the Platform.

162. Tax Responsibilities. You are solely responsible for any taxes which apply to any prizes that you collect or redeem from your participation. The Company does not provide advice regarding tax and/or legal matters.

163. Severability; Survival. If any provision of these Terms is held to be unlawful, void, or unenforceable, the remaining provisions will remain in full force and effect. The part deemed invalid or unenforceable will be amended in a manner consistent with applicable law to reflect, as closely as possible, the Company's original intent. Provisions that by their nature should survive termination including ownership, disclaimers, limitations of liability, indemnification, and dispute resolution will survive.

164. Assignment. These Terms are personal to you and are not assignable, transferable, or sub-licensable by you except with the Company's prior written consent. The Company may assign, transfer, or delegate any of its rights and obligations under these Terms to any third party without notice to you, including in connection with a merger, acquisition, reorganization, or sale of assets. In the event of a change of control, merger, acquisition, or sale of assets, your Account and associated data may be part of the assets transferred, and the Company will provide you with notice via email or via the Platform.

165. Waiver. No failure or delay by the Company in exercising any right under these Terms shall operate as a waiver of that right. Any single or partial exercise of any right shall not preclude any further exercise of that or any other right.

166. No Agency or Partnership. Nothing in these Terms shall be construed as creating any agency, partnership, trust arrangement, fiduciary relationship, joint venture, or employment relationship between you and the Company.

167. No Third-Party Beneficiaries. Unless otherwise expressly stated, nothing in these Terms shall create or confer any rights or benefits on any third party.

168. No Security Interest. Nothing in these Terms shall be construed so as to grant you any security interest whatsoever over the assets of the Company, including any amounts standing to the credit of your Account.

169. Language. These Terms may be published in several languages for information purposes. It is only the English version that is the legal basis of the relationship between you and the Company, and in case of any discrepancy between a non-English version and the English version, the English version will prevail.

170. Notices. For any legal notices, correspondence, or inquiries other than AMOE mail-in entries, you must address your correspondence to: Alto Lusso LLC, support@altolussocasino.com. The Company reserves the right to record all correspondence between you and the Company.

171. Consumer Notice. The Services are promotional and not gambling. If you have questions about eligibility, promotions, or your Account status, please contact support through the Platform.

172. Terms Prevail Over Communications. The Company considers these Terms to be open and fair. If you need any explanation regarding these Terms or any other part of the Platform, please contact Customer Support at support@altolussocasino.com. These Terms prevail over any communication via email, Voice Chat, or any other channel. The Company reserves the right to record all correspondence between you and the Company.

SECTION 29 — CONTACT INFORMATION

For questions about the Platform, these Terms, the Refund Policy, AMOE, prizes, or any Sweepstakes, contact Alto Lusso LLC:

Alto Lusso LLC

A Delaware Limited Liability Company

General Inquiries / Support: support@altolussocasino.com

Refund Requests: support@altolussocasino.com

Legal Notices: policy@altolussocasino.com

Privacy Requests: policy@altolussocasino.com

AMOE Mailing Address: Post Office Box 80,
1653 7th St, Santa Monica, CA 90401-9998, USA

ANNEX A — PROHIBITED CONDUCT (NON-EXHAUSTIVE)

The following conduct is prohibited and may result in Account suspension, termination, Token reversal, prize forfeiture, and/or other enforcement action. This list is non-exhaustive; the Company may take action against any conduct it determines to be harmful, abusive, or in violation of these Terms.

