



Golden Ticket Online Arcade Age & Eligibility Policy

Last Updated: September 2025

Golden Ticket Online Arcade is committed to maintaining a safe, legal, and age-appropriate gameplay environment. This Age & Eligibility Policy establishes the requirements for participation on our Platform and outlines our verification processes to ensure compliance with applicable laws and regulations.

1. Age Requirements

1.1. Minimum Age for Platform Access

Participation on Golden Ticket Online Arcade is restricted to individuals who are at least eighteen (18) years of age. Effective October 1, 2025, the minimum age requirement will increase to twenty-one (21) years of age in all jurisdictions.

1.2. Age Verification

All users must provide truthful and accurate age information during account registration. We reserve the right to request additional documentation to verify age at any time.

1.3. Minor Protection

We have zero tolerance for underage participation. Users who attempt to circumvent age restrictions or provide false age information will have their accounts permanently suspended and may be reported to appropriate authorities.

1.4. Parental Controls Recommendation

Users who share devices with minors should implement parental controls and filtering software to prevent unauthorized access to our Platform. Recommended services include:

Net Nanny (www.netnanny.com)

Qustodio (www.qustodio.com)

Circle Home Plus (circle.com)

2. Geographic Eligibility

2.1. Permitted Jurisdictions

Our Platform is available only to legal residents of the United States who are physically located in permitted U.S. jurisdictions. Eligibility, including the list of Excluded Territories, is defined in our Terms and Conditions (see Section 1.1).



2.2. Restricted Jurisdictions

The Platform is not available to residents of certain jurisdictions where sweepstakes operations are restricted or prohibited. We maintain an updated list of restricted areas and may block access based on IP address or other location indicators. If there is any discrepancy between this Policy and the Terms and Conditions, the Terms and Conditions control.

2.3. Travel and Temporary Location

Users traveling to restricted jurisdictions may experience limited or blocked access to the Platform while in those areas. Access will be restored upon return to permitted jurisdictions.

2.4. Military and Government Personnel

You must still be physically located in a permitted U.S. jurisdiction to access the Platform. There are no special eligibility exceptions for access from outside the United States.

3. Account Registration Requirements

3.1. Single Account Policy

Each individual is permitted only one (1) account on the Platform. Creating multiple accounts is strictly prohibited and will result in immediate suspension of all associated accounts.

3.2. Required Information

During registration, users must provide:

Full legal name (as it appears on government-issued identification)

- Valid email address
- Date of birth
- Residential address
- Phone number
- Username and secure password

3.3. Information Accuracy

All registration information must be truthful, accurate, and current. Users are responsible for updating their information promptly when changes occur.



3.4. Account Ownership

Accounts are non-transferable and may only be used by the registered account holder. Sharing account credentials or allowing others to use your account is prohibited.

4. Identity Verification Process

4.1. Initial Verification

We may request identity verification at any time, including during registration, before allowing certain activities, or as part of routine compliance checks.

4.2. Required Documentation

Identity verification may require submission of:

- Government-issued photo identification (driver's license, passport, state ID)
- Proof of address (utility bill, bank statement, lease agreement)
- Social Security Number or Tax Identification Number
- Additional documentation as deemed necessary

4.3. Document Standards

Submitted documents must be:

- Clear, legible, and unaltered
- Current and unexpired
- Show the user's full name and address matching registration information
- In English or accompanied by certified translation

4.4. Biometric Verification

We may offer optional facial-matching verification to confirm that your image matches your government ID. We will only process biometric identifiers or templates with your explicit consent, and we provide a manual verification alternative at no additional cost. Biometric data (if collected) is handled per our Privacy Policy, including retention and deletion schedules.

4.5. Third-Party Verification Services

We partner with reputable third-party verification services to authenticate identity documents and prevent fraud. These vendors act as our processors. We do not permit them to use your data for their own purposes. See our Privacy Policy for categories of data shared, retention, and deletion.



5. Prohibited Users and Activities

5.1. Prohibited User Categories

The following individuals are prohibited from using the Platform:

- Minors (individuals under the required minimum age)
- Residents of restricted jurisdictions
- Individuals with outstanding legal obligations to us
- Those who have been previously banned or suspended
- Individuals using false or fraudulent information

5.2. Prohibited Activities

Users may not:

- Create multiple accounts
- Use false identification or fraudulent documents
- Share accounts with others
- Attempt to circumvent geographic or age restrictions
- Use VPNs, proxies, or other tools to mask location
- Engage in automated play or use bots
- Manipulate or exploit Platform features

5.3. Identity Fraud

Any attempt to use false, stolen, or fraudulent identification will result in:

- Immediate account suspension
- Forfeiture of all Gold Coins, Sweeps Coins, and rewards
- Potential legal action
- Reporting to appropriate authorities



6. Verification for Rewards Redemption

6.1. Enhanced Verification Requirements

Before any rewards redemption, users must complete enhanced identity verification, including:

- Government-issued photo ID verification; Social Security Number collection and validation for tax and AML purposes (where required by law)
- Address verification
- Tax documentation (if applicable)

6.2. Anti-Money Laundering (AML) Compliance

Our verification process includes AML screening to detect and prevent money laundering activities. This may include:

- Background checks against government watchlists
- Source of funds verification
- Enhanced due diligence for high-value redemptions

6.3. Tax Compliance

Users may be required to provide tax identification information and complete IRS forms (such as W-9) for rewards valued above certain thresholds as required by law.

