

GENERAL TERMS OF SERVICES

AURORA ACES S.R.L.

Effective: 1st September, 2024

These General Terms of Services – hereinafter referred to as "ToS" – set out the content and terms of the contractual relationship between AURORA ACES S.R.L. 3-102-913639, San José, Escazú, San Rafael, Office 10 PLAZA FLORENCIA, 10203 Costa Rica., the operator of the www.sharkroll.io platform – hereinafter referred to as "Service Provider or SHARKROLL" – and the customer – hereinafter referred to as "Customer".

By ticking the checkbox for this ToS at the beginning of the platform's use and clicking on the "I have read and accepted the ToS" option, the Customer (i) confirms that he/she has read and accepts to be bound by this ToS and is therefore obliged to comply with its provisions; (ii) declares and warrants that he/she is entitled and legally able to enter into these terms and conditions on behalf of himself/herself.

If the Customer does not accept all the terms and conditions of the ToS, he/she is not entitled to use the services and the platform subject to these general terms and conditions.

Please read the following TOS carefully before using the Sharkroll website or any available services.

Please also note that the services available on the SHARKROLL website are provided through the use of third party(ies). The services of such third party(ies) are not under our control, and we are not responsible for the content, products or services of any third party(ies). The Service Provider is, therefore, not liable for any damage or loss relating to the services of a third party(ies).

These terms represent the entire agreement and understanding between you and SHARKROLL. SHARKROLL may modify them from time to time or assign them to a group company. It is your responsibility to check for any such amendments or changes.

RISK WARNING

BEFORE USING SHARKROLL.IO OR ANY SHARKROLL SERVICE, YOU SHOULD BE AWARE OF THE DANGERS AND RISKS OF TRADING IN VIRTUAL CURRENCIES AND THE COMPLEX SERVICES ASSOCIATED WITH VIRTUAL CURRENCIES. THE VIRTUAL CURRENCY MARKETS ARE HIGHLY VOLATILE AND INVOLVE TECHNOLOGICAL, SERVICE, COUNTERPARTY AND OTHER RISKS THAT MAY SIGNIFICANTLY AFFECT THE PRICE OF VIRTUAL CURRENCIES IN THE SHORT TERM, INCLUDING THE RISK OF TOTAL OR PARTIAL LOSS OF ASSETS. THERE MAY ALSO BE OTHER RISKS THAT ARE NOT LISTED OR DESCRIBED IN THESE TERMS AND CONDITIONS.

YOU MUST ALSO BE AWARE OF YOUR FINANCIAL SITUATION AND YOUR RISK TOLERANCE SO THAT YOU CAN MAKE INFORMED DECISIONS WHEN TRADING OR GAMBLING IN VIRTUAL CURRENCIES. YOU AGREE AND ACCEPT THAT YOU ARE THE ONLY RESPONSIBLE PERSON AND ARE SOLELY RESPONSIBLE FOR YOUR ACTIONS AND ALL DECISIONS REGARDING YOUR TRANSACTIONS IN VIRTUAL CURRENCIES.

YOU FURTHER AGREE THAT THE SHARKROLL PLATFORM, ITS OPERATOR, OWNERS OR OPERATORS SHALL NOT BE LIABLE FOR ANY LOSS OF ASSETS OR ASSET VALUE CAUSED BY THE FAULT OF ANY THIRD PARTY INVOLVED IN THE OPERATION OF THE SERVICE.

YOU ACKNOWLEDGE THAT YOU UNDERSTAND THE RISKS ASSOCIATED WITH THE USE OF THE SERVICE, THAT YOU CONSIDER THESE RISKS TO BE PROPORTIONATE TO THE BENEFITS OF THE SERVICES PROVIDED BY THE PLATFORM AND THAT YOUR

DECISIONS IN USING THE SERVICES ARE YOUR SOLE INFLUENCE ON THE VALUE OF YOUR ASSETS.

1. ACCOUNT OPENING

1.1 In order to play and wager real money with Sharkroll, you must be over 18 years of age, resident in a jurisdiction where online wagering is not prohibited by law and complete the application for account opening and membership in the manner set out on the www.sharkroll.io site (the "Website").

1.2 You warrant that all information you provide during the application process is accurate, true, and complete at the time of submission. You further agree to promptly notify us of any changes to the information provided, ensuring that all details remain current and accurate. Such notification must be made as soon as reasonably possible after the change occurs. Failure to do so may result in the suspension or termination of your account or other applicable actions as deemed necessary.

