

## Terms and Conditions

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### GENERAL

Before using our website, please, read these Terms and Conditions carefully. By registering a Player Account with the website you agree and confirm your consent with the Terms and Conditions.

The website [www.cleopatracasino.com](http://www.cleopatracasino.com) ("Casino", "Website", "Company", "We", "Us", "Our") is owned and operated by Dama N.V., a company registered and established under the laws of Curacao. Dama N.V. is licensed and regulated by Antillephone N.V. (license no. 8048/JAZ2020-013). Dama N.V.'s registration number is 152125 and its registered address is Julianaplein 36, Willemstad, Curaçao. Strukin Ltd. is a subsidiary of Dama N.V., acting as an Agent on behalf of Dama N.V., registered in Cyprus with registered address Pavlov Nirvana & Aipeias, 4, ALPHA TOWER, Floor 1, Flat 11, 3021, Limassol, Cyprus, and registration number HE 407624. All payments with Paysafe are made via Dama N.V. It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction for online gambling.

### CHANGES TO TERMS AND CONDITIONS

The Casino reserves the right to unilaterally change these Terms and Conditions may be changed by the Casino when such need occurs. We will do our best to notify our players of any significant changes by email. However, we do recommend all players to revisit this page regularly and check for possible changes.

### WHO CAN PLAY

The Casino accepts players only from those countries and geographic regions where online gambling is allowed by law. It is the player's sole responsibility to inquire about the existing gambling laws and regulations of the given jurisdiction before placing bets on the website.

The Casino accepts strictly adult players (the minimum age is 18) and players who have reached the age specified by the jurisdiction of player's place of residence as eligible for online gaming. It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction regarding age limitations for online gambling.

It is entirely and solely your responsibility to enquire and ensure that you do not breach laws applicable to you by participating in the games. Depositing real funds and playing for real money is subject to the laws of your country, and it is your sole responsibility to abide by your native regulations.

The Company reserves the right to ask for the proof of age from the player and limit access to the website or suspend the player's account to those players who fail to meet this requirement.

Any bonuses are not available to players from Sweden, including participation in any kind of promotional programs, receiving VIP rewards, as well as exchange of comp points. Players from Finland are excluded from receiving any deposit bonuses.

Users from the following countries and their territories ("Restricted Countries") are not allowed to deposit and play real money games: United States of America, United Kingdom, Spain, France and its overseas territories (Guadeloupe, Martinique, French Guiana, Réunion, Mayotte, St. Martin, French Polynesia, Wallis and Futuna, New Caledonia), Netherlands, Belgium, Greece, Israel, Lithuania, Cyprus, Dutch West Indies and Curacao. The Casino cannot guarantee successful processing of withdrawals or refunds in the event that player breaches this Restricted Countries policy.

## DEPOSITS INTO YOUR MEMBER ACCOUNT

You may only participate in Games if you have sufficient Virtual Funds on Your Member Account for such participation. For the avoidance of doubt, Virtual Funds shall mean Bitcoins or any other currency. CleopatraCasino.com will not grant any form of virtual credit whatsoever for participation in any of the Games.

CleopatraCasino.com can, under certain circumstances, credit a player's account with so called "bonus". The conditions for the crediting of the bonus (e.g. First Deposit Bonus) and the amount of the bonus is determined by CleopatraCasino.com and set out on the website from time to time. For promotions that are currently running please <https://www.cleopatracasino.com/bonus> follow this link. If an account contains both the Virtual Funds and bonus funds, the bonus funds will only be available for wagering once the existing Virtual Funds have been used. Before fulfilling the bonus turnover conditions if you transfer or withdraw the main deposit amount, bonus funds and all winnings from this bonus will be forfeited.

To deposit Virtual Funds into your Member Account, you can transfer Virtual Funds from your personal wallets or other Virtual Funds related accounts.

CleopatraCasino.com is not a financial institution and thus should not be treated as such. Your account will not bear any interests.

Deposited amounts are available on the Account within a reasonable amount of time after the confirmation of the deposit. Before a withdrawal can be made, all previous deposits need to be confirmed.

We reserve the right to use additional procedures and means to verify your identity (Know Your Client) when effecting deposits into your Account. This could include (but is not limited to) a selfie with a document or form of identification.

It's the responsibility of the player to ensure that all documents as a part of the KYC process are genuine. Faked or fraudulent documents provided may result in a confiscation of deposits and potential winnings of the player.

CleopatraCasino.com is not an exchange and therefore does not execute any conversion between Bitcoin and any Fiat currency. However, for countries where credit card nor bank transfers are available which include (but is not limited to) countries such as Italy, Belgium, Canada an exception from FIAT currencies to BTC can be made.

Kindly note that bonuses come with specific bonus terms and conditions ("Bonus Terms and Conditions"). These can be found here.

We reserve the right to make a phone call to the number provided in your user account, which at our own discretion can be a necessary part of the KYC procedure. Withdrawals may be terminated until the account is fully verified. We will make reasonable efforts trying to contact you regarding the withdrawal

of the funds, but if we are not able to reach you (by email or phone) in two (2) weeks, account will be locked, since you have failed to pass the KYC procedure.

You may only use your own personal credit/debit card or other payment method to fund your Account. The name appearing on the credit cards, or registered on the payment accounts used for deposits or payouts must correspond to the name registered on your Account.

Players from Norway, Turkey, Singapore, Argentina, Canada and Germany depositing via card will have the deposited amount being displayed on their bank statement in EUR. Additional conversation fees might be charged by your bank.

## GENERAL BONUS TERMS AND CONDITIONS

Regarding the bonuses and promotions, all times and dates are stated in UTC.

All customer offers are limited to one per person, family, household address, email address, telephone number, same payment account number (e.g. debit or credit card, NETeller etc), IP, and shared computer, e.g. public library or workplace.

