

GENERAL TERMS AND CONDITIONS

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I. PART A – GENERAL

Please read these terms and conditions of use (“GTCs”) carefully before using this Site and/or any services provided by the Gaming Operator. These GTCs explain what you need to know when you use the products and services we make available, including who we are, how you or we may alter or end the contract, who to contact if there is a problem and other important information.

By using the App/Site and/or any services, you agree to be bound by these GTCs. If you do not wish to be bound by these GTCs you may not access or use the App/Site or any of the services provided by us.

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1. GENERAL

- 1.1. In these GTCs, reference to “Go Play Asia” “Gaming Operator”, “Licensee”, “us”, “we”, “our” means Webzoid System Solutions Corporation (WSSC) operating under the name of Go Play Asia, a company located at Mactan Waterfront Hotel & Casino, 1 Airport Road, Lapu-Lapu City, Cebu, Philippines;
- 1.2. Go Play Asia provides online gaming services on an app and website (goplayasia.com), (the “Site”).
- 1.3. Capitalized terms shall have the meaning as defined in the body of these GTCs.
- 1.4. Go Play Asia is licensed and regulated by Philippine Amusement and Gaming Corporation (PAGCOR).
- 1.5. All gaming services are offered only to the residents of the Philippines.
- 1.6. PAGCOR governs your access to, and use of, the App/Site, and this GTCs constitute a legally binding contract between Go Play Asia and you as a player (herein “you” or the “Player”) in the use of the App/Site and the games, and other services, the conduct and use thereof are governed by the laws of Philippines.
- 1.7. PAGCOR includes and incorporates a number of additional terms and conditions, as follows:
 - 1.7.1. The Betting Terms and Conditions;
 - 1.7.2. The rules for the live online games which are found in each individual game;
 - 1.7.3. The Privacy Policy and the Cookie Policy;
 - 1.7.4. Any promotional terms which apply in respect of promotions, bonuses and other offers we may make available from time to time;
 - 1.7.5. Any additional end user terms and conditions of use which we will ask you to confirm your agreement to as part of your use of the App/Site from time to time;
- 1.8. The GTCs are provided in English. Hence any interpretation and discrepancies, the English version shall prevail.
- 1.9. Please note that due to gambling regulations Go Play Asia games are only available in the Philippines.

2. OPENING A PLAYER ACCOUNT

1. In order to use the services provided by Go Play Asia, the Player must open an account (a “Player Account”) and register personally. Go Play Asia reserves the right to refuse any application for registration or opening of a Player Account. Further, an existing account may be closed at Go Play Asia’s discretion, however, contractual obligations already made will be honoured by the latter.
2. Playing at the App/Site is restricted to individuals who are 21 years old and above and those who has complied with all the requirements for registration and opening of a Player Account. Under Philippine Laws, individuals below 21 years of age are prohibited to gamble. In any case, if for any reason, such individual was able to open a Player Account and/or has deposited any funds, such account shall be closed without any liability of the part of Go Play Asia, the amount deposited shall be returned to him/her, and any winnings will be forfeited.

3. You may not use the App/Site if you are physically located outside of the Philippines.
4. You understand and acknowledge that the games and the online community services provided on the App/Site are for entertainment purposes only. Any use of the App/Site for any other purposes or intention is strictly prohibited.

By opening a Player Account, you warrant and represent that:

- 4.1. You are at least 21 years of age;
 - 4.2. You are legally able to enter into contracts;
 - 4.3. You have not been excluded from gambling (e.g. Self-Exclusion, Family Exclusion, Licensee-emanating Exclusion, blocked from the App/Site/ services, Excluded in a National Self Exclusion Register, Not included in the National Database for Restricted Persons (NDRP));
 - 4.4. You have not already had a Player Account closed by us due to carrying out a Prohibited Practice;
 - 4.5. You will provide accurate registration information when opening your account, which will include, at a minimum, your correct name, date of birth, a valid identification card acceptable under Philippine Laws, your current home address, email address and personal telephone number;
 - 4.6. You are opening a Player Account solely for your personal use, and that you are acting on your own behalf and not as an agent of or on behalf of a third party;
 - 4.7. You will not try to sell or in any way transfer the benefit of your account to any third party and nor will you acquire or attempt to acquire an account which has been opened under the name of a third party;
 - 4.8. You are entirely responsible for complying all Philippine gaming laws concerning betting and gaming prior to opening an account, placing any bets, stakes or wagers or using our services. If you are located outside of the Philippine territory, you must not (i) register with us or open a Player Account; (ii) use or attempt to use any of our services; or (iii) use your payment card or other payment method to undertake betting or gaming using our services;
 - 4.9. You are not prohibited for any reason from betting or from using our services;
5. The Player (including in this case any person applying to become a Player) must always provide and maintain valid, complete and correct information to us. You must ensure that the information you provide is true, complete, correct, and is kept up-to-date.
 6. Upon registration, the Player must select a password or register using a country specific valid electronic-ID.
 - 6.1. The password must consist of the allowable number of characters and it is recommended that the password includes a mix of letters, numbers and special characters. It is not recommended to use personal information or common words as passwords. The Player must always log on to the App/ Site using his/her valid electronic-ID or email address with the corresponding password;

