

As part of our commitment to providing truly superior service, we make every effort to ensure that your withdrawal request is processed as quickly and efficiently as possible.

All withdrawals go through an internal audit process to ensure that fraud prevention, anti-money laundering, countering the financing of terrorism and other legal obligations and regulatory requirements are met. As a result, withdrawals generally take 24 hours to process, but in some cases, they may take some more time.

Games & More BV is able to pay out all the withdrawals from Monday till Friday from 9 till 18h CET. Weekends are excluded, meaning that all of your withdrawals made on the weekend will be processed during the work days.

Games & More BV has a multilevel authorization regarding deposit and withdrawal payments, thus all of the withdrawals made by Customer have to go through a process of authorization lasting from 24 to 96 hours.

Withdrawal made by the Customer must be executed in a timely manner and in accordance with the rules prescribed by the Withdrawal policy and Payment details policy. Maximum withdrawal amount processed to a player is 6000 €/\$/fr per 7 days and 15000 €/\$/fr per 30 days, unless otherwise specified in the promotional Terms & Conditions, where exceptions can be made to players with a higher VIP status and players who win a progressive jackpot.

For larger withdrawals, Games & More BV may split the amount into smaller withdrawals to facilitate the request.

However, any withdrawal fee incurred will not be increased as a result of this segmentation.

All customers are required to verify their identity soon after creating an account with us.

We have the right to request further explanations and/or supporting documents in respect to the identification of customer, payment method, source of funds or wealth and/or any further necessary information which we see fit so as to satisfy our legal obligations and regulatory requirements.

WHEN FILLING UP THE FORM FOR CASHOUT VIA BANK TRANSFER IT IS NECESSARY TO FILL IN BOTH IBAN AND SWIFT NUMBERS, NOT JUST ONE OF THEM.

If you encounter any obstacles while filling out the form or notice that your payment has not been processed for some reason please contact our Support.

Photographic ID:

A copy of a valid BIOMETRIC photographic ID is required.

This biometric document can be in the form of a scan of a Passport or National ID card.

Specifically, it is the photograph page of the ID that we require for our verification checks.

Please ensure that your full name, photograph, full address and signature are visible on the document.

Proof of address:

This may be submitted in the form of a utility bill, a bank statement, a credit card statement.

It should be a recent (recent 3 months) document showing your full name and address as registered on your account with us.

If you provide a credit card statement, please ensure that you blank out the eight middle numbers of the credit card.

Notarized documentation:

Your documents may need to be authenticated by an appropriately qualified Notary/Solicitor, signed and stamped as proof of legitimacy upon our request.

Note: In some cases, depending on the payment method used to fund your account, you may be asked for one or a combination of the aforementioned documents, or additional documents not included in the list above.

We have the right to carry out the following actions following the above checks:

Cancelling the withdrawal and return funds in account when:

The customer has not yet provided requested documents;

The customer identification documents have expired;

There are fraud/cheating/collusion/ money-laundering concerns (The account will be frozen and the money blocked) The customer attempts to withdraw following a player transfer;

The payment method to which the withdrawal has been requested is not the same as the depositing method Please note the following important withdrawal information (pertinent to credit card and Non-credit card users):

In some cases, where account verification is required for completing your request, verification must be completed within 7 days or your withdrawal will be reversed and the funds returned to your bankroll.

Please notify us immediately should your credit/debit card(s) be lost, stolen or cancelled or should your E-wallet status change, so we may investigate their status.

Below, please see the type of authentication required, as determined by the total amount of the customer's withdrawals per one (1) month period:

We reserve the right to delay and/or stop the processing of withdrawal requests until final approval has been received for any outstanding deposit transactions.

Withdrawal Details Withdrawal amount Level of Authentication Details \$0 - \$2,999 0 - Basic authentication required Due Diligence documents may be requested \$3,000 - \$9,999 1 - Enhanced authentication required A combination of the due diligence documents will be required \$10,000 - \$19,999 2 - Source of fund information required Source of Wealth information will be required \$20,000 - \$49,999 3 - Signed & notarized original documents required Source of Wealth (Corroborated) and certified evidence of identity or certified by VIP manager will be required Player Transfers Games & More BV player transfer feature is intended to help players fund their accounts so that they can play at our tables.