1.3 We will take appropriate measures to ensure that your personal information, as disclosed to SHARKROLL, remains confidential and will be processed in accordance with our Privacy Policy, as amended from time to time. We will not disclose your personal data or wagering information unless compelled to do so by court order or other authority in accordance with applicable laws and regulations or as otherwise provided for in these Terms of Services. We reserve the right to disclose and transfer your personal data to our service providers, partners, group companies, affiliates and financial institutions under strict legal conditions on use and security to the extent necessary for the completion of the online casino and associated payment processing services provided by SHARKROLL through the Website (the "Services") or provide restricted personal data to third parties, sufficient only for the marketing to you of similar and/or related services.

1.4 You are allowed to open only one wagering account with SHARKROLL. Should we discover that you have more than one account, we reserve the right, at our sole discretion, to terminate this Agreement.

1.5 By registering an account on our site, you agree that you have thoroughly read and understood the Responsible Gambling Policy. The company will not be held liable for any losses incurred due to a failure to read the below terms.

2. PLACING A WAGER

2.1 We accept wagers for those games that are advertised on the Website from time to time. All such wagers are subject to the relevant rules applicable to each game and to these Terms of Services. If an error occurs, all wagers placed on that game shall be void. In the event of any malfunction to the SHARKROLL gaming system, the Company reserves the right to void all wagers placed.

2.2 You are responsible for all activities and transactions that take place using your username and/or password. As such, you should ensure that underage or other persons are prevented from having access to your username, password and debit/credit card details.

2.3 Please note that all wagers are logged and recorded in the transaction log database. SHARKROLL's transaction logs are conclusive evidence of all transactions and the times at which they are placed.

3. GENERAL PROVISIONS

3.1 As a condition of use of the Services, you warrant that you shall not use or access the Website and Services for any purpose that is unlawful in the

jurisdiction in which you are resident and/or in breach of these Terms of Services. Residents of the following countries and their territories shall not be allowed to partake in real money gambling activities:

Afghanistan, Algiria, American Samoa, Anguilla, Antigua and Barbuda, Argentina, Bahrain, British Virgin Islands, Brunei, Cambodia, Chile, Colombia, Costa Rica, Cuba, Cyprus, Eritrea, Ethiopia, Fiji, Guam, Indonesia, Iran, Japan, Jordan, Kosovo, Lebanon, Lybia, Mauritania, Myanmar, North Korea (DPRK), Pakistan, Palau, Panama, Poland, Qatar, Russia, Samoa, Singapore, Somalia, Sudan, Syria, Trinidad and Tobago, UAE, US Virgin Islands, USA

You warrant that as a condition of use of the Services:

3.1.1 You are over 18 or over the applicable age of majority for gambling in your country of residence.

3.1.2 You are not depositing money originating from criminal or other illegal activities.

3.1.3 You remain solely responsible for all activities that occur under the access to and use of the Services under your username and password, regardless of whether such access and/or use was authorised by or known to you or not.

3.1.4 You will not use the Services, Software (as defined in Section 4.1 below) and Website in any way which interferes or may interfere with the availability of the Services and the Website to other users, nor do anything that degrades or may degrade the operational performance of the Services and Website.

3.1.5 You acknowledge that our random number generator will determine the outcome of the games played on the Website, and you accept the outcomes of all such games. You further agree that, in the unlikely event of a disagreement between the result that appears on the Software and the game server, the result that appears on the game

server will prevail. You acknowledge and agree that our records will be the final authority in determining the terms and circumstances of your participation in the gaming activity.

3.1.6 You agree that we or a payment processing company on our behalf will handle all financial account transactions ("Payment Processor"). You hereby agree that the Payment Processor reserves the right to withhold any payments should the Payment Processor have reason to believe or suspect that you may be engaging in, or have engaged in, money laundering, fraud, collusion, unlawful, or improper activity.

3.1.7 You will not commit any acts or display any conduct that damages our reputation or the reputation of our Software provider or any other related service providers.

3.1.8 You confirm that all details you provide or have provided in the process of registering to use the Services are accurate and that you will continue to update such details should there be any changes.

3.1.9 To maintain their player class and associated benefits, players are required to wager a percentage of their balance accumulated over a specified period. SHARKROLL reserves the right to close an account if these conditions are not fulfilled.

3.2 In addition to other rights available to SHARKROLL under this Agreement, SHARKROLL reserves the right, in its sole discretion, to void any winnings and forfeit any balance in your betting account, thereby terminating the Agreement and/or suspending the provision of the Services/deactivating your account if SHARKROLL has the reasonable grounds to believe any of the following:

3.2.1 The name you provide on account registration does not match the name on the credit or debit card(s) or other payment accounts used to make purchases and deposits.

3.2.2 We suspect fraudulent activity or cheating on your part.

3.2.3 Any of your payments are charged back.

3.2.4 You failed or neglected to provide the requested identification information for a period of 6 months after we notified you and issued warnings.

3.2.5 You are not of legal age.

3.2.6 You access and participate in the Services from a jurisdiction where participation in the Services is prohibited by law.