- 6.2. The Player must not allow any person other than him/herself to use his/her Player Account, or to access, or to use any materials or information from the gaming system, or to accept any prize, or to participate in any of the games;
- 6.3. The password should never be written-down or communicated to any other person, and should be changed on a regular basis. You are obliged to keep your Player Account information, email and password secret and confidential and you are solely responsible for all activity and/or use of the services through your Player Account;
- 6.4. In case you become aware of any known or suspected unauthorized use of your Player Account or any breach of security, you are required to immediately notify Go Play Asia in order to suspend your Player Account;
- 6.5. Any unauthorized use of your electronic-ID, email or password shall be deemed as your use and you are responsible for all activity on and/or charges to your Player Account until such notification is made to the Go Play Asia. Should a Player gives away, shares, or loses his/her electronic-ID, email and/or password, the Go Play Asia shall not be liable for any loss or damage as a result thereof.
 - 6.5.1. It is strictly prohibited to sell, transfer and/or acquire Player Account/s to or from other Player/s.
 - 6.5.2. Go Play Asia shall suspend your Player Account if you are playing outside the Philippines or whenever your identity cannot be verified upon registration or before you have deposited any funds for betting;
- 6.6. We must close your Player Account if we cannot confirm your identity within 30 days from registration. To confirm your identity, you should log on to your account.
7. Multiple Accounts. A Player is prohibited from opening multiple accounts. You can open one Player Account only.
8. If we have reason to believe you have opened more than one Player Account or has colluded with other individual/s in opening different accounts, the same shall be considered "Multiple Accounts" and treated in accordance with this article.
 - 8.1. We shall be automatically authorized to suspend or close any and all Multiple Accounts.
 - 8.2. All bonuses, bonus bets, and winnings accrued or obtained by a Player maintaining a Multiple Account will be voided and forfeited accordingly;

3. DEPOSITS AND WAGERS

1. Deposits can only be made via the App/Site. You can use any of the methods specified on the Deposits page of the App/Site. Available payment methods, associated fees and requirements may vary depending on the time and financial institution concerned. Up to date information is available upon log in on the App/Site.
2. Cash payments or deposits shall not be accepted.
3. Payments shall be in Philippine Peso only.
4. All deposits will be credited to the Player Account after the payment processing has taken place.

5. A player additionally may not deposit more than 100,000 Pesos into a Player Account unless the verification process is complete.
6. A minimum amount of Php 1,000.00 is required for any single transfer or deposit, and Php 500.00 for succeeding transfer/deposit, to a Player Account ("Minimum Deposit Amount"). However, these amounts may vary depending on the deposit or payment channel/method chosen. For more information on our deposit methods, fees and Minimum Deposit Amounts, please visit our Help Center – Deposit Section.
7. In case a transfer is initially accepted and thus shown on the Player Account and the Gaming Operator later receives notice from the card issuer that the transfer, for any reason, will be reversed, the Gaming Operator shall temporarily suspend the Player Account on suspicion of fraud or stolen credit card and may, at its discretion, suspend or void any wager or bet already made.
8. A wager can only be placed over the internet. The Gaming Operator will not accept a wager from a Player unless there are sufficient funds in the Player Account to cover the amount of the wager. The Gaming Operator reserves the right to refuse or limit any wager.
9. The Gaming Operator will not grant a Player any credit and the Player may not use any amounts credited in error for the purpose of placing a wager or withdrawing from the account.
10. The Player shall not treat the Gaming Operator as a bank or other financial institution.
11. Neither deposits nor winnings are interest-bearing, i.e. the Player will not receive any interest on the balance on the Player Account. Players are not authorized to make any transfers between Players or between different Player Accounts.
12. The Gaming Operator will treat all Deposits made to a Player Account as intended by the Player solely to be used for the purpose of placing wagers on games or betting on the App/Site. We reserve the right to obtain information about the extent of your intended gambling at the same time as you provide identification information to the Gaming Operator.
13. All wagers, when made, are binding to the Player and cannot be cancelled, unless otherwise stated in these GTCs. If a wager is placed or a hand is played using a Player's Player Account, it will be considered to have been made by that Player and therefore valid.
14. The Gaming Operator endeavors wherever possible to ensure the full protection of all Players, Players' Accounts, and their wagers. However, there are certain events that are beyond the Gaming Operator's control and the Player acknowledges that the games are played over the Internet, and, in the case of mobile devices, over the cellular mobile telephone networks. These are communication media that are known to be imperfect. If a Player has wagered on a game but has not started the game when disconnected through a technical malfunction, the game will still take place. If the Player has wagered and the game has started when the game gets disconnected, the game will be recorded on the game servers and the wager will stand and the outcome will be reflected in the Player Account History status and, if the Player wins, the amount will be credited to the Player Account. The Player understands that in the event of disconnection the records stored in the game server shall be the final authority in determining the terms of any wagers placed and the circumstances in which such wagers were made. The Gaming Operator reserves the right, at any time and without prior warning, to cease to offer an announced game and to withdraw a scheduled gaming activity. In such event all commenced but not completed games will be annulled and the wagers will be repaid to the Player.

15. Financial institutions, card providers, banks and other third-party payment processors may charge a fee for processing payments (“Third Party Payment Processor Fees”) and payouts. The Player is liable to pay any and all such Third-Party Payment Processor Fees. These said fees are either added or deducted on your top-up amount depending on the third-party payment processors.
16. Go Play Asia does charge fees aside from the commissions indicated in the game.
17. A Player can at any time log in to their Player Account and view a statement of his/her account which would show all transactions entered into by the Player on a particular day up to 12 midnight thereof, and it will then be reset on the following day. Any inquiries thereafter shall be forwarded to our customer service representative.
18. The Gaming Operator will provide a statement with all transactions entered into by the player upon the request of the Player.
19. Valid players have also access to their wager history in the transaction history page.
20. Should the Player notice any mistakes s/he must notify the Gaming Operator immediately so that the mistake can be rectified. Players should report such a mistake within 3 days from when the mistake first appeared on the statement available on the Player Account.
21. The Gaming Operator holds credits/coins separate from company funds transacted in any third party payment solution. In the game/game-app, Philippine Peso Currency is converted into Token with a 1:1 ratio or value.
22. Viewing without betting. We reserve the right to disconnect your gaming view for failure to wage or place a bet after 30 minutes from the time your started viewing the game play without any wager.

