

Terms & Conditions

1. Information for CannonBet account holders:

Cannonbet website is operated by Leo Soft N.V. (reg. number 150165, with registered office at Heelsumstraat 51, Unit B-03 E-Commerce Park, Vredenberg, Curaçao, license number: 8048/JAZ issued to Antillephone, Authorized and Regulated by the Government of Curacao, having as Billing Agent company Leo Soft LTD (reg. number HE 401730) with a registered office located at Chytron 3, Flat 301, 1075, Nicosia, Cyprus.

1.1. Any reference to "CannonBet" includes a reference to all CannonBet and all CannonBet Casino products and services, our employees and representatives, and includes any successor to our business.

1.2. Any references to "bet", "bets", "placing a bet", "betting" or similar should, in relation to CannonBet products, be read as referring to playing a CannonBet game.

2. Acceptance of Terms and Conditions:

2.1. The following Terms and Conditions apply to each CannonBet account (Account). These Terms and Conditions apply to the use of your Account, regardless of how you use it to place bets including (without limitation) via www.cannonbet.com (and any other CannonBet betting websites available from time to time) (CannonBet Website), by web, by phone, and by tablet. By opening and operating an Account, you confirm that you accept these Terms and Conditions and that you agree to comply with them. These Terms and Conditions form a legally binding agreement between you and us.

2.2. You acknowledge that these Terms and Conditions may be amended by CannonBet periodically. When we make changes to these Terms and Conditions, we will post a notice on the CannonBet Website. Should you not wish to accept changes to these Terms and Conditions, you may contact CannonBet to close your Account.

2.3. You agree that by opening and operating an Account you accept and agree to comply with all of the following (collectively referred to as the Associated Rules): our Betting Rules; our Privacy Policy; Cookies Policy; our Promotional Terms and Conditions; each end-user license agreement applicable to CannonBet Casino games; and the rules applicable to, and which appear within, each CannonBet Casino game.

2.4. You acknowledge and agree that the Associated Rules may be amended periodically, with immediate effect. Please check the CannonBet Website for the most up-to-date Associated Rules. It is important that you familiarize yourself with these Account terms and conditions and the Associated Rules in advance of using our products and services.

2.5. Should you have an inquiry about the application of these Terms and Conditions or the Associated Rules, you may wish to contact CannonBet customer service via the live chat function. If you do not agree to these Terms and Conditions or the Associated Rules, you should stop using your Account and you should notify CannonBet customer services that you wish to close your Account.

2.6. In case of discrepancy between the English edition and any respective translations, the former will be deemed as binding and will be the basis upon which all decisions will be made.

3. Opening an Account:

3.1. ACCOUNT REQUIREMENTS:

3.1.1. In order to open, maintain, and operate an Account, you must:

- be at least 18 years old;
- have a method of payment which is approved by us, registered in your own name, and registered to the address where you reside;
- register in your own name, for your sole benefit and not for the purposes of betting on behalf of anyone else; and
- comply with these Terms and Conditions and the Associated Rules at all times.

3.1.2. You are NOT allowed to open an account at CannonBet if you reside in any of the following countries and territories: USA, France, Aruba, The Netherlands, the Dutch Caribbean Islands; Curaçao, Aruba, Bonaire, St. Maarten, St Eustatia, and Saba.

3.2. GENERAL REQUIREMENTS AND SECURITY:

3.2.1. You agree that you are only permitted to use your Account for:

depositing funds for the purpose of using betting services or acquiring betting and related services from time to time;

- withdrawing betting proceeds;
- placing bets; and
- obtaining your Account balances.
- Use of your Account for any other purpose is not permitted and may result in the closure of your Account.

3.2.2. You are solely responsible for the usage of your Account including ensuring that your username, password, and other personal information that we may use to verify your identity are kept secure.

3.2.3. You agree that the use of your Account in violation of any laws is prohibited.

3.2.4. You agree that as the Account holder, you are the only person permitted to use your Account.

3.2.5. If you choose or are provided with, a user identification code, password, or any other piece of information as part of our security procedures, you must treat such information as confidential. You must not disclose it to any third party.

3.2.6. You should change your password on a regular basis.

3.2.7. We have the right to disable any user identification code, password, whether chosen by you or allocated by us, at any time we reasonably believe you have failed to comply with any of the provisions of these Terms and Conditions.

3.2.8. If you know or suspect that anyone other than you knows your user identification code or password, you must promptly notify us by contacting our customer services team using the phone or live chat.

3.2.9. Where correct security information is provided to us, and until such time as you have notified us of any unauthorized use of your Account, we are entitled to assume that all payments and transactions made through your Account are made by you. You agree that we will assume that all Account activity has been conducted by you. You will bear any losses suffered due to the unauthorized use of your Account.