Transfer funds should come from winnings, and for security reasons, players are restricted from withdrawing transferred funds that originated directly from DEPOSITS or other transfers.

The player transfer feature has been designed to enable players to fund their accounts so that they can play at Games & More BV tables;

due to fraud prevention and anti-money laundering measures, Games & More BV needs to be particularly diligent when monitoring player transfers, which all players should appreciate.

Bonuses may be withdrawn only after all Bonus Policy requirements have been satisfied.

Your bank or payment processor may levy a fee to process your withdrawal.

In the event that we terminate the offering of our business in any specific country, payouts will be subject to reasonable processing charges.

Games & More BV will not be liable and will not compensate for any fluctuations of currency values from point of request to time of transaction completion.

We do not accept cash deposits, nor allow payment methods issued to 3rd parties or in a business' name.

Withdrawals requested within the same 24 hour as the deposit, via the same payment method, may be combined as one payment.

In most cases, withdrawal Payment credits will be posted as separate transactions, and will not cancel charges resulting from your deposit(s) to your Games & More BV Account.

Should you have not actively used your chosen payment method to deposit to your account for more than 12 months, this withdrawal option may no longer be available.

If your withdrawal request is for less than the minimum allowable amount, listed below, the funds will be returned to your Bankroll:

The minimum withdrawal for all payment methods is 15 €/\$/SFr/PHP/kn We operate a closed loop policy on deposits and withdrawals.

Where possible, all customers must withdraw funds to the originating funding method/account.

Customer's withdrawal requests shall be automatically paid directly to the payment method(s) by which that customer submitted their original deposit(s) to their Games & More BV account, up to the amount that the customer deposited in Games & More BV using the same payment method(s).

Withdrawal above the deposit amount shall be processed after a thorough review.

In the event that you cancel a withdrawal request, you will bear full responsibility for any subsequent use of your funds.

The Company is under no obligation to refund any amounts that are cancelled by you and which are subsequently used, lost or transferred.

Bonus Terms Below are the general terms and conditions ("Rules") that apply to all offers, prize promotions and competitions (collectively, "Promotions") that are advertised on or accessible through our site ("Site") and/or via "Client" as in outside source. Each Promotion is organized by Games & More = Games & More BV ("we"/"us"/"our"/"our company"), which owns and operates the Site. In order to participate in any Promotion, each entrant ("Entrant"/"you") hereby agrees to be unconditionally bound by the following (as may be applicable): (i) these Rules; (ii) the end-user licence agreement governing the use of the Site ; (iii) the tournament rules governing participation in any tournament on the Site; and (iv) any special terms and conditions relevant to the individual Promotion as may be displayed on the Site *(PROMOTIONS).

1. Eligibility

1.1 To take part in any Promotion you must be 18 years of age or of applicable legal age of majority in the jurisdiction, you reside in (whichever the greater).

You may be asked at any stage to provide us or our designated third party with proof of your age and/or identity and you must, on-demand, be able to present a valid passport or other valid government-issued picture ID to verify your age and/or identity to the reasonable satisfaction of our Security team.

If you are unable to produce any such document(s) to our reasonable satisfaction, you will be automatically excluded from the Promotion and may forfeit any privileges, prizes or funds that have been allocated to you without compensation of any kind.

1.2 Each Entrant for a Promotion must be the same person whose name appears on the Player Account (Games & More BV Account) that is registered on our Site to take part in the Promotion.

By taking part in this Promotion, you hereby confirm to us that your name, address and personal details as registered on and set out in your Games & More BV Account is correct and up to date.

If you are unable to produce valid proof of your name, address, or other personal details to our reasonable satisfaction, you will be excluded or disqualified from the Promotion.

1.3 Employees and relatives of employees of our company and any entities affiliated or related to our company are not permitted to participate in any Promotion.

For these purposes, the term 'relative' shall mean but not be limited to a spouse, partner, parent, cousin, child or sibling, and 'affiliated' shall include but not be limited to mean such an employee's housemate(s) or cohabitee(s).

1.4 Where persons located in a particular jurisdiction are prohibited from taking part in any Promotion or where a Promotion only applies to a particular jurisdiction, this will be specified in the general Terms and Conditions.