4. VERIFICATION CHECKS

1. The Gaming Operator is required by anti-money laundering regulations and gambling regulations to make personal checks to verify your identity and (where necessary) the source of any funds placed on deposit by you (“Checks”):
 - 1.1. You agree to promptly provide us with any information we request in relation to such Checks, and we reserve the right to request proof of age, documentation and evidence to verify your identity, or the source of your funds, including certified documentation, from you at any time;
 - 1.2. Until such time as the relevant Checks are completed to our reasonable satisfaction, and any requested information has been provided, we are authorized to restrict your Player Account in any manner that we may reasonably deem appropriate, including by preventing you from placing any bets or wagers, or from withdrawing your funds, until the Checks are completed satisfactorily.
 - 1.3. The Gaming Operator reserves the right, acting reasonably, to suspend or terminate your Player Account where we are unable to complete these Checks to our satisfaction.
2. We may supply the information that you give us to authorized credit reference agencies and/or fraud prevention agencies (to confirm your identity and card details). You agree that we may process, use, record and disclose personal information which you provide in connection with your registration and that such personal data may be recorded by us or such third-party agencies. For further information please see our Privacy Policy.

3. The Gaming Operator reserves the right, in its sole discretion, to determine which verification documents are required in order to carry out these Checks. To enable us to carry out these Checks, we may ask you to provide a clear copy of (and you agree to promptly provide, on request):
 - 3.1. A valid identity document (passport, national ID card, PRC ID, Unified Multi-Purpose ID, Alien Certificate of Registration (ACR) or driver's license);
4. Set out below is a non-exhaustive list of further documentation and/or information we may request from you for this purpose:
 - 4.1. Copies of payment method (bank statement, copies of payment card, proof of ownership, etc.)
 - 4.2. Certified (and/or notarized) copy of any documents provided to us.
 - 4.3. Other evidence of residency or identity that may reasonably be required.
 - 4.4. A photo of you holding your identity document up next to your face.
 - 4.5. Submission of a contract or similar document whereby the Player is requested to sign and return such document.
 - 4.6. Information or documents about the Player's account/transaction activity, their occupation or source of funds.
5. The Gaming Operator will monitor all wagers and account transactions. It is prohibited and unlawful to deposit money directly or indirectly acquired through unlawful means. Therefore, all transactions are checked to prevent money laundering and all suspicious transactions will be reported to the Gaming Operator's Money Laundering Reporting Officer (MLRO) who will report to the relevant authorities in accordance with our regulatory obligations. If, in a single instance, or over a period of time, we have reasonable grounds to suspect you are using your Player Account for purposes other than the lawful placing of a wager or bet, (e.g. if you request a withdrawal from a deposit without playing a commensurate number of games or bets which may indicate money laundering or other types of fraudulent or criminal activity) we reserve the following rights consistent with our duties as a Gaming Operator and in accordance with applicable law:
 - 5.1. To ask additional verification questions and/or for documents.
 - 5.2. To return any non-wagered deposits or deposits balance to the originating deposit method or, where this is not possible, to a bank account held in your name with a description of the transaction as we deem fit;
 - 5.3. To withhold payment of your real money balance without providing you with a reason;
 - 5.4. To close or block your Player Account indefinitely without providing you with reasons and to report you to the relevant authorities; and/or
 - 5.5. To assist in or initiate relevant criminal or civil proceedings against you.

5. ERRORS AND CANCELLATIONS

1. The Gaming Operator shall not be liable for any errors in respect to bets or wagers where it has reason to believe, on reasonable grounds, that any of the following circumstances have occurred:

- 1.1. There is an obvious error or misprint in a pay table or any other typographical or photographic error;
- 1.2. The Gaming Operator has continued to accept bets or wagers on closed or suspended markets in error;
- 1.3. Any technical error where wagers or bets have been offered, placed and/or accepted due to or including this error, including where wagers or bets have been placed that would not have otherwise been accepted during periods when the App/ Site was affected by technical problems;
- 1.4. Any other error, such as human or systemic mistake by an employee or contractor;
2. In the case of a cancellation under any provision of section 5.1, bets or wagers may be cancelled and bets, wagers, bonuses received and winnings already accrued shall be considered null and void and the Player Account will be returned to its starting balance. For the avoidance of doubt, the starting balance is the balance the Player had on the Player Account prior to the erroneous wagering activity less any bonuses received and winnings accrued thereof. In case of an error referable to the Gaming Operator's suppliers or other third parties, Section 18.3 below shall apply.
3. We reserve the right to limit or refuse to accept any wagers you wish to place on the App/Site. We will not seek to enforce such a restriction against a player who has, before being notified of the restriction, made qualifying bets in a bonus bet promotion, where doing so would materially affect the consumer's ability to complete the qualifying bets required by that bonus bet.

6. WITHDRAWALS

1. You may withdraw your own real money deposits and winnings held in your Player Account at any time provided that:
 - 1.1. All payments made into your Player Account have been confirmed as cleared and have not been charged-back, reversed or otherwise cancelled;
 - 1.2. We have completed any Checks carried out pursuant to our policy. Where we have requested information from you to carry out these Checks, any delay in providing this information may cause an additional delay when withdrawing funds;
 - 1.3. Where there is currently no ongoing investigation:
 - a) Into a game defect involving a game which you have played which requires a temporary freeze on withdrawal of funds;
 - b) Where we have reason to believe you may have carried out a Prohibited Act (as defined in Section 7)
2. To withdraw funds from your Player Account you must request the withdrawal back to the same payment method used for deposit. If the deposit method used does not allow withdrawals, you may request the withdrawal via bank transfer. The Gaming Operator reserves the right to ask you for a bank statement proving that you are the owner of the bank account. If you request a withdrawal to the different payment method, the Gaming Operator will contact you and ask you to cancel your pending withdrawal and request it again via the correct payment method. The Gaming Operator reserves the right, at all times, to make the final decision on the choice of withdrawal method.
3. We reserve the right to apply a fee when you withdraw funds from your Player Account. These fees vary according to the value or your withdrawal amount. The fees we impose

on withdrawal represent a reasonable estimate of the costs incurred by the Gaming Operator in processing that withdrawal to you.