3.2.7 You are depositing money originating from criminal or other illegal or unauthorised activities.

3.2.8 You are found to be cheating or attempting to cheat, or if it is determined by SHARKROLL that you have employed or made use of an artificial intelligence or other system designed to defeat the system, or you are found to have colluded or attempted to collude with other players/affiliates in order to defraud SHARKROLL.

3.2.9 You have allowed or permitted someone else to use your account.

3.3 We reserve, at our sole discretion, the right to:

3.3.1 Refuse to register any applicant for registration on the Website.

3.3.2 Refuse to accept any wager.

3.3.3 Change, suspend, remove, modify or add any game or tournament.

3.3.4 Make inquiries on you, including credit checks, with third-party credit and financial institutions in accordance with the information you have provided us with.

3.3.5 If no additional deposit is made within a specified period, the playable balance may be removed or deleted from the player's account.

3.4 SHARKROLL takes complaints very seriously. They will be investigated internally, and any decision will be reported back to you within a reasonable time. If there is still any disagreement between us, then we may, at our absolute discretion, refer the complaint to a third-party arbitrator whose final decision will be binding on both parties.

4. INTELLECTUAL PROPERTY AND SOFTWARE

4.1 The information, material, content and data provided or made available to you on the Website including, without limitation (hereinafter collectively referred to as the "Intellectual Property"): marketing programs and materials; text; graphics; video and audio content; trademarks and logos, Software and data files that are required to be downloaded and used by you to enjoy the Services ("Software") belong to SHARKROLL and/or its licensors and are for your personal and non-commercial use only.

4.2 Save as expressly provided by these Terms of Services, you may not in any way or by any means copy, modify, distribute, publish, sell, license or otherwise make the Intellectual Property to any other person or on another Website, online service or bulletin board, or on any other media, without our express prior written consent.

4.3 All rights, title and interest in and to the Intellectual Property are owned by, licensed to and/or controlled by SHARKROLL (or its licensors). You acknowledge that you do not acquire any rights or interests, or any licenses to the Software, services and the Intellectual Property through your use of the same unless otherwise provided for herein.

4.4 SHARKROLL hereby grants to you a personal, non-exclusive, non-transferable and revocable license to install and/or use the Software.

4.5 Upon termination of this Agreement for whatever reason, the License issued under this Agreement is automatically revoked, and you shall stop using the Software and uninstall the Software from your device.

4.6 The Software is provided "as is" without any warranties, conditions, undertakings or representations, express or implied, statutory or otherwise. We hereby exclude all implied terms, conditions and warranties (including any merchantability, satisfactory quality and fitness for any particular purpose).

4.7 We do not warrant that the Software will be non-infringing, that the operation of the Software will be error-free or uninterrupted, or that any defects in the Software will be corrected, or that the Software or the servers are virus-free. In the event of communications or system errors occurring in connection with the settlement of accounts or other features or components of the Software, neither we nor our Software provider will be liable to you or to any third party for any costs, expenses, losses or claims arising resulting from such errors. We further reserve the right in the event of such errors to remove all relevant games from the Software and the Website, void all wagers affected by such error, including the cancellation of all player winnings attributable to such error and take any other action to correct such errors. In any event, our liability and that of the Software provider for any purported lost winnings due to such errors is limited to the lesser sum of the following: the amount of the purported win or 10,000(€).

5. TRANSACTIONS AND WITHDRAWAL POLICY

5.1 You are fully responsible for paying all monies owed to SHARKROLL. In respect of any payment made by you, you agree that you will not make any chargebacks and/or deny or reverse any such payment and that you will reimburse Sharkroll for any chargebacks, denials or reversal of payments you

make and all other losses suffered, and expenses incurred by SHARKROLL as a consequence. SHARKROLL may, at its sole and absolute discretion, cease to provide services or payment to certain users or to users paying with certain credit or debit cards.

5.2 All your winnings will be credited to your account. SHARKROLL shall not in any way be responsible or liable to you for any funds/winnings credited to an account in error, and SHARKROLL reserves the right to void any transactions involving such funds, either at the time or retrospectively. Should funds be credited to your account in error, it is your responsibility to inform SHARKROLL immediately.

5.3 Payment of any taxes, fees, charges or levies that may apply to your winnings under any applicable laws shall be solely your responsibility.

5.4 Before withdrawing, you will be required to provide proof of your identity, payment methods, date of birth, and residential address by supplying validated (certified or notarised and as specified by our customer services team) copies of the original documents ("I.D. Documentation"), credit cards, or other relevant materials, such as a picture of you holding up a requested document.