6.4. Verification Timeline

Users should allow sufficient time for verification completion before requesting redemptions. Incomplete or delayed verification may impact redemption processing times.

7. Account Monitoring and Compliance

7.1. Ongoing Monitoring

We continuously monitor accounts for compliance with age and eligibility requirements through:

- Automated systems detecting suspicious patterns
- Regular reviews of account activity
- Cross-referencing with external databases
- Investigation of user reports or complaints

7.2. Risk Assessment

Our systems evaluate various risk factors, including:

- Device fingerprinting
- IP address analysis
- Gameplay patterns
- Transaction histories
- Verification document authenticity

7.3. Suspicious Activity Detection

We monitor for indicators of potential eligibility violations:

- Multiple accounts from same device or location
- Inconsistent personal information
- Unusual geographic access patterns
- Failed verification attempts
- Reports from other users

8. Enforcement Actions

8.1. Investigation Process

When potential violations are identified, we conduct thorough investigations including:

- Review of account activity and verification documents
- Communication with the account holder for clarification
- Cross-referencing with internal and external databases
- Consultation with legal and compliance teams

8.2. Graduated Response System

Enforcement actions are proportionate to the severity of violations:

Warning: For minor or first-time infractions with immediate corrective action



Temporary Suspension: For serious violations or repeated minor infractions (duration varies by severity)

Permanent Suspension: For severe violations including:

- Age misrepresentation
- Identity fraud
- Multiple account creation
- Geographic restriction circumvention

8.3. Account Closure Process

Upon permanent suspension:

- Account access is immediately revoked
- All Gold Coins, Sweeps Coins, and unredeemed rewards are forfeited
- Personal information is retained as required for legal compliance
- User is permanently banned from creating new accounts

8.4. Legal Action

We reserve the right to pursue legal action for:

- Fraudulent activity
- Identity theft
- Violation of applicable laws
- Interference with Platform operations

9. Appeals Process

9.1. Appeal Submission

Users may appeal enforcement actions by:

- Submitting a written appeal to appeals@gtoarcade.com
- Providing detailed explanation of circumstances
- Including relevant documentation supporting their position



- Submitting appeals within 30 days of enforcement action

9.2. Appeal Review Process

Our appeals team will:

- Conduct independent review of the case
- Consider all submitted evidence
- Make final determination within 30 business days
- Communicate decision in writing

9.3. Final Determinations

Appeal decisions are final and binding. We reserve the right to refuse appeals that:

- Are submitted after the deadline
- Contain false or misleading information
- Relate to clear violations of law
- Have been previously reviewed and denied

10. Legal Framework and Compliance

10.1. Regulatory Compliance

This policy ensures compliance with:

- Federal and state sweepstakes and promotional play laws
- State-specific age and eligibility requirements
- Anti-money laundering regulations
- Consumer protection laws
- Privacy and data protection requirements

10.2. Know Your Customer (KYC) Requirements

Our verification processes meet or exceed industry KYC standards for:

- Customer identity verification
- Address verification



- Risk assessment and monitoring
- Record keeping and reporting

10.3. Cooperation with Authorities

We cooperate fully with law enforcement and regulatory authorities as required by law, including:

- Providing requested user information
- Reporting suspicious activities
- Maintaining required records
- Participating in investigations

11. Policy Updates

11.1. Amendment Process

We may update this policy to reflect:

- Changes in applicable laws or regulations
- Enhanced security measures
- Improved verification technologies
- Operational improvements

11.2. Notice of Changes

Material changes will be communicated through:

- Email notification to registered users
- Prominent notice on the Platform
- Updated effective date

11.3. Continued Use

Continued use of the Platform after policy updates constitutes acceptance of the revised terms.

12. Contact Information

Age & Eligibility Questions



Email: eligibility@gtocarcade.com

Subject Line: Age & Eligibility Inquiry

Appeals

Email: appeals@gtocarcade.com

Subject Line: Account Action Appeal

General Support

Email: support@gtocarcade.com

Live Chat: Available in the Help Center through our website (communications may be monitored or recorded for quality, training, and compliance as described in our Terms and Privacy Policy)

Legal Compliance

Email: legal@gtocarcade.com

Subject Line: Legal Compliance Matter

Document Submission

Secure document upload portal available through user account dashboard or by contacting customer support for alternative submission methods.

This Age & Eligibility Policy was last updated on September 13, 2025, and supersedes all previous versions. For the most current version, please visit our website.