4. We may impose certain limits on the minimum amount you may withdraw in a single withdrawal request (“Minimum Withdrawal Amount”), which will vary depending on withdrawal method chosen.
5. You are only allowed to withdraw remaining deposits if:
 - 5.1. More than 30 days has passed since you completed your registration and we haven’t been able to confirm your identity as described in 2.10.1;
 - 5.2. If more than 30 days has passed since you completed your registration and we haven’t been able to confirm your identity as described in 2.10.2;

7. IMPROPER USE OF YOUR ACCOUNT

1. You acknowledge and agree that you will not engage in any of the following activities:
 - 1.1. Fraudulent activity, including (without limitation)
 - a) Colluding with others in order to gain an unfair advantage (including through bonus schemes or similar incentives offered by us or by intentionally losing money to other players (e.g. chip dumping);
 - b) Attempt to register false or misleading account information;
 - c) Acting (or attempting to act) in any way which is reasonably deemed by us to be illegal in any applicable jurisdiction, made in bad faith, or intended to defraud us and/or circumvent any contractual or legal restrictions, regardless of whether such act or attempted act actually causes us any damage or harm;
 - d) Using a VPN or proxy to hide or alter the identity of the device you are using to connect to the App/Site
 - 1.2. Take unfair advantage, including:
 - a) By seeking to exploit a fault, loophole or error in our or any third party’s software used by you in connection with the App/Site (including in respect of any game) to your advantage and/or to the disadvantage of us and/or other players;
 - b) Through the use of third party software or analysis systems, including but not limited to, software that includes features that: (a) enables play without human intervention (e.g. Bots), and/or (b) makes automated decisions;
 - 1.3. Opening Multiple Accounts;
 - 1.4. Criminal activity, including (but not limited to) match-fixing, rigging or misusing insider information, cheating, bribery, fraud or conspiracy; and/or
 - 1.5. Breaching the rules of provided by Philippine Laws,(each, a “Prohibited Act”).
2. Carrying out a Prohibited Act will constitute a material breach of these GTCs. We will take all reasonable steps to prevent and detect Prohibited Acts and to identify the relevant players concerned if they occur.
3. If we have reason to believe you have carried out a Prohibited Act, we shall be authorized to withhold the whole or part of the balance and/or recover from your Player Account (or any Duplicate Account), the amount of any pay-outs, bonuses or winnings

which have been affected by or are in any way attributed to the Prohibited Act. You agree to indemnify The Gaming Operator against all claims, losses, liabilities, damages, costs and expenses incurred or suffered by The Gaming Operator arising directly or indirectly from your Prohibited Act. The rights set out in this clause 7 do not affect any other rights we may have against you, under the GTCs or otherwise.

4. As part of your use of the App/Site, The Gaming Operator provides you with customer service hotlines and/or any other available services (e.g. Live Chat), as an option to communicate with Customer Service for any relevant issue. Our customer service is moderated by The Gaming Operator and is subject to the following rules:
 - 4.1. All conversations are recorded and will be kept for a reasonable period. Your use of the Live Chat facility should be for purposes relating strictly to The Gaming Operator's services and any relevant issues you might be having in relation to those services.
 - 4.2. Abusive and/or offensive language shall be unacceptable. In addition, you are not authorized to make untrue and/or malicious and/or damaging comments with regard to The Gaming Operator's operation in any media or forum.
 - 4.3. The Gaming Operator is authorized to close or suspend the Player Account at its sole discretion if the Player uses abusive and/or aggressive language in its communications with the Gaming Operator using its Live Chat facilities.

8. RESPONSIBLE GAMING, SOCIAL RESPONSIBILITY AND SELF PROTECTION

1. As a leading source for online entertainment, the Gaming Operator understands that our responsibility does not stop at simply furnishing our customers with a superior online games and other gaming products. In order to live up to our commitment to fair and fun entertainment, we also have a shared responsibility to help our customers to only spend what they intended and to have a positive playing experience.
2. The Player and the Gaming Operator are aware of the risks of excessive gambling. Further information regarding the risks associated with gambling can be found in our Gaming website.
3. Activity Check. Set an activity check reminder which will inform the Player of the time they have spent on the website, from the time of login until the activity check reminder is reached.
 - 3.1. Loss Limit. Setting a loss limit prevents you from losing more than you are willing to lose. A loss limit will restrict the amount of real money you can lose from the deposits you make; winnings are not included in the calculation. Once you reach your loss limit you will be unable to lose beyond your set limit.
 - 3.2. Deposit Limit. Set a limit on the amount that the Player is allowed to deposit into the Player Account during a defined time period so you never deposit more than you can afford. You can set a daily, weekly and/or monthly limit to suit you.
 - 3.3. Take-a-Break. With our Take-a-Break tool, you will have the option to take a short break from playing. It is always important to us that you always enjoy your time and never spend more that you can really afford. By setting a take-a-break you will not be able to access your account for that period, and your account will be re-opened automatically at the end of the selected period. The Take-a-Break can be selected for the following periods:
 - 24 hours
 - 7 days
 - 30 days