To claim the deposit welcome bonus or any deposit bonus (excluding free spins), the user must make a minimum deposit of 10 EUR/USD, 15 AUD/CAD, 100 NOK, 900 RUB, 77 CNY, 1,200 JPY, 0.00034 BTC, 0.067 LTC, 0.005 ETH, 0.025 BCH, 40 DOG, or 15 USD. For example, the player will automatically receive the first bonus after depositing an initial 10 EUR/USD, 15 AUD/CAD, 100 NOK, 900 RUB, 77 CNY, 1,200 JPY, 0.00034 BTC, 0.067 LTC, 0.005 ETH, 0.025 BCH, 40 DOG, or 15 USD. The second deposit bonus will be triggered once the player makes a second deposit of 10 EUR/USD, 15 AUD/CAD, 100 NOK, 900 RUB, 77 CNY, 1,200 JPY, 0.00034 BTC, 0.067 LTC, 0.005 ETH, 0.025 BCH, 40 DOG, 15 USD BTC or more at CleopatraCasino. The same rule applies for the third deposit bonus.

Once the first step of the welcome package is activated, the customer can then switch currency as follows, i.e. if a player deposits €10 and activates the first step of welcome package, they can then claim the second step by depositing in bitcoins.

All bonuses (unless otherwise specified) need to be wagered 35 times before the funds can be withdrawn.

All the bonuses are non-sticky. It means, you cannot request your withdrawal until wagering requirements are fully fulfilled. Also, you start playing for real money first, then for bonus money, and as soon as bonus money is lost, the bonus also gets lost.

Please, note that different games contribute to a different percentage towards the wagering requirements. Slots contribute 100% (aside from excluded ones and classic slots, see below), while all table games and video poker contribute 5% (live games do not contribute).

The following slot games DO NOT contribute towards the completion of the wagering requirement: Space Wars, Hercules and Pegasus, Neon Staxx, Guns N' Roses, Jimi Hendrix, Coins of Egypt, Reel Rush, The Dog House, 1429 Uncharted Seas, 300 Shields, Alchymedes, Art of the Heist, Astro Legends: Lyra and Erion, Baker's Treat, Beautiful Bones, Bikini Party, Book of Oz, Bookie of Odds, Castle Builder, Castle Builder II, Casino Cosmos, Cool Buck, Craps, Dark Vortex, Dead or Alive, Devil's Delight, Double Dragons, Motörhead, Dazzle Me, Dr. Jekyll & Mr. Hyde, Dragon Dance, Dwarf Mine, Eye of the Kraken, Forsaken Kingdom, Fruitbat Crazy, Gems Odyssey, Gems Odyssey 92, Golden Legend, Happy Halloween, Holmes and the Stolen Stones, Hot Ink, Hugo 2, Jackpot Jester 200000, Jokerizer, Lucky Angler, Max Quest: Wrath of Ra, Medusa, MULTIFRUIT 81, Ninja, Ozwin's Jackpots, Pearls of India, Peek-a-Boo - 5 Reel, Pimped, Pinocchio, Queen of Gold, Rage to Riches, Reel Gems, Reel Steal, Retro Reels, Retro Reels

Diamond Glitz, Retro Reels Extreme Heat, Robin Hood: Shifting Riches, Royal Masquerade, Scarab Treasure, Scrooge, Scudamore's Super Stakes, Sea Hunter, Single Deck Blackjack Professional Series, Spectacular Wheel of Wealth , Spinfinty Man, Spina Colada ,Split Way Royal, Stardust ,Sugar Pop, Sugar Pop 2: Double Dipped, Super 7 Blackjack, Tens or Better, The Dark Joker Rizes ,The French Roulette, The Wish Master, Three Card Rummy, Tomb Raider , Tomb Raider - Secret of the Sword ,Tower Quest, Triple Edge Poker, Tut's Twister ,TXS Hold'em Professional Series, Untamed Bengal Tiger , Untamed Crowned Eagle , Untamed Giant Panda , Untamed Wolf Pack , Vampire: The Masquerade - Las Vegas , Vikings go Berzerk, Vikings go to Hell, Vip European Roulette, Wheel of Wealth, Wheel of Wealth Special Edition ,WhoSpunIt Plus, Wicked Circus, Wild Orient, Wolf Hunters, Zombie Hoard, After Night Falls, Blood Suckers, Demolition Squad, Eggomatic, Ghost Pirates, Good Girl, Bad Girl, Gypsy Rose, Jack Hammer, Jack Hammer 2, Jackpot 6000, Johnny the Octopus, Mega Gems, Mega Joker, Ragnarok , Reel Rush, Safari, Secret of the Stones, Simsalabim, Steam Tower, Victorious.

Kindly note that the following games are not able to be played with bonus money: Jade Butterfly, Break Da Bank Again Respin, Magic Oak, Egyptian Dreams Deluxe, 1429 Uncharted Seas, 300 Shields, Alchymedes, Art of the Heist, Astro Legends: Lyra and Erion, Baker's Treat, Beautiful Bones, Bikini Party, Book of Oz, Bookie of Odds, Castle Builder, Castle Builder II, Casino Cosmos, Cool Buck, Craps, Dark Vortex, Dead or Alive, Devil's Delight, Divine Forest, Double Dragons, Dr. Jekyll & Mr. Hyde, Dragon Dance, Dwarf Mine, Eye of the Kraken, Forsaken Kingdom, Fruitbat Crazy, Gems Odyssey 92, Gems Odyssey, Golden Legend, Happy Halloween, Holmes and the Stolen Stones, Hot Ink, Hugo 2, Jackpot Jester 200000, Jackpot Raiders, Jokerizer, Le Kaffee Bar, Lemur Does Vegas, London Hunter, Lucky Angler, Magic of Sahara, Max Quest: Wrath of Ra, Medusa, Mega Boy, Mines of Gold, MULTIFRUIT 81, Ninja, Ozwin's Jackpots, Pearls of India, Peek-a-Boo - 5 Reel, Pimped, Pets Go Wild, Pinocchio, Pumpkin Patch, Queen of Gold, Rage to Riches, Reel Gems, Reel Steal, Retro Reels Diamond Glitz, Retro Reels Extreme Heat, Retro Reels, Robin Hood: Shifting Riches, Rocket Dice, Royal Masquerade, Santa's Village, Scarab Treasure, Scrooge, Scudamore's Super Stakes, Sea Hunter, Single Deck Blackjack Professional Series, Spectacular Wheel of Wealth, Spina Colada, Split Way Royal, Stardust, Sugar Pop, Sugar Pop 2: Double Dipped, Summer Splash, Super 7 Blackjack, Super Fast Hot Hot Respin, Tens or Better, The Dark Joker Rizes, The French Roulette, The Wish Master, Three Card Rummy, Tomb Raider - Secret of the Sword, Tomb Raider, Tower Quest, Tree of Fortune, Triple Edge Poker, Tut's Twister, TXS Hold'em Professional Series, Untamed Bengal Tiger, Untamed Crowned Eagle, Untamed Giant Panda, Untamed Wolf Pack, Vampire: The Masquerade - Las Vegas, Vegas High Roller, Vikings go Berzerk, Vikings go to Hell, Village People Macho Moves, Vip European Roulette, Wheel of Wealth Special Edition, Wheel of Wealth, WhoSpunIt Plus, Wicked Circus, Wild Orient, Wolf Hunters, Zombie Hoard, Zoom Roulette, Wild Swarm, Cupid Strike 2,