- 1. Financial Abuse.** Using the Platform as a money transfer system, or to facilitate fraud, chargebacks, payment abuse, money laundering, or other unlawful financial activity.
- 2. Collusion & Coordination.** Colluding or coordinating with other users to manipulate Tokens, entries, or promotions, including account sharing, sharing coordinated entry plans, and any conduct intended to manipulate promotion administration or outcomes.
- 3. Bonus/Promotion Abuse.** Abusing or attempting to abuse any bonus, promotion, or AMOE process.
- 4. Out-of-Jurisdiction Access.** Accessing or attempting to access the Platform from a prohibited jurisdiction.
- 5. Automation & Unfair Tools.** Using or attempting to use any third-party software add-ons, bots, scripts, automation tools, screen scrapers, automatic harvesting tools, overlays, automated monitoring software, virtual machines, rooted devices, emulators, or remote desktop applications to obtain Tokens, entries, redemptions, refunds, or prizes, or to gain an unfair advantage.
- 6. Data Mining & Privacy Violations.** Data mining information about users or the Services; sharing or recording other users' account or personal information without authorization.
- 7. Multiple Accounts.** Creating or operating multiple Accounts to circumvent restrictions, accumulate Tokens, or obtain additional entries.
- 8. Policy Circumvention.** Attempting to circumvent any of the Company's policies, rules, or automated restrictions.
- 9. Service Disruption.** Intentionally disrupting the Services, including by triggering errors, outages, or abusive traffic.
- 10. False Information.** Using false or misleading information to open your Account or in connection with any entry, Verification, or prize claim.
- 11. Location Masking.** Any attempt to hide, mask, or alter your location or device identity, including use of a VPN, proxy, geolocation service, or similar application.
- 12. Prohibited Jurisdiction Use.** Accessing or attempting to access the Services from a jurisdiction where their use is not lawful or is outside permitted jurisdictions.
- 13. Unauthorized Access.** Breaking into, accessing, or attempting to break into or access, or otherwise circumventing the Platform's security measures.
- 14. Non-Personal Use.** Using the Platform for any purpose other than personal and recreational use.
- 15. Account Sharing.** Allowing (whether intentionally or unintentionally) any other person to use your Account.
- 16. Chargebacks.** Initiating a chargeback, payment reversal, or return notification via any payment mechanism used on your Account without first following the Refund Policy process.
- 17. Promotion Manipulation.** Unethical conduct intended to increase the likelihood of obtaining Tokens, entries, refunds, redemptions, or prizes through improper means.

- 18. Token/Prize Transfer.** Attempting to transfer, sell, or broker Tokens, entries, or prizes.
- 19. Abusive Behavior.** Creating multiple Accounts to evade restrictions; using scripts to repeatedly generate requests, entries, or refund attempts; hoarding Tokens through exploits; harassing or intimidating other users or Company personnel; rapid, repetitive entry attempts inconsistent with normal personal use; abusing support channels to obtain benefits or exceptions.
- 20. Investigation Interference.** Attempting to mislead an investigation, circumvent Verification procedures, forge documents, or fake identity.
- 21. Error Exploitation.** Taking or attempting to take advantage of any error, bug, system malfunction, or visual discrepancy (including chip display errors). Any winnings arising from such exploitation are declared void.
- 22. Stolen Funds.** Using or attempting to use stolen sources of funds.
- 23. Defamation.** Making untrue and/or malicious comments regarding the Company's operations in any media or forum.
- 24. Hacking and Reverse Engineering.** Hacking into any part of the Games or Platform through password mining, phishing, or any other means; attempting to modify, reverse engineer, or reverse-assemble any part of the Games or Platform.
- 25. Malicious Code.** Knowingly introducing viruses, Trojans, worms, logic bombs, spyware, malware, or other similar material into the Platform or other users' systems.
- 26. Identity Fraud.** Using or sharing identification documents (including photographs, bills, and lease documents) for the purpose of misleading the Company as to a user's identity.
- 27. Illegal Funds.** Using cryptocurrency or fiat currency that is tainted with illegality or originates from any illegal activity, source, or ill-gotten means to purchase Gold Coins.
- 28. Corporate Account Use.** Purchasing Gold Coins from a business or corporate account rather than a personal payment method held in your own name.
- 29. Platform Navigation Circumvention.** Circumventing the structure, presentation, or navigational function of any Game so as to obtain information that the Company has chosen not to make publicly available on the Platform.