- 3.4. A player account that has selected one of the Take-a-Break periods cannot be opened until the full effective period has elapsed, even if the Player wishes to do so. The Player Account will be automatically reopened after the effective period has passed.
4. All Gaming Limitations will be effective immediately once set by the customer.
5. Any gaming limitations set by the Player will remain in effect until the Player has revoked or changed such limitation.-
6. Self-Exclusion. The Gaming Operator wants all our players to enjoy a fun and safe environment to play in. We do however recognize that gambling can be harmful for some. If you feel that the tools are not working for you and you wish to stop playing for a set time, we offer a Self-Exclusion option. You may download Exclusion Forms at www.pagcor.ph/regulatory
 - 6.1. A customer can self-exclude by using the self-service self-exclusion functionality via the website or by contacting customer service.
 - 6.2. A number of different time periods can be selected when choosing to Self-Exclude (6 months, 1 year, or 5 years). During the time of self-exclusion, the customer will not be able to access the account. A request of Self-Exclusion cannot be revoked by the Gaming Operator or the Customer.
 - 6.3. A customer can request to extend the self-exclusion period by contacting customer service.
 - 6.4. Subject to 2.11, The Gaming Operator will make every effort to detect and close any attempted new registrations or multiple accounts which you may have. At the time of self-exclusion, you must inform the operator if you have any multiple accounts so that these can be excluded too. You are not allowed to register a new account with the same or similar details or use someone else's details if you already have a self-excluded account with the operator.
 - 6.5. We shall have no responsibility or liability to you or any third party for any gambling activity that takes places (including to refund any losses) if you circumvent our self-exclusion procedures by fraudulent means or by deliberately entering incorrect information.
 - 6.6. We will remove your email address and mobile number from marketing communication once your self-exclusion has been implemented. We will take all reasonable steps to ensure that self-excluded accounts do not receive any marketing material from us. However, there may be a short delay between your self-exclusion and marketing communication being stopped. Self-excluding from our site will not affect your marketing preferences with third parties, including with advertising websites or other third-party affiliates, over which we have no control. We strongly recommend that you contact any such parties and opt out from receiving any marketing material from them
7. Returning from Self-Exclusion, once your Self-Exclusion period has expired, you may decide to return to The Gaming Operator. Your player account will not be automatically re-opened at the end of the defined period; however, you can contact customer service to request your account to be re-opened.
 - 7.1. If you have Self-Excluded for a definite period of time, a cooling off period of 24 hours must elapse before the Player Account can be reopened. The cooling off period of 24 hours starts upon your request to return from self-exclusion is made to Customer Service. You are required to confirm that you wish to have the account reopened after the 24 hours have elapsed by contacting customer service.

- 7.2. If you have Self-Excluded for an indefinite period, you may not return before a minimum of 1 year has elapsed. You will need to contact us to open your account should you choose to. There will be a 7-day cooling-off period before the account can be opened. You will need to contact us again after the 7-day cooling-off period to initiate the account opening.
- 7.3. The Gaming Operator reserves the right not to allow you to return from self-exclusion should we suspect you experiencing gambling related harm.
8. When you self-exclude, we will attempt to return any remaining withdrawable balance to you. If, after a reasonable period, we are not able to return your withdrawable balance (because, for example, we are not able to contact you), we may at our discretion donate the relevant amount to a charity of our choice.
9. When you self-exclude, we will attempt to return any remaining withdrawable balance to you within 5 days from receiving all the relevant details to process the refund.
10. Further to the options available within the GTCs, we would also like to bring to your attention that there are additional software tools available that can be used to assist you in restricting access to gambling sites. Examples of such tools are Betfilter and GamBlock. We advise parents to make use of third party applications that can be used to monitor or restrict the use of their computer's access to the internet. Netnanny or Cybersitter are examples of such software.

9. WINNINGS, PRIZES AND TAX

1. Potential winnings/details of the odds offered in any games are set out in the games rules or the game mechanics. Details of any other promotional prizes will be stated in the terms of the promotion.
2. From time to time competitions will be held on the App/Site with different kinds of prizes ("Competition Prizes"). These competitions are completely separate from the games and any Competition Prizes will thus not be shown in the Player Account history. The Gaming Operator will contact a Player that has won a Competition Prize in order to verify that the address provided upon registration is correct. The Player is required to reply and confirm that the address is correct before the Gaming Operator delivers the Competition Prize. Any tax levied on Competition Prizes are payable by the Player.
3. If the prize includes travelling, as a condition of claiming the prize you are required and obliged to be insured for all travel related risks at your own expense to be eligible to collect the prize.
4. The Player understands and accepts that winnings above ten thousand pesos (Php 10,000.00) are subject to a tax on winnings equivalent to 20% thereof in accordance with the provisions of the National Internal Revenue Law (NIRL).
5. While suppliers and contractors of Go Play Asia are allowed to play with Go Play Asia, we additionally reserve the right to investigate any winnings of said suppliers, and contractors and to delay the payment of any winnings until the investigation has been completed without any finding of fraud or manipulation.
6. If required, it is your responsibility to declare and pay for all taxes, duties or levies applicable to your deposits, winnings, bonuses, earnings, and in general any amount included at any point in time in your Player Account and you will not hold Go Play Asia responsible for any tax whatsoever.

10. CUSTOMER SERVICE AND COMPLAINTS

1. Customer Service is provided by the Gaming Operator through electronic email and on-line help desk using the contact form at the App/Site (the "Customer Service").
 - 1.1. Spamming of Customer Support (sending repeated copies of the same message) is prohibited. Players are prohibited from harassing or abusing the Customer Support staff. Players are requested to address their concerns without the use of obscenities or threatening language.
 - 1.2. 10.1.2 The Gaming Operator is authorized to close or suspend the Player Account at its sole discretion if the Player uses abusive and/or aggressive language in its communications with the Gaming Operator.
2. A complaint can be directed to the Customer Service via live chat or email. A complaint shall be deemed to have been submitted in a valid manner when it contains clear information regarding the Player's identity (Full name, Date of Birth, Home Address, Registered Email Address, and Mobile Number) and gives all relevant details giving rise to the complaint. Further details can be found in our Help Center.
3. We aim to acknowledge the complaint within 24 hours.
4. The ultimate resolution of the PAGCOR or the duly appointed Philippine agency does not deprive you of the right to pursue the matter in the courts, which will be the final stage in the process.
5. In the event that there is a discrepancy between the outcome of a game as recorded in the Gaming Operator's database, and that recorded by the Player, the information recorded in the Gaming Operator's game server will be considered valid.
6. Players are prohibited from discussing a complaint or the length of time within which same has been pending or has been processed by the Gaming Operator in the chat rooms.