Knockout Football, Reel Rush 2, Kingmaker, Three Musketeer and Jackpot Games.

Players can request a withdrawal of their deposited amount prior to meeting the wagering requirements. However, the bonus amount and winnings will be forfeited as a result.

All deposit and free cash bonuses will expire after 7 days, unless otherwise stated.

Bonus funds and winnings will be forfeited upon the expiry of the bonus.

When betting, placed bets are deducted from the player's cash balance. However, if no cash balance is available the bet placed will be deducted from the player's bonus balance.

Until the play through requirements have been met, the maximum allowed bet that can be placed is 5 EUR/USD/AUD/CAD, 50 NOK, 450 RUB, 40 CNY, 650 JPY, 0.0001 BTC, 0.03 LTC, 0.002 ETH, 0.008 BCH, 18 DOG, 5 USDT. This includes double up wagers after the game round has been completed, for example, wagering winnings from X game round on red/black.

Bonuses are automatically cancelled upon active balance reaching the amount of 0.05 USD, 0.05 EUR, 0.05 RUB, 0.05 NOK, 0.05 AUD, 0.05 JPY, 0.05 NZD, 0.05 CAD, 0.05 PLN, 0.000001 BTC, 0.0001 BCH, 0.00001 ETH, 0.0005 LTC, 0.1 DOG, 0.05 USDT, or less. This term only applies to balance tied to a bonus, i.e. deposit + bonus, or a bonus only (in case of a no deposit bonus), and doesn't apply to funds on player's balance gained from other deposits or bonuses.

Any bonus can be removed prior to any wagering conditions being met. Please contact CleopatraCasino support to learn more or use the forfeit button under 'Bonuses'.

Only one bonus can be claimed at a time. Deposit related bonuses cannot be "stacked". CleopatraCasino.com management reserve the right to void any bonuses and/or winnings obtained by fraudulent behavior.

Any "free spin" or "bonus" winnings resulting from bonus funds after the bonus has been wagered, lost or forfeited shall be removed.

All withdrawals will be subject to an internal audit before being processed. CleopatraCasino reserves all rights to void Bonuses or any winnings for failed audits. Player hereby consents in advance to same.

If, upon such a review, it appears that a Player(s) are participating in strategies, taking advantage of any software or system bug or failure, or participating in any form of activity that CleopatraCasino, in its sole and complete discretion, deems to be abusive ('Promotion Abuse'), CleopatraCasino reserves the right to revoke the entitlement of such a Player to receive or benefit from the promotion (and/or withhold the pay out of the proceeds of such abuse to the Player/s in question). Only fully settled bets (i.e. bets that result in a win or loss) will be counted towards wagering.

Multiple accounts are not permitted. Creating more than one account with CleopatraCasino in order to claim any bonuses is deemed as bonus abuse and may result in confiscated funds.

Bonus round and free spins do not qualify for the jackpot bonuses pursuant to casino software provider rules. Only real money rounds qualify for the jackpot bonuses.

Minimal risk bets on any games (i.e. betting in proportions on different outcomes in the same hand to create "action" with minimal risk) do not qualify for completing the wagering requirement. Examples of minimal risk bets include betting on red and black simultaneously in Roulette, and betting player and banker simultaneously in Baccarat. Players who are found to be adopting these practices risk of having their bonus and winnings confiscated.

If it's discovered that a group of players is using the same betting patterns and is connected via (but not limited to) location, banking pattern or IP, CleopatraCasino management will at its own discretion have the mandate to confiscate bonus winnings and/or deposit.

The maximum winnings that will be paid out resulting from any welcome bonus, daily deposit bonus, weekend bonus, match-up bonus or a promo deposit bonus will be 10x from the initial bonus sum. Any winnings exceeding this amount will be forfeited.

The maximum winnings that will be paid out resulting from a comp points bonus will be 10x from the initial bonus sum. Any winnings exceeding this amount will be forfeited.

The maximum winnings that will be paid out resulting from a VIP Bonus will be 10x from the initial bonus sum. Any winnings exceeding this amount will be forfeited.

If, while playing at CleopatraCasino Casino, you win a sum regarded by CleopatraCasino Management as worthy of publicity, you agree to make yourself available for any event of such nature arranged by CleopatraCasino. While CleopatraCasino protects all personal data entrusted to us, we reserve the right

to use first names and the first initial of the last name in any CleopatraCasino announcement about promotion results or on the website or lobby.

When accepting a deposit bonus, kindly remember that your deposit is locked with the accepted bonus. This means that you have two options, either to complete the wagering requirement of the bonus, or cancel the bonus. If you choose to cancel the bonus, the bonus and all winnings attributed to the bonus will be lost. Wagering with both the bonus money and your deposited cash will count towards the wagering requirement.

Delaying any game round in any game, including free spins features and bonus features, to a later time when you have no more wagering requirement and/or performing new deposit(s) while having free spins features or bonus features still available in a game is prohibited. Players doing so agree to have their bonus and associated winnings declared void.