2. Conduct of Entrants

2.1 You may only have one Games & More BV Account on our platform, and you must use that Account so as to take part in the Promotion.

Furthermore, you must not permit another person to take part in the Promotion using your Personal Account.

It is allowed to use single device per one account.

If we discover that one account is associated with different account via unique device ID or IP address we reserve the absolute right to automatically disqualify you or invalidate your entry.

Our company may, at its sole discretion, deny, withhold or withdraw from any user any bonus or promotion, or rescind any policy with respect to that user, either temporarily or permanently, or terminate that user's access to the service and/or block that user's account.

2.2 If we become aware of any fraud, deceit, misconduct, dishonesty or similar action concerning your participation in the Promotion or where you breach these Rules, then we reserve the absolute right to automatically disqualify you or invalidate your entry.

If the fraud, deceit, misconduct, dishonesty or other action is only discovered after any prize has been awarded to you, then you shall be required, upon demand, to return the same (or provide compensation) to us forthwith upon notification to do so by us.

2.3 Throughout the duration of any Promotion, strict rules regarding the behavior of all Entrants will be enforced by our team.

We reserve the right to take any action we deem necessary against any Entrant found to be in breach of these Rules, and such action may include but shall not be limited to exclusion, suspension or disqualification from the Promotion, the confiscation of any prize or of any rewards that have been allocated and/or that would ordinarily have been awarded to that Entrant.

The decision as to what activity or behavior constitutes a breach of these Rules or the Promotion or what constitutes an act of deceit or dishonesty in relation to any conduct by an Entrant while participating in this Promotion rests solely with us and in our sole discretion.

3. Freerolls/Prizes/Gifts/Bonuses

3.1 We will set out on the Site, the duration as well as the final date for entry into each Freeroll or Promotion or the number of entries we will accept before closing the Promotion.

This information will be available together with each prize ("Prize") or reward ("Bonus") on offer ("Gift") or in Freeroll Tournament info but will not be made available in these Rules.

3.2 For the avoidance of doubt, the prizes/bonus or rewards on offer and/or all other items which may be given away as part of Promotion are non-transferable and may not be given, assigned, transferred, sold to or exchanged with any other person(s).

3.3 We reserve the right to provide a cash alternative for any Prize or Gift.

You will not have the right to require payment of the cash alternative unless we agree otherwise.

3.4 Winners of Prizes/Gifts/Bonuses will be notified within 30 (thirty) days from winning by way of phone, email or another form of communication.

It is each Entrant's responsibility to ensure that the contact details and email address contained in their Games & More BV Account are valid and correct.

We will not dispatch a Prize/Gift/Bonus until you have been notified of your winnings and the Prizes/Gifts/Bonuses will be credited to your Games & More BV Account only to the address linked to your Account .

3.5 Prizes/Gifts/Bonuses/ must be claimed within 30 days from when you are notified of your winnings unless otherwise stated.

If you have not claimed the Prize/Gift/Bonus within this time your Prize/Gift/Bonus will be void.

Void prizes may be redrawn and offered to another Entrant or offered in another Promotion.

3.6 Following notification to you that you have won a Prize/Bonus or entitled to receive a Gift, the Prize/Gift/Bonus will be sent or made available to you no later than 90 (ninety) days following the conclusion of the Promotion.

If you are to receive a Prize/Gift/Bonus, it will be sent to you no later than 60 (sixty) days from the conclusion of the Promotion.

Note however that if an element of a Prize/Gift/Bonus may relate to an event taking place at a future date, you will not be able to use the Prize/Gift/Bonus until such future date.

3.7 Freerolls/Prizes/Gifts/Bonuses are subject to availability. In the event of unavailability, we reserve the right to provide an alternative Prize or Gift or Bonus of similar value and specification.

3.8 There may be additional terms and conditions imposed by the supplier of a Prize or Gift ("Third Party Rules") in order for you to claim and/or use a particular Prize or Gift and we will not be responsible for your failure to comply with any such Third Party Rules.

In addition, you may be required to enter into a separate binding agreement with us with regards to conditions governing the award and/or use of any element of the Freerolls/Prizes/Gifts/Bonuses .