11. TERMINATION, BLOCKING AND CLOSING OF PLAYER ACCOUNTS

1. We may restrict your access to Go Play Asia, suspend or terminate your account, withdraw your offers for bets, void any bets outstanding to your account, cancel any unmatched bets or cancel and void any outstanding or matched bets in our absolute discretion if:
 - 1.1. We have reason to believe you have engaged in a Prohibited Act;
 - 1.2. We are required to do so by any applicable law, rule or regulations;
 - 1.3. There is a material technological failure which prevents us from offering the services;
 - 1.4. You do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services;
 - 1.5. We suspect that you may be bankrupt or are having difficulties obtaining credit;
 - 1.6. You are prohibited from entering into a bet by any term of your contract of employment or any rule of a sport governing body or other professional body which applies to you;
 - 1.7. We suspect that you have (or may have) otherwise materially breached terms and conditions stated herein

- 1.8. You agree to indemnify and hold harmless the Gaming Operator and its officers, directors, employees, agents, licensors, suppliers and any third party content and service providers to the App/Site from and against all losses, expenses, damages and costs resulting from your violation of the GTCs.
- 1.9. You have opened multiple accounts.

12. CLOSURE OF THE ACCOUNT

1. A Player may at any time request to close his/her Player Account by contacting Customer Support. If the Gaming Operator does not suspect any breach against these GTCs, the Gaming Operator shall execute a pay-out of the Players available funds, less any third-party fees, within a reasonable time after the termination request. If the Player has acted in breach of these GTCs, the Gaming Operator shall be authorized to reclaim any winnings that have been paid out or make a set-off of winnings against the balance of the Player Account.
2. If a Player closes a Player Account, all funds (except bonus money) will be transferred to the bank account or payment card from which the funds paid into the Player Account originated.

13. INACTIVE ACCOUNT

1. The Player accepts and acknowledges that the Player Account will automatically be classified as inactive if there has been no log-in and/or log-out in the Player Account during a consecutive period of 3 (three) months. The Gaming Operator will not charge any fee once the account is classified as inactive.

14. PERSONAL DATA AND PUBLICITY

1. The Gaming Operator is committed in protecting your privacy and personal information. Your personal information is processed in accordance with our Privacy Policy.

Privacy Policy

In compliance with the requirements of the Data Privacy Act, we would like to secure your consent on the general use and sharing of information obtained from you in the course of your transaction/s, with any member of the GO PLAY ASIA or from third parties and GO PLAY ASIA partners, and by agreeing with these GTCs, you have already given your consent accordingly.

Your information may be collected, processed, stored, updated, or disclosed by the GO PLAY ASIA to its members, governmental authorities, third parties, and partners: (i) for legitimate purposes, (ii) to implement transactions which you request, allow, or authorize, (iii) to offer and provide new or related products and services of any member of GO PLAY ASIA or third parties and its partners, and, (iv) to comply with GO PLAY ASIA's internal policies.

- 1.1. Information refers to Personal or Sensitive Personal Information that includes your name, address, gender, age, marital status, contact details, birthday, SSS/GSIS Numbers, TIN, education, employment information, financial information, medical information, spouse details, preferences, behavior, and other information classified as "personal data," "personal information," or "sensitive personal information" under the Data Privacy Act, and those of your authorized representatives, as well as accounts, transactions, and communications.

- 1.2. Transaction means any transaction, business, or other forms of contractual or commercial relationship between you and any member of the GO PLAY ASIA., or third parties and GO PLAY ASIA partners
- 1.3. GO PLAY ASIA refers to its parent, subsidiaries, affiliates, and their respective representatives and agents.
2. Third parties and Partners refer to persons and entities (local or overseas) who:
 1. Process information, transactions, services, or accounts, on behalf of the GO PLAY ASIA (including but not limited to courier agencies; telecommunication information technology companies; payment, payroll, collection, training, and storage agencies; entities providing customer support, and other similar entities);
 2. Require the information for market research, product and business analysis, audit and administrative purposes, for an offering of products and services, or for marketing or advertising activities undertaken by GO PLAY ASIA.
 3. Acquire or will acquire the rights and obligations of any member of the GO PLAY ASIA; and
 4. Are in negotiation with any member of GO PLAY ASIA in connection with the possible sale, acquisition, or restructuring of any member of GO PLAY ASIA.
 5. Governmental authority means the government of the Republic of the Philippines or a foreign country, as may be applicable, or any political subdivision thereof, and any entity exercising executive, legislative, judicial, regulatory, or administrative functions of or pertaining to the government.
 6. Purposes include but are not limited to credit and risk management, know your customer checks, prevention, and detection of fraud or crime, system or product development and planning, cross-selling, direct marketing, profiling, complaints management, insurance, audit, and administrative purposes, and relationship management.
 7. Such information may continue to be collected, stored, processed, and/or shared for five (5) years from the conclusion of your transactions with any member of GO PLAY ASIA or until the expiration of the retention limits set by applicable law, whichever comes later.
 8. Should you also wish to access, update, or correct certain personal information, or withdraw consent to the use of any of your information, you may communicate it through Customer Service. Likewise, you may file complaints with, and/or seek assistance from the National Privacy Commission.
 9. Please be assured that GO PLAY ASIA is committed to ensuring the confidentiality of your information subject to applicable law, and will exert reasonable efforts to protect against unauthorized use or disclosure. For a complete reference on the Data Privacy Act, you may access the National Privacy Commission Website at <https://privacy.gov.ph/>.
3. Reporting obligations means obligations of GO PLAY ASIA to comply with (a) Applicable Law, and internal policies or procedures, or (b) any demand and/or requests from Government Authorities for purposes of reporting, regulatory trade reporting, disclosure, or other obligations under Applicable Law.
4. Applicable Law refers to means any statute, law, constitution, regulation, rule, ordinance, order, decree, directive, guideline, policy, requirement or other governmental restriction or any similar form of a decision of, or determination of any of the foregoing by, any national, regional or local government or political subdivision,

commission, authority, tribunal, agency or entity of the Republic of the Philippines or a foreign country, as may be applicable.