The use of bonus funds purely to progress through the bonus stages is prohibited, particularly in the cases when bonus or cash funds are used purely to progress through the bonus stages (e.g. collecting 9 out of 10 coins to reach the bonus feature), and then final stages (e.g. playing to collect the final coin to reach 10 out of 10 and the bonus feature) are completed with cash bets when bonus funds have been forfeited, lost or wagering has been met, and converted to cash. All the winnings gained during that play may be considered void.

In the event of any dispute, the decision of CleopatraCasino will be final.

#### CASHBACK BONUS TERMS AND CONDITIONS

The maximum cashback bonus that a player can receive is 2,500 EUR/USD, 3,750 AUD/CAD, 25,000 NOK, 225,000 RUB, 17,000 CNY, 300,000 JPY, 0.085 BTC, 1.15 ETH, 4.5 BCH, 9.000 DOG, 17 LTC, 2.500 USDT.

The Wagering Requirements for the cashback bonus are 35 times the Bonus sum awarded to you. In addition, no winnings accrued in connection with our cashback bonus may be withdrawn/transferred until the wagering requirements have been met.

The cashback is only calculated based on real money losses, without taking into account any bonus money and cashouts. Minimum losses to be eligible for the cashback shall be equal to or greater than 100 EUR/USD, 150 AUD/CAD, 1,000 NOK, 9,000 RUB, 700 CNY, 12,000 JPY, 0.0034 BTC, 0.046 ETH, 0.18 BCH, 370 DOG, 0.67 LTC, 100 USDT.

The maximum winnings that will be paid out resulting from the cashback will be will be 10x from the initial bonus sum. Any winnings exceeding this amount will be forfeited.

#### WEEKLY SLOTS CHALLENGE (TOURNAMENT) BONUS TERMS AND CONDITIONS

The maximum winnings that will be paid out resulting from our weekly slots challenge (tournament) and lottery will be 10x from the initial bonus sum. Any winnings exceeding this amount will be forfeited.

The Wagering Requirements for our weekly slots challenge (tournament) and lottery are 35 times the Bonus sum awarded to you. In addition, no winnings accrued in connection with our weekly slots challenge (tournament) and lottery may be withdrawn/transferred until the wagering requirements have been met.

## FRIDAY FREE SPINS BONUS TERMS AND CONDITIONS

Friday free spins are added on Friday for the deposits made starting from Monday to Thursday (incl.):

10 FS - 30-49 EUR/USD, 30-49 AUD/CAD, 300-499 NOK, 2,100-3,499 RUB, 210-349 CNY, 3,500-5,999 JPY, 0.001-0.0016 BTC, 0.054-0.089 BCH, 0.0095-0.023 ETH, 0.2-0.33 LTC, , 115-189 DOG, 30-49 USDT

15 FS - 50-99 EUR/USD, 50-99 AUD/CAD, 500-999 NOK, 3,500-6,999 RUB, 350-699 CNY, 6,000-11,799 JPY, 0.0017-0.0033 BTC, 0.09-0.18 BCH, 0.024-0.047 ETH, 0.34-0.68 LTC, 190-380 DOG, 50-99 USDT

25 FS - 100-249 EUR/USD, 100-249 AUD/CAD, 1,000-2,499 NOK, 7,000-17,499 RUB, 700-1,749 CNY, 11,800-29,999 JPY, 0.0034-0,0084 BTC, 0.19-0.45 BCH, 0.048-0.12 ETH, 0.35-1.7 LTC, 381-940 DOG, 100-249 USDT

35 FS - 250-499 EUR/USD, 250-499 AUD/CAD, 2,500-4,999 NOK, 17,500-34,999 RUB, 1,750-3,499 CNY, 30,000-59,999 JPY, 0.0085-0.017 BTC, 0.46-0.99 BCH, 0.13-0.24 ETH, 1.8-3.4 LTC, 941-1900 DOG, 250-499 USDT

75 FS - 500 EUR/USD, 500 AUD/CAD, 5,000 NOK, 35,000 RUB, 3,500 CNY, 60,000 JPY, 0.018 BTC, 1 BCH, 0.25 ETH, 3.5 LTC, 1901 DOG, 500 USDT

Maximum winnings that will be paid out resulting from the Friday free spins will be 500 EUR/USD, 750 AUD/CAD, 5,000 NOK, 45,000 RUB, 4,000 CNY, 60,000 JPY, 0.017 BTC, 0.23 ETH, 3.5 LTC, 1 BCH, 2,000 DOG, 500 USDT. Any winnings exceeding this amount will be forfeited.

## NO DEPOSIT BONUS TERMS AND CONDITIONS

The maximum win restriction persists after the completion of the wagering requirement. The maximum you will ever be able to withdraw from play with funds associated with a no-deposit bonus or free spins will be 50 EUR/USD, 75 AUD/CAD, 500 NOK, 4,500 RUB, 400 CNY, 6,000 JPY, 0.0017 BTC, 0.023 ETH, 0.35 LTC, 0.1 BCH, 200 DOG, 50 USDT.

The Wagering Requirements for Free bonuses are 35 times the Bonus sum awarded to you, unless stated otherwise in the supplemental Terms and Conditions. (For free bonuses which require NO deposit, note that no winnings at all may be withdrawn/transferred until you have transferred at least 20 EUR/USD, 30 AUD/CAD, 200 NOK, 1,500 RUB, 140 CNY, 2,500 JPY, 0.00068 BTC, 0,035 BCH, 0.14 LTC, 0.01 ETH, 100 DOG, 20 USDT. In addition, no winnings accrued in connection with any Free Bonus may be withdrawn/transferred until the wagering requirements have been met.)

For no deposit bonus withdrawals, we reserve the right to request a KYC. Regarding the KYC (Know Your Customer), the following documents may be needed for verification: One government approved identity card (ID card, passport and driver's license) with a picture, as well as proof of residency such as a utility bill (which is not older than 90 days). If your deposit method was via a credit card we will require a photo of the credit card (front and back) which you used.