Failure to abide by such conditions may result in the forfeiture of the Freerolls/Prizes/Gifts/Bonuses.

3.9 Winners are not entitled nor authorized in any way to commit us to any contract, expense or cost entered into or incurred without our advance written acceptance of the same.

3.10 No Prize or Gift will be awarded to any Entrant who: for any reason, would not be allowed by applicable law to receive and/or use the Freerolls/Prizes/Gifts/Bonuses or where the supply of the Freerolls/Prizes/Gifts/Bonuses to that Entrant would be unlawful;

or has opted out of or self-excluded from playing, participating in or receiving communications about our products or services, or where the Prize or Gift in question can be won through the use of such products and services.

Any Entrant in receipt of a Freerolls/Prizes/Gifts/Bonuses as part of any Promotion bears sole responsibility for all duties, taxes or charges that may be payable to any relevant authority, whether applied as a withholding tax from the payment of Freerolls/Prizes/Gifts/Bonuses or as tax in respect of the receipt of the Freerolls/Prizes/Gifts/Bonuses, in accordance with applicable laws.

If we are required to withhold tax from the Freerolls/Prizes/Gifts/Bonuses, the amount you receive may be less than the advertised Freerolls/Prizes/Gifts/Bonuses.

3.11 Cash Bonus withdrawal All Cash bonuses won in Freerolls or given in the REDEEM codes or as SIGN UP bonus cannot be withdrawn for full month from the moment when receiving a Freerolls prize or when bonus is activated!

3.12 Games & More BV reserves the right to decline any kind of withdrawal that was requested by the player, if the desired amount was given to the player by Games & More BV (promotions, bonus code, rakeback).

3.13 Players who have no deposits and earn free cash by playing freerolls, or get any kind of a free reward can not play casino with that cash. (The casino winnings will be removed from their balance).

3.14 Players who have no deposits and earn free cash by playing freerolls, no deposit bonus, or get any kind of a free reward must generate 40% of rake of their total free winnings to be able to withdraw.

Once they deposit, all the future winnings will be withdrawable with no conditions. Ex. player won \$100 for free, he must generate \$40 rake to be able to withdraw the cash.

4. Personal info use

4.1 In the event that you win any Promotion on our Site, you hereby acknowledge and consent to us using your personal details (such as but not limited to your name, username as well as country of origin) to identify you as a winner, in line with any requirements under applicable laws.

Note however that if we wish for you to take part in any publicity or marketing campaigns in relation to your participation in any such Promotion, we will seek your written consent for any such use beforehand.

4.2 If we wish to use your name, likeness, voice and image in marketing and promotion campaigns in any media whatsoever in relation to your participation in this Promotion, we will seek your written consent for any such use beforehand.

4.3 These Rules represent the entire agreement between you and us relating to each Promotion that you participate in and supersede all prior representations, agreements, negotiations or understandings (whether oral or in writing) between us and you.

Except as specifically set out herein, all conditions, warranties, representations and terms (whether expressed or implied by law) are fully excluded.

The invalidity, illegality, or unenforceability of the whole or any part of these Rules does not affect or impair the continuation in force of the remainder of the Rules.

5. General rules

5.1 We reserve the right, at any time, to alter these Rules at our sole discretion, including to cancel, modify or suspend any Promotion if, in our sole discretion, we believe that the Promotion is not capable of being conducted as specified.

Any changes to any Promotion shall be made on the Site and your continued participation in that Promotion shall be deemed an acceptance of any proposed changes, modification or alterations.

5.2 These Rules and any matters relating hereto shall be governed by, and construed in accordance with UK law.

You hereby irrevocably agree that subject as provided below, the courts of UK shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning this Promotion and any matter

arising therefrom and irrevocably waive any right that you may have to object to an action being brought in those courts, or to claim that the action has been brought in an inconvenient forum, or that those courts do not have jurisdiction.

Nothing in this clause shall limit our right to take proceedings against you in any other court of competent jurisdiction, nor shall the taking of proceedings in any one or more jurisdictions preclude the taking of proceedings in any other jurisdictions, whether concurrently or not, to the extent permitted by the law of such other jurisdiction.