15. LOCAL LAWS AND PROHIBITIONS

1. Persons who are not within the Philippine territory or not a resident and/or residing in the Philippines, at the time of access to the App/Site, are expressly prohibited from using the App/Site and playing any games provided by the Gaming Operator. By registering as a Player, you confirm that you are within the Philippine Territory or residing in the Philippines.
2. It is the sole responsibility of the Player to understand the governing Philippine laws relating to all aspects of playing any games and/or services offered by the Gaming Operator. Your access to the App/Site is on your own initiative and you are responsible for your compliance with local laws if and to the extent local laws are applicable. The Gaming Operator makes no representation that materials on the App/Site or the Gaming Operator's services are appropriate, available or allowed in your jurisdiction. The Gaming Operator is unable to provide any legal advice regarding this matter and the Gaming Operator accepts no responsibility whatsoever should an individual act in breach of any law or regulation in transacting with the Gaming Operator in whichever manner.

16. LINKS

1. The App/Site may provide links or references to other websites. The Gaming Operator has no particular knowledge of information contained in such other sites and does not endorse companies or products to which it links. The Gaming Operator is not responsible for the contents or policies of such other sites and does not accept any liability for any damages resulting from your access to or use of such other sites. If you decide to access any of the third-party sites linked to the App/Site, you do so entirely at your own risk. The Gaming Operator reserves the right to terminate any link or linking program at any time.

17. INTELLECTUAL PROPERTY RIGHTS

1. All content on the App/Site, such as text, graphics, logos, button icons, images, audio clips, digital downloads and software is owned and/or licensed by the Gaming Operator. You may not access, print and download portions of material from the App/Site unless expressly permitted in writing and then solely for your personal and non-commercial use. Information on the App/Site may not be altered, distributed or displayed without the express consent of the Gaming Operator.
2. The Gaming Operator's trademarks, trade names and other symbols included or referenced on the App/Site (the "Marks") are protected by national and international trademark laws. All use of the Marks is strictly prohibited without the Gaming Operator's prior written approval. The Marks may not be used in connection with any product or service that is not approved by the Gaming Operator or in any manner that is likely to cause confusion among customers or that disparages or discredits the Gaming Operator. The Player does not obtain any rights in relation to the Marks or any

other materials on the App/Site. A breach of these provisions may entail liability for damages.

3. If you upload or post materials to the App/Site (including but not limited to comments, suggestions, problem reports, bug reports and design ideas) you agree that you automatically grant to the Gaming Operator a non-exclusive, royalty-free, world-wide and perpetual license to use, modify, incorporate and reproduce such materials in any manner and you waive all your moral and legal rights, if any, in relation to such materials.

18. LIMITATION OF LIABILITY AND DISCLAIMER

1. To the extent allowed under applicable laws, neither the Gaming Operator nor any of its affiliates or content or service providers accepts any liability for any direct, indirect, special, punitive, incidental, exemplary or consequential loss, costs, expenses and damages of any kind arising from or relating to your access to and use of the App/Site and/or the services provided by the Gaming Operator.
2. The Gaming Operator does not warrant that the App/Site or the services provided by the Gaming Operator will be provided without interruptions, interferences, delays or other types of errors nor that any defects will be corrected. The App/Site and the services are provided on an "as is" basis.
3. If the Gaming Operator, due to a technical error in the systems that the Gaming Operator licenses from its suppliers or due to the technical error of the payment channel or due to any other reason outside the Gaming Operator's reasonable control, makes an erroneous payment to the Player Account, such erroneous payment shall be paid back to the Gaming Operator as soon as the error has been identified. The Gaming Operator shall be authorized to retake such erroneous payment without the Player's prior consent. Such erroneous payment shall be regarded as a debt to the Gaming Operator until correction has been made. The Player is obligated to inform the Gaming Operator immediately upon becoming aware of an erroneous payment.
4. In case of system failure, malfunction, and/or error, the Gaming Operator has the right to declare any and all of the affected game/s and winning/s as invalid and void, and to recover from the account of the affected player any payments made as a result of said system failure, malfunction and/or errors without the need of consent from the said player. This clause shall not be considered to be excluding liability for anything which it would be unlawful to exclude under applicable law.
5. To the extent permitted by law, our maximum liability arising out of or in connection with your use of the App/Sites, regardless of the cause of actions (whether in contract, tort, breach of warranty or otherwise), will not exceed the value of the duly validated wagers you placed via your Player Account with respect of the wager or product that gave rise to the relevant liability and in no other case shall exceed Php 10,000.00.

19. AMENDMENTS AND CHANGES

1. The Gaming Operator reserves the right to amend or change these GTCs at any time. Any Player has the right to reject any material changes to these GTCs. If you reject or will not accept the amended or new GTCs you may not access, use or continue to use the App/Site or any of the services provided by the Gaming Operator and Player must contact Customer Service about closing the account and withdrawing any funds remaining in the Player Account. The Gaming Operator

advises you to periodically review the GTCs in order to be informed of any changes. The Gaming Operator further reserves the right to change or modify the content of the App/Site at any time without prior notification and will not be liable to any party in any way for possible consequences of such changes. The Gaming Operator may suspend, discontinue or restrict access to any portion of the App/Site and/or its services at any time and without notice.

20. FORCE MAJEURE

1. Any failure or delay by the Gaming Operator in the performance of its obligations of its services shall not be deemed a breach of its obligations to you if such failure or delay is caused by fire, flood, earthquake, elements of nature or acts of God, public utility failure, electrical failure, acts of war, terrorism, riots, civil disorders, rebellions or revolutions, strikes, lockouts, or labour difficulties, court order, outage, delays or disruptions of the Internet or telecommunications networks, third party non-performance, or any other similar cause beyond the reasonable control of the Gaming Operator. The Gaming Operator shall not be liable for the consequences arising out of any such force majeure events.