Players requesting a withdrawal of money won with a no deposit bonus cannot do so via bank transfer.

Players from the following countries are not eligible for the no deposit free spins: Albania (AL) Algeria (DZ) Angola (AO) Austria (AT) Bahrain (BH) Bangladesh (BD) Belarus (BY) Benin (BJ) Bosnia and Herzegovina (BA) Botswana (BW) Bulgaria (BG) Burundi (BI) Cameroon (CM) Cape Verde (CV) Chad (TD) Comoros (KM) Croatia (HR) Czech Republic (CZ) Côte d'Ivoire (CI) Djibouti (DJ) Egypt (EG) Equatorial Guinea (GQ) Eritrea (ER) Ethiopia (ET) Gabon (GA) Gambia (GM) Georgia (GE) Ghana (GH) Greece (GR) Guinea (GN) Guinea-Bissau (GW) Hungary (HU) India (IN) Indonesia (ID) Iran (IR) Iraq (IQ) Islamic

Republic of (IR) Jordan (JO) Kazakhstan (KZ) Kenya (KE) Kuwait (KW) Lebanon (LB) Lesotho (LS) Liberia (LR) Macedonia Republic of (MK) Madagascar (MG) Malawi (MW) Malaysia (MY) Mali (ML) Mauritania (MR) Mauritius (MU) Moldova Republic of (MD) Mongolia (MN) Montenegro (ME) Morocco (MA) Mozambique (MZ) Namibia (NA) Nepal (NP) Niger (NE) Nigeria (NG) Oman (OM) Pakistan (PK) Palestine State of (PS) Philippines (PH) Poland (PL) Portugal (PT) Romania (RO) Russia (RU) Rwanda (RW) Sao Tome and Principe (ST) Senegal (SN) Serbia (RS) Seychelles (SC) Sierra Leone (SL) Slovakia (SK) Slovenia (SI) Somalia (SO) South Sudan (SS) Sudan (SD) Swaziland (SZ) Sweden (SE) Syrian Arab Republic (SY) Tanzania United Republic of (TZ) Thailand (TH) Togo (TG) Tunisia (TN) Uganda (UG) Ukraine (UA) United Arab Emirates (AE) Vietnam (VN) Yemen (YE) Zambia (ZM) and Zimbabwe (ZW)

#### Availability of games

Please bear in mind some games may be unavailable in certain jurisdictions, as required by policies of game providers which may change from time to time.

NetEnt games are unavailable for Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, Ecuador, Ethiopia, France, Ghana, Guyana, Hong Kong, Italy, Iran, Iraq, Israel, Kuwait, Latvia, Lithuania, Mexico, Namibia, Nicaragua, North Korea, Pakistan, Panama, Philippines, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Sudan, Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, United Kingdom, United States of America, Yemen, Zimbabwe.

In addition to the above, Street Fighter Video Slot is not available for the following countries:

Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island, Columbia, Costa Rica, Cuba, Curacao, Dominica, Dominican Republic, El Salvador, Greenland, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Martinique, Mexico, Montserrat, Navassa Island, Paraguay, Peru, Puerto Rico, Saba, Saint Barthelemy, Saint Eustatius, Saint Kitts and Nevis, Saint Lucia, Saint Maarten, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, South Korea, Suriname, Turks and Caicos Islands, United States of America, Uruguay, US Virgin Islands, Venezuela.

Fashion TV Video Slot is not available in the following countries:

Cuba, Jordan, Turkey, Saudi Arabia.

Planet of the Apes Video Slot is not available in the following territories:

Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Turkey, Ukraine.

Vikings Video Slot is not available in the additional jurisdictions:

Azerbaijan, Cambodia, Canada, China, France, India, Indonesia, Laos, Malaysia, Myanmar, Papua New Guinea, Qatar, Russia, South Korea, Thailand, Turkey, Ukraine, United States of America.

Narcos Video Slot is not available in the following territories:

Indonesia, South Korea.

Additionally, Universal Monsters (Dracula, Creature from the Black Lagoon, Phantoms Curse and The Invisible Man), are only available in the following territories:

Andorra, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Iceland, Liechtenstein, Moldova, Monaco, Montenegro, Norway, Russia, San Marino, Serbia, Ukraine, North Macedonia,



Turkey, Austria, Cyprus, Finland, Germany, Greece, Hungary, Ireland, Luxembourg, Malta, Netherlands, Poland, Slovakia and Slovenia.

Players from the following countries are not eligible to win any jackpots from jackpot games offered by NetEnt (such as but not limited to Arabian Nights): Australia, Azerbaijan, China, Denmark, India, Israel, Italy, Japan, Malaysia, Qatar, Russia, Spain, Thailand, Tunisia, Turkey, United Arab Emirates, Ukraine. The Casino will make reasonable efforts to prevent players from these countries to reach the games, but if players from any of the stated countries would win the jackpot, the jackpot win will be annulled.

Players from Canada are not eligible to play the games from NYX.

#### Accepted Currencies:

The website allows playing for the following CURRENCIES: EUR, USD, NOK, CAD, AUD, RUB, CNY, JPY and BTC.

#### Fees and Taxes

The player is fully responsible for paying all fees and taxes applied to his winnings according to the laws of the jurisdiction of player's residence.

If the player made a deposit and does not place any wagers, we reserve the right to cover our fees in case the player makes a withdrawal.

#### Game Rules

The player confirms that he/she knows and understands the rules of games offered by the website. It is at player's discretion to know the payout percentage of each game.

#### Disclaimer of Liabilities

By accepting these Terms and Conditions you confirm your awareness of the fact that gambling may lead to losing money. The Casino is not liable for any possible financial damage arising from your use of the Website.

The Casino is not liable of any hardware or software defects, unstable or lost Internet connection, or any other technical errors that may limit access to the Website or prevent any players from uninterrupted play.

In the unlikely case where a wager is confirmed or a payment is performed by us in error, the Company reserves the right to cancel all wagers accepted containing such an error, or to correct the mistake by re-settling all the wagers at the correct terms that should have been available at the time that the wager was placed in the absence of the error.