3.2.10. If we have formed the reasonable belief that you have been unlawfully using your Account, you acknowledge that we may report such belief to one or more government agencies, law enforcement agencies, or self-regulatory bodies without prior notice to you.

3.2.11. If we have formed the reasonable belief that a transaction on your Account has occurred and was undertaken by any person other than you or that a transaction on your Account has occurred by way of an automated or computerized system (except for an approved automated or computerized system), we may, at our sole discretion, do any one or more of the following:

- restrict the operation of your Account, including restrictions on your ability to use one or more certain products;
- suspend or close your Account;
- cancel any bet and refund the stake to your Account; or
- if appropriate, disclose details of the transaction, the Account, and the Account holder to regulators, government agencies, law enforcement agencies, self-regulatory bodies, or sporting and racing bodies.

3.2.12. We may from time to time pay a commission to other persons in respect of the opening of, or bets placed on, your Account (including if you have entered the CannonBet Website by clicking through from another website at any time). You acknowledge and agree to this commission being paid.

4. Identification and Verification of Account Holders

4.1. VERIFICATION:

In the process of establishing and maintaining your CannonBet account, adherence to identification and verification procedures is crucial. Please take note of the following guidelines:

4.1.1. Ensure the accuracy of the personal details provided during the account creation process. These details should exclusively represent your individual information and not that of another person.

4.1.2. Acknowledge that we are obligated to verify your identity when initiating a withdrawal request.

4.1.3. If the initial verification process proves unsuccessful, you will be required to furnish us with satisfactory documentary evidence, including:

- Identity verification
- Address confirmation
- Proof of ownership for any registered payment method

Submission of these documents can be facilitated through our live chat function or email for manual identification verification. Once reviewed and verified, we will proceed with your withdrawal request.

4.1.4. As part of our commitment to ongoing compliance with anti-money laundering and counter-terrorism financing regulations, we may, at any point, request additional verification of your identity, address, and ownership of payment methods. This may involve seeking

information about the source of funds deposited into your account, and withdrawal capabilities may be suspended until verification is complete.

4.1.5. Independent third-party verification of age and identity may be employed during the account application process and certain transactions. These checks aim to confirm identity without impacting credit ratings. If, however, any chargebacks, reversals, or other charges are associated with your account, we reserve the right to charge you for these amounts and may keep your account suspended until verification is completed.

4.1.6. In cases where satisfactory verification is not achieved, you may be asked to provide additional personal identification documents to confirm and validate your age and identity. Documentation may include proof of age, address, and identity. Account suspension may be enforced until these checks are satisfactorily completed. Communication regarding these requests will be conveyed via email, phone, or the Live Chat section of the CannonBet Website.

4.1.7. The deposit of funds into your account may be subject to supporting documentation requests to verify ownership of payment methods or the source of funds. CannonBet retains the right to suspend your account and request additional information if the deposited money originates from a payment method not issued or registered in your name.

4.1.8. If your account is deemed a risk to regulatory or legal obligations, we reserve the right to freeze or permanently close your account without prior notice. Additionally, withdrawals may be refused if they appear connected to facilitating fund movement between payment methods, including withdrawals of unplayed deposits.

4.1.9. Should your account be frozen or closed based on risk assessment, you have a 14-day window to request reconsideration by providing relevant supporting documentation. The decision to reverse the freeze or closure remains at our absolute discretion after reviewing the request and accompanying documentation.

4.1.10. Further information may be requested if initial verification documents are deemed unsatisfactory. This information may include a certified copy of a utility bill or identification document dated within the previous 6 months.

4.1.11. Inability to provide satisfactory documentary evidence required for regulatory obligations may lead to the closure of your account.

4.1.12. Account applications may be declined at any time at our absolute discretion.

4.2. LAWFUL USE OF ACCOUNTS:

4.2.1. General

4.2.1.1. Registration of multiple or duplicate accounts is strictly prohibited and will result in the irreversible termination of all gaming account access. CannonBet reserves the right to void any accumulated winnings resulting from unfair registration patterns.

4.2.1.2. All bonuses and winnings derived from multiple or duplicate accounts will be considered void and forfeited.

4.2.1.3. CannonBet holds the discretion to void winnings, refund deposits (less void winnings), and recover any unrecovered amounts directly from other accounts if multiple or duplicate accounts are detected.

4.2.1.4. The use of multiple or duplicate accounts will not be recognized as valid or active, and any losses and stakes placed through such accounts will be retained by CannonBet.

4.2.1.5. CannonBet reserves the right to cancel a player's account for reasons including but not limited to:

More than one active account at CannonBet (multiple or duplicate accounts)
Mismatch between the player's CannonBet account and the name on the credit card(s) or payment method account used for deposits
Player entering a promotion and cashing out before fulfilling the promotion requirements

4.2.1.6. We may require additional information to prove identity, refuse bets, prevent fund withdrawals, or reject other transactions if there is a reasonable belief that the person involved may not be the account holder.