21. APPLICATION OF THE GTCs

1. These GTCs constitute the entire agreement between you and the Gaming Operator and supersedes any and all prior and existing agreements with regards to the App/Site and the services provided by the Gaming Operator. You acknowledge that the Gaming Operator has not made any representations, promises or agreements to you relating to the subjects addressed by the GTCs that are not embodied herein.
2. If any provision of these GTCs is held to be illegal or unenforceable, such provision shall be severed from these GTCs and all other provisions shall remain in force unaffected by such severance.
3. The Gaming Operator reserves the right to assign or otherwise lawfully transfer this agreement. You shall not assign or otherwise transfer this agreement.

22. GOVERNING LAW AND DISPUTES

1. By accessing the App/Site and/or registering as a Player you agree that all matters relating to your access to and use of the App/Site and services provided by the Gaming Operator shall be governed by and construed in accordance with Philippine Law.
2. Any dispute arising out of your use of the App/Site and/or the Gaming Operator's services shall be settled by the courts of the Philippines.

PART B – GAME SPECIFIC RULES

1. CASINO RULES

The rules for casino games are found in each individual game.

PART C – BONUS TERMS AND CONDITIONS

These Bonus Terms and Conditions (“General Bonus Terms”) apply to all Go Play Asia promotions and competitions offered by us to you (“Promotions”) from time to time and form part of the General Terms and Conditions (“GTCs”) between you and us. Promotions will also have specific terms applicable to them, and we will make those clear to you prior to participating in that Promotion. Any Promotion-specific terms shall form part of these General Bonus Terms.

Except as expressly provided, in the event of any discrepancy or conflict between these General Bonus Terms and any specific promotional terms, then the specific promotional terms shall prevail. By participating in any Promotion, you agree to be bound by these General Bonus Terms.

1. GENERAL

1. Go Play Asia may from time to time award Bonus Funds or Bonus spins to Players (for example, a login Bonus or a Deposit Bonus up to a certain amount).

2. BONUS FUNDS (If applicable)

1. Where used in any Promotion-specific terms, “Bonus” or “Bonus Funds” mean any funds or equivalent which we have credited to the bonus wallet of your Player Account (the “Bonus Balance”). Bonus Funds cannot be directly withdrawn or paid-out but must be used for the placing of wagers on the App/Site. Depending on the Promotion, the Bonus Funds may be convertible to real money in your account (the “Cash Balance”) after fulfilling a specific set of terms and conditions within the Promotion (e.g. a wagering requirement).
2. “Bonus spins” means a Bonus consisting of the right to play games which require no stake.

3. WAGERING REQUIREMENTS

1. A wagering requirement means the number of times you must wager the value of a Bonus awarded to you before that Bonus becomes part of your Cash Balance (a “Wagering Requirement”). Until you have met the Wagering Requirements for a Bonus, all winnings from that Bonus will be pending and may not be withdrawn. If you forfeit the Bonus, all Bonus Funds (i.e. winnings relating to that Bonus) will also be removed. The default bonus Wagering Requirement is thirty-five (35) times the amount of the Bonus received. Any winnings obtained from the use of Bonus spins are considered Bonus Funds and must be wagered according to the Wagering Requirements applicable to that Promotion before being able to withdraw.
2. Each Promotion has promotion-specific Wagering Requirements which will be made clear to you within the Promotion-specific terms. Wagering Requirements will not apply to any wagers using your Cash Balance.
3. It is the responsibility of the Player to ensure that the Player is aware of the promotional terms and conditions at all time.

4. You can always check whether you have completed the Wagering Requirement for any active Bonus by visiting the “Active Casino Bonuses” section of your Player Account.

4. WAGERING ORDER

1. When participating in a Promotion, any available Cash Balance on your Player Account will be used to wager first or played first. Bonus Funds are only used once your Cash Balance is exhausted or insufficient to meet the stake.
2. You may not participate in more than one Promotion at the same time. If you opt-in to a new Promotion at a time when you already have an existing Bonus, the Bonus Funds related to the existing Bonus will be forfeited.

5. WITHDRAWALS

1. You may withdraw your Cash Balance at any time, subject to the GTCs. However, if you withdraw any part of your Cash Balance whilst you still have an active Bonus, you will forfeit any remaining Bonus Balance. Please see the GTCs for the details of withdrawing funds from your Player Account.

6. FAIR USE / BONUS ABUSE

1. You must not engage in any activity which is intended to take unfair advantage of a Bonus, including by carrying out any Prohibited Act (as defined in section 7 of the GTCs (Improper Use)).
2. If The Gaming Operator has reasonable grounds to suspect that a Bonus is being claimed by or for the benefit of the same person more than once or by a group of people acting in concert, then it may withdraw the availability of any Bonus or all Bonuses to that customer or group of customers and/or void any wager funded by the Bonus and remove any winnings from such wager.
3. Go Play Asia reserves the right to withdraw the availability of any Promotion to any customer or group of customers at any time and at Go Play Asia’s sole and absolute discretion.

7. PROMOTIONAL PLAY RESTRICTIONS

1. The Gaming Operator imposes certain restrictions in the way in which you can wager a Bonus when participating in a Promotion (“Promotional Play Restriction”).
2. The type of Promotional Play Restriction that will apply to Bonus will vary according to the type of Bonus offered, but may include such things as:
 1. Maximum or minimum stakes;
 2. Qualifying games or products; and
 3. Restrictions in the patterns of your play.

2. The Promotional Play Restrictions which apply to a Bonus will be set in the Promotion specific terms.
3. The Gaming Operator reserves the right to refuse, rescind or reclaim a bonus and/or any pending winnings from gameplay using the bonus funds if any terms of Section 2 are breached, or if there is evidence that a Player is abusing the promotions or is using the promotion to guarantee profits regardless of the outcome, whether individually or as part of a group.
4. Only one account per player is allowed. A Player is not allowed to use another Player's Account in order to circumvent this restriction and gain more than one bonus/bonus spin/cash offer. In addition, Go Play Asia reserves the right to close any Player's Account and seize any existing funds if Go Play Asia suspects that any kind of abuse, fraud or other undue usage of the Player's Account occurs.