If the Casino mistakenly credit your Player Account with a bonus or winnings that do not belong to you, whether due to a technical issue, error in the paytables, human error or otherwise, the amount and/or the winnings from such bonus will remain the Casino property and will be deducted from your Player Account. If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be

available at law) constitute a debt owed by you to us. In the event of an incorrect crediting, you are obliged to notify us immediately by email.

The Casino, its directors, employees, partners, service providers:

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

You hereby agree to fully indemnify and hold harmless the Casino, its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to your use of the Website or participation in the Games.

You acknowledge that the Casino shall be the final decision-maker of whether you have violated the Casino's Terms and Conditions in a manner that results in your suspension or permanent barring from participation in the Website.

#### Use of Player's Account

Each player is allowed to create only one personal user account. Creating multiple user accounts by a player can lead, at the sole discretion of the Casino, to termination of all such accounts and cancellation of all payouts to the player. The player shall not provide access to his user account or allow using the website to any third party including but not limited to minors. The website can only be used for personal purposes and shall not be used for any type of commercial profit.

You must maintain your account and keep your details up-to-date.

We reserve the right to make a phone call to the number provided in your user account, which at our own discretion can be a necessary part of the KYC procedure. Withdrawals may be terminated until the account is fully verified. We will make reasonable efforts trying to contact you regarding the withdrawal of the funds, but if we are not able to reach you (by email or phone) in two (2) weeks as from the date of the request for withdrawal, account will be locked, since you have failed to pass the KYC procedure.

#### Anti-Fraud Policy

The Company has a strict anti-fraud policy and utilises various anti-fraud tools and techniques. If the player is suspected of fraudulent actions including, but not limited to:

- participating in any type of collusion with other players
- development of strategies aimed at gaining of unfair winnings

- fraudulent actions against other online casinos or payment providers
- low risk roulette play where the player betting equal stakes for both black/red or even/odd covering 25 or more out of 37 numbers on the table. (Placing bets on black/red only covers 36 of 37 possible numbers)
- chargeback transactions with a credit card or denial of some payments made
- creating two or more accounts
- other types of cheating

or becomes a bankrupt in the country of their residence, the Company reserves the right to terminate such Player Account and suspend and/or cancel all payouts to the player. This decision is at the sole discretion of the Company and the player will not be notified or informed about the reasons of such actions. The Company also reserves the right and may be obliged to inform applicable regulatory bodies of the fraudulent actions performed by the player.

In the even of chargeback at the account, the casino reserves the right to:

- charge the player a sum equivalent to the players available balance funds in order to compensate damages and expenses suffered by an incurred as a result of chargeback;
- claim further damages and financial losses from the player by contacting them via one of the methods provided during the registration process (i.e. phone, e-mail, etc.);
- close player's personal account and / or discard all and any winnings gained as a result of such act or attempt to act.

The Casino has zero tolerance to advantage play. Any player who will try to gain advantage of casino welcome offers or other promotions agrees that Company reserves the right to void bonuses and any winnings from such bonuses, for the reasons of:

- use of stolen cards;
- chargebacks;
- creating more than one account in order to get advantage from casino promotions;
- providing incorrect registration data;
- any other actions which may damage the Casino.

The Casino reserves the right to close your Player Account and to refund to you the amount on your account balance, subject to deduction of relevant withdrawal charges, at Casino's absolute discretion and without any obligation to state a reason or give prior notice.

In order to verify player`s account casino management require documents (ID, payment systems, utility bills etc) in Latin or Cyrillic alphabet. In case player doesn't have an opportunity to provide documents in above-mentioned alphabets casino reserves the right to demand video verification where player shows his/her documents.

The Casino reserves the right to retain payments, if suspicion or evidence exists of manipulation of the casino system. Criminal charges will be brought against any user or any other person(s) who has/have manipulated the casino system or attempted to do so. The Casino reserves the right to terminate and/or change any games or events being offered on the Website.

Should you become aware of any possible errors or incompleteness in the software, you agree to refrain from taking advantage of them. Moreover, you agree to report to the Casino any error or incompleteness immediately. Should you fail to fulfill such obligations, the Casino has a right to full compensation for all costs related to the error or incompleteness, including any costs incurred in association with the respective error/incompleteness and the failed notification.

Please note that if you requested a withdrawal, but the sum of bets made since last deposit is less than one (1) time the size of that deposit, the Casino reserves the right to charge you the costs of transaction processing for deposit and withdrawals. This decision is at the sole discretion of the Casino.

The casino is not a financial institution and thus should not be treated as such. Your account will not bear any interests and no conversion or exchange services (including fiat-crypto exchange) will be offered at any time.

The casino complies with laws, regulations and guidelines for the prevention of money laundering and the funding of terrorism. Suspicious transactions can be investigated by the casino. The casino reserves the right to send a suspicious transaction report to the competent authorities without notice or further reference to you. Besides, in case of any suspicious transactions, the casino may block or close the account and withhold all funds as may be required by law and/or by the competent.

## DEPOSITING

The Website offers a variety of payment methods. They include VISA and MasterCard credit and debit cards, as well as various alternative payment methods. Please contact our support team at [support@cleopatracasino.com](mailto:support@cleopatracasino.com) to inquire about the payment methods which are most favorable for your country of residence.

The Company does not accept third party payments. You must make deposits only from a bank account, bank cards, e-wallets or other payment methods that are registered in your own name. If we determine during the security checks that you have violated this condition, your winnings will be confiscated and the original deposit will be returned to the owner of the payment account. The Company is not responsible for the lost funds deposited from third party accounts.

Please note that the minimal amount of deposit is 10€ or an equivalent. The maximum amount of deposit depends on the payment method you decide to use and will appear when choosing the payment method.

Kindly note that due to the nature of cryptocurrencies, deposit limits cannot be applied to the deposits made through CoinsPaid payment system. If you want to limit your gambling in the casino, please, use any other available option

## WITHDRAWAL POLICY

The minimal amount for withdrawal is 10€ or an equivalent. The maximum amount for withdrawal depends on the payment method you use. If the requested amount exceeds the limit of a particular payment system, the amount will be withdrawn in installments.