5.5 A minimum deposit is required, the amount of which will vary based on the chosen currency or its equivalent.

5.6 VIP players may withdraw a maximum amount per week, with any withdrawal requests exceeding this limit processed in weekly increments until the full amount is withdrawn. Notwithstanding this, we may, at our absolute discretion, agree to greater levels of withdrawal limits with VIP players on a case-by-case basis to be arranged with our customer services team. Processing times may vary depending on the payment method and the

expediency with which you provide the necessary I.D. documentation, but every effort will be made to ensure that the requested amounts are paid out as soon as possible.

5.7 Sharkroll will use its reasonable endeavours to release a player's funds using their preferred method. However, where necessary, to comply with local laws and regulations and to ensure both parties' security, Sharkroll reserves the right to release a player's winnings using the most appropriate payment method determined at Sharkroll's absolute discretion.

5.8 A minimum withdrawal amount is required for bank transfers, and a fee will be applied to all such transactions. The exact amounts for both the minimum withdrawal and the fee will vary based on the currency used.

5.9 If the balance due is less than the Minimum Threshold, it shall be accumulated, carried over and payable when it collectively exceeds the Minimum Threshold.

5.10 All deposits to the casino must be turned over in full before requesting a withdrawal.

5.11 A minimum deposit is required before a withdrawal request can be made, with the amount varying based on the selected currency.

6. PROMOTIONS AND BONUSES

6.1 All promotions and bonuses offered by SHARKROLL are subject to the terms and conditions outlined in this policy and any additional terms provided in the specific promotion. Bonuses and promotional offers are limited to one per user, household, or IP address unless otherwise specified.

6.2 Eligibility for promotions is contingent on meeting specific wagering or participation requirements, which will be clearly stated for each promotion. SHARKROLL reserves the right to modify, suspend, or cancel any promotion or bonus at its discretion, and any misuse or abuse of promotional offers may result in the forfeiture of the bonus and the closure of the account.

6.3 Any bonus funds are subject to wagering requirements before withdrawal can be made. SHARKROLL also reserves the right to withhold or remove bonuses if any irregular gaming patterns or fraud are detected. Please review each promotion's terms carefully, as participation in any promotional activity implies acceptance of these conditions.

7. DISCLAIMERS AND SPECIFIC WARNINGS

7.1 Some legal jurisdictions have not addressed the legality of online and/or offshore online gambling, while others have specifically made online (within the jurisdiction and/or offshore) gambling illegal. We do not intend for anyone to use and access the Website and/or the Services where such use or access is illegal. The availability of the Services should not be construed as an offer, solicitation or invitation by us to use or access the foregoing in any country in which such use or access is illegal. Compliance with any laws applicable to you is entirely your own responsibility, and SHARKROLL makes no representation whatsoever that the Services, Software, or Website therein comply with any laws applicable to you.

8. DORMANT ACCOUNT

8.1 Sharkroll will email you after five months of inactivity, giving you one month's notice that this policy will be in effect on your account. To stop this process, please either withdraw your funds or place a wager in the casino.

9. ACCOUNT CLOSURE

9.1 If you wish to close your account, please email us at support@sharkroll.io, and a Customer Support agent will ensure that your request is handled.

When requesting that your account be closed, you should receive an email confirmation no more than 48 hours after sending us your request. If you haven't received written confirmation within this time limit, please contact our Support team via chat or phone to ensure your account is successfully closed.

10. ANTI MONEY LAUNDERING

10.1 Sharkroll requires further evidence of identification and age from the player to verify his/her withdrawal application (i.e., clear valid picture identification and debit/credit card), that the player is, in fact, over 18 and complies with anti-money laundering requirements from his/her first deposit. Failure to provide appropriate documentation within time may lead to the freezing of the player's account and withdrawal request. SHARKROLL may, from time to time, perform additional security checks to make sure all details provided by the player are correct.

10.2 By applying for an account at SHARKROLL, the player agrees to the below terms:

10.2.1 The player assures that he/she complies with all applicable anti-money laundering laws and regulations internationally.

10.2.2 The player is unaware and has no reason to suspect that the money used to fund his/her deposits in his/her account has been or will be derived from or connected to any money laundering or other illegal activities or prohibited activities by any international law.

10.2.3 The player agrees to provide SHARKROLL with data immediately, and it may request him to confirm all the above anti-money laundering precautions.

10.3 SHARKROLL alerts its users that it performs ongoing due diligence and risk assessments for each customer according to the risk level posed by the customer.

11. REFUND

11.1 Once a deposit has been played in full, no refund will be considered. Only the remaining balance will be considered for refund.

11.2 A refund request will only be considered if it is made within the first twenty-four (24) hours of the transaction in question. You will need to provide a reason for the refund request, which we will consider on a case-by-case basis. The decision is final and not eligible for appeal.

11.3 In order to consider a refund, your account must be fully verified in accordance with our Anti-Money Laundering Policy. We reserve the right to request further documentation at any time to verify your identity.