The Casino reserves the right to check your identity prior to processing payouts and to hold any refund or withdrawals for the time needed to check your identity. In case you provide false or incompleting Personal Data, the withdrawal can be refused and the Player Account terminated, of which you will be informed by email. Reporting by the Casino to applicable regulatory bodies of actions performed by the player may be required.

The Website supports payouts via Original Credit Transfer (OCT) from Visa and via Payment Transfer from Mastercard. Additional requirements are that the respective credit card is not a corporate credit card and the card is issued in a supported country.

For Visa, the following countries are not supported: USA, Australia, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Singapore.

For Mastercard, only the following countries are supported: Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Luxembourg, Malta, Monaco, Netherlands, Norway, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, and the United Kingdom.

Please note that even for supported countries the Casino is not able to guarantee successful credit card payment processing in all cases, since banks issuing credit cards may block or reject such transactions at their own discretion.

The internal operating currency of the Website is Euro. Due to this fact, in case you transact in other currencies, the amount deducted from your credit card may be insignificantly higher than displayed at the time of transaction due to currency conversions on the side of your bank and/or the Casino's payment processing system.

All Bank Transfer payouts are in principle processed within three (3) banking days. Please mind that you will not be able to request a Bank Transfer for USD payouts.

You acknowledge that withdrawals via bank transfers can in exceptional cases be subject to additional charges by the intermediary banks. These charges remain outside the influence of The Casino and are in our experience limited to the equivalent of EUR 16.

The maximum withdrawal amount processed to a player is 12000 €//\$ per week, unless otherwise specified in the Terms & Conditions of a specific promotion. Exceptions may be made to players with a higher VIP level, if any, at the Casino's sole discretion.

All progressive jackpot wins will be paid in full.

Finally, please keep in mind the Casino is not a financial institution. Your account will thus not bear any interests and no conversion or exchange services will be offered at any time.

#### DORMANT ACCOUNTS

A refund request will only be considered if it is requested within the first twenty-four (24) hours of the alleged transaction, or within thirty (30) calendar days if a Player alleges that another individual has accessed his/her Player Account.

If you have funding your account with a Credit Card we reserve the right to pay all withdrawal requests up to the total amount deposited as refunds against the purchases you have made. If your withdrawals exceed the total amount deposited, any excess amount will be paid to you via one of our alternative methods available.

Before a refund is processed all bonuses and winnings in your balance will be deducted prior to calculating the amount to be refunded.

In case any Credit Card purchases are considered to carry an unacceptable risk for security or legal reasons either by our Payment processors or by the Casino, we will initiate refunds for all such transactions back to the Credit Card, and notify all the appropriate authorities and parties.

#### DORMANT ACCOUNTS

An inactive (dormant) account is a Player Account which a player has not logged into or logged out of for twelve (12) consecutive months. If your Player Account is deemed to be inactive, the Casino reserves the right to charge a monthly administrative fee of €10 or the equivalent in another currency (or the current balance of your account, if less) as long as the balance of your account remains positive.

You authorise the Casino to debit this fee from your Player Account at the beginning of the month following the day on which your account is deemed inactive, and at the beginning of every subsequent month that your account remains inactive. The Casino will stop deducting the fee if the account balance is zero or if the account is re-activated.

#### EXPIRY PERIOD

You agree that any claim and/or cause of action arising out of or related to these Terms and Conditions or a service provided by the Casino must be filed within one (1) year after such claim or cause of action arose.

#### COMPLAINTS

You may contact our customer service according to the instructions located at the Website to give us any complaints regarding our services.

Complaints are handled in the support department and escalated in the organisation of the Casino in the case that support personnel did not solve the case immediately. The player shall be informed about the state of the complaint to a reasonable level.

Casino is to acknowledge a complaint started by the account holder only. It is forbidden to and you can therefore not assign, transfer, to hand over or sell your complaint to the third party. Casino will dismiss the complaint if the matter is handed over to be conducted by the third party and not the original account owner.

In the event of any dispute, you agree that the records of the server shall act as the final authority in determining the outcome of any claim. You agree that in the unlikely event of a disagreement between the result that appears on your screen and the game server, the result that appears on the game server will prevail, and you acknowledge and agree that our records will be the final authority in determining the terms and circumstances of your participation in the relevant online gaming activity and the results of this participation.

When we wish to contact you regarding such a dispute, we will do so by using any of Your Contact Details.

## NON TRANSFERABILITY

You can not assign, pledge or transfer ownership under any title whatsoever to claims arising from these Terms and Conditions, the use of the Website or participation in the Games against the Casino without consent of the Casino. This prohibition is designed as a non-transferability clause ex article 83 paragraph 2 of book 3 of the Civil Code and includes the transfer of any assets of value of any kind, including but not limited to ownership of accounts, winnings, deposits, bets, rights and/or claims in connection with these assets, legal, commercial, or otherwise. The prohibition on said transfers also includes however is not limited to the encumbrance, pledging, assigning, usufruct, trading, brokering, hypothecation and/or gifting in cooperation with a fiduciary or any other third party, company, natural or legal individual, entity in any way shape or form.

## ARBITRATION

All disputes which may arise between you and the Casino including their successors in title under general or special title as a result of these Terms and Conditions or as a result of further agreements and other acts in connection with these Terms and Conditions shall be settled exclusively by arbitration in Cyprus and in accordance with Cyprus Civil Procedure Rules.

## PRIVACY AND SECURITY

### 1. PRIVACY

Cleopatracasino.com is complying with the data protection and privacy laws and is treating all customer information as strictly confidential.

### 2. COLLECTION OF PERSONAL DATA

We collect players' private information when players register within our system, respond to our communication, or contact our support team. The information may include player's name, date of birth, private address, email address, IP address, credit and debit card details, and some other information personal data. The personal data of players are available to Cleopatracasino.com employees, employees of the software provider SoftSwiss, to payment systems and other third parties which assist Cleopatracasino.com in providing gambling services to the end users. All parties to whom the players' information is disclosed are treating it as confidential according to the corresponding agreements and laws. The data is fully protected from unauthorized access.

### 3. INFORMATION ON PLAYERS' BALANCE

Cleopatracasino.com is keeping information on players' deposits, winnings and cash-outs as strictly confidential and is not disclosing it to any third parties without prior consent of the player unless otherwise required by the law.

#### 4. USING PERSONAL DATA FOR MARKETING

Cleopatracasino.com is using players' information for marketing purposes. However, we respect players' privacy. If players do not wish to receive any promotional materials, they can choose such an option during registration or unsubscribe at any time when using Cleopatracasino.com gambling services.

#### 5. COOKIE POLICY

CleopatraCasino.com website is using cookies to store your preferences and guarantee a more pleasant gaming experience. For any custom privacy settings, players should contact our support team at [support@cleopatracasino.com](mailto:support@cleopatracasino.com)

#### 6. DISCLOSURE OF PERSONAL DATA

In case Cleopatracasino.com discovers that a player has participated in any type of fraudulent actions, such as game manipulation, payment fraud, provision of false personal data, money laundering, using stolen credit cards, etc., the company reserves the right to disclose such player's personal data to any third party or make it publicly available.

#### 7. SECURITY OF PERSONAL DATA

Cleopatracasino.com is committed to provide 100% secure gambling services to players to ensure that no data is stolen, lost or misused. We implement the latest technological achievements to provide for the safety of all personal data of the players.

#### 8. SSL TECHNOLOGY

We use 128-bit SSL (Secure Socket Layer), the technology preferred by many legal and financial institutions, to guarantee safety of all transactions performed on the website.

#### 9. ANTI-FRAUD SYSTEM

Moreover, we use special anti-fraud techniques to prevent any type of financial fraud on the website. Any attempts of fraudulent actions result in immediate termination of player's account.

#### 10. ACCESS TO PLAYER'S ACCOUNT

Player's account can only be accessible with the unique ID and password of the players. The player is responsible for keeping the login information confidential and making sure it cannot be accessed by another person.

#### 11. SECURE PAYMENT PROCESSING



We only work with the most reputable and trustable payment processing providers to make sure that players' deposits and cash outs are handled carefully and according to the corresponding standards.

## 12. NETENT GAMES

When you play casino games developed by NetEnt, NetEnt's Privacy Policy also applies. It can be found <https://www.netent.com/en/netent-privacy-policy-eu/> here.

## 13. DORMANT ACCOUNTS

An inactive Account is a Player Account which a player has not logged into or logged out of for 12 (twelve) consecutive months. If your Player Account is deemed to be inactive, the Casino reserves the right to charge a monthly administrative fee of €10 or the equivalent in another currency (or the current balance of your Player Account, if less) as long as the balance of your Player Account remains positive.

You authorize the Casino to debit this fee from your Player Account on the beginning of the month following the day on which your Player Account is deemed inactive, and on the beginning of every subsequent month that your Player Account remains inactive. The Casino will stop deducting the fee if the account balance is zero or if the account is re-activated.

## 14. RESPONSIBLE GAMING

Gambling at an online casino is mostly done for entertainment purposes. However, there is a certain percentage of people who lose control over themselves while gambling. Before starting to play, it is important to realize that gaming shall not be viewed as a source of income or means of recovery from debts. It is useful to keep track of the time and the amount of money spent at an online casino daily.

## 15. ASSISTANCE FOR PROBLEM GAMING

If you think that you start spending more money than you can afford, or gaming starts interfering with your normal daily routines, the following measures may help:

## 16. PERSONAL LIMITS

To assist you in gambling responsibly we have limits on deposits, losses, wager amounts or user account activity that you can set yourself. This functionality can be accessed within your user profile in the "Gambling Limits" section.

Limits can be amended at any time. A decrease in the limit will take effect immediately, however an increase may only occur after email confirmation and only after the previous limit of the same type expires, in order to avoid rash decisions. If you require further information or assistance regarding Personal Limits functionality, please contact support.

**Deposit Limit.** You can set a limit on your deposits for a day, a week, or a month.

**Loss Limit.** You can set a limit on your losses in the casino for a day, a week, or a month.

**Wager Limit.** You can set a limit on the wagered amount for a day, a week, or a month.

Cooling-Off Limit. You can set your Cooling-Off Limit for 1 day, 3 days, 1 week, 1 month, 3 months, or 6 months. While the limit is active you cannot deposit to the casino and you will be excluded from all promotional offers for the set period, although you may withdraw remaining funds during this period. Cooling-Off period is applied to your account immediately. Upon its expiring your account will automatically be re-activated.

Self-Exclusion Limit. You can set your Self-Exclusion Limit for 6 months, 9 months, or 1 year. Upon doing so your user account will immediately be disabled and you will be excluded from all promotional offers for the set period. You will not be able to deposit or withdraw funds. Upon its expiring your account will automatically be re-activated.

Self-exclusion by request. You may contact our Support Team at [support@cleopatracasino.com](mailto:support@cleopatracasino.com) and inform us about your decision to stop gambling at the website for a certain period of time. We will take all measures to block your access to the website and make sure that you receive no promotional materials.

#### 17. External help

You may contact any of the following organizations for consultation and support:

<http://www.gamblersanonymous.org/ga/> Gamblers Anonymous

<http://www.gamcare.org.uk/> GamCare

<https://www.gamblingtherapy.org/> Gambling Therapy

#### 18. PROTECTION OF MINORS

Cleopatracasino.com is only accepting players who are at least 18 years old and uses all available methods to stop any attempts of minors to register and play at our casino. The casino reserves the right to ask for proof of identity and in case the player has not reached the legal age to play, access to the website will be denied. However, we realize that due to a wide availability of Internet people under age still have a chance to register and play at an online casino. We therefore strongly encourage parents to cooperate in protecting their children from free access to gaming websites. There is special software that can help in this matter. Please visit the following websites for more information.

<http://www.cyberpatrol.com/>

<http://www.gamblock.com/>

<http://www.solidoak.com/>

<http://www.netnanny.com/>