4.2.1.7. Promptly notify us of any changes to your address or contact details.

4.2.1.8. Agree not to engage in fraudulent or unlawful activities, including arbitrage betting, or attempt to fix or unfairly influence the outcome of any event or game. Breaching these terms may result in voiding bets or permanent closure of the account.

4.2.2. Viruses

4.2.2.1. The CannonBet Website's security against bugs or viruses is not guaranteed. Users are responsible for configuring their IT systems with virus protection.

4.2.2.2. Users must not introduce viruses, trojans, worms, or other malicious material to the CannonBet Website. Unauthorized access or attacks on the website will be reported to relevant authorities, leading to the cessation of account usage.

4.2.3. Minors

4.2.3.1. Underage gambling is strictly prohibited. Users must not allow anyone under 18 to use their account or come into close proximity to it.

4.2.3.2. Users must not disclose account details or security information to anyone under 18.

4.2.3.3. If it's reasonably believed that a person under 18 has used the account, the account may be suspended, and bets placed by the minor may be voided.

4.2.3.4. If an account holder is found to be under 18, the account will be closed, deposits refunded, and winnings nullified.

4.2.4. Threatening Behavior

Account suspension or refusal to open an account or place bets may occur if there is a reasonable belief that the user has engaged in threatening behavior toward CannonBet representatives.

4.2.5. Intoxication and Drug Use

4.2.5.1. Users must not attempt to open an account or place bets while intoxicated or under the influence of drugs. Users are fully liable for actions and account activity during such conditions.

4.2.5.2. CannonBet reserves the right to refuse account opening or bet placement if it's reasonably believed the user is intoxicated or under the influence of drugs. Account suspension may occur for 24 hours or longer following such a decision.

4.2.5.3. CannonBet is not responsible for failure to identify intoxication or drug use by representatives.

4.2.6. Mental Impairment

4.2.6.1. Users must not attempt to open an account or place bets during a mental impairment. Full liability for actions and account activity during mental impairment is acknowledged.

4.2.6.2. CannonBet reserves the right to suspend accounts, refuse account opening, or bet placement if there is a reasonable belief of mental impairment.

4.2.6.3. CannonBet is not responsible for failure to identify mental impairment by representatives.

4.2.7. Responsible Gambling

4.2.7.1. Users must not attempt to open an account or place bets while experiencing problems with responsible gambling. Full liability for actions and account activity during such conditions is acknowledged.

4.2.7.2. CannonBet reserves the right to suspend accounts or refuse account opening or bet placement if there is a reasonable belief of a gambling problem.

4.2.7.3. CannonBet is not responsible for failure, within reason, by representatives to identify responsible gambling problems. However, efforts will be made to protect those with gambling-related issues.

4.2.7.4. Further information and help regarding gambling-related problems can be accessed via CannonBet's Responsible Gambling Policy on the CannonBet Website.

5. Withdrawals and Refund Policy

5.1. WITHDRAWALS:

Withdrawals at CannonBet are subject to certain policies and procedures to ensure a seamless and secure process:

5.1.1. Approval Time: All withdrawal payments are set to be approved by the website within 24 hours. However, actual receipt of funds may experience slight delays due to your bank's clearance time, particularly on weekends and holidays. The entire process might take up to 7 days.

5.1.2. Payment Method: CannonBet will pay withdrawals to the bank account and using the method used for the player's deposit. Withdrawal requests to another bank account are at the discretion of CannonBet, and rejection of such requests is possible.

5.1.3. Web Wallet Withdrawals: To receive winnings via Web Wallets, at least one deposit must be made using that payment method.

5.1.4. Payment Validation: Withdrawal requests will only be processed after the player's identity and account have been verified. Additionally, satisfactory proof of deposit must be provided if requested by CannonBet. The absence of chargebacks is also a prerequisite.

5.1.5. Verification Procedures: CannonBet reserves the right to carry out "Know Your Client" verifications, especially for:

- Deposits or stakes of €/\$/£2,000 in any 24-hour period.
- Payouts exceeding €/\$/£1,000 or cumulative withdrawals over €/\$/£2,500.

5.1.6. Additional Verification: If necessary, additional verification may include documentation such as a player's passport or utility bills.

5.1.7. Bank Wire Transfers: CannonBet usually does not charge for bank wire transfer withdrawals, but this is subject to change based on local bank administrative fees. Complete documentation, including bank details, may be required for security reasons.

5.1.8. Withdrawal Fee: CannonBet may charge a withdrawal fee to cover administrative costs if your deposit is not rolled over at least once.

5.1.9. Turnover Rules: Turnover rules apply to sports and virtual sports betting, specifying the wagering requirements based on the deposited amount and minimum odds.

5.1.10. Active Accounts: Withdrawals will be processed only for active or open accounts and in the name of the registered account holder.

5.1.11. Deposit Value: If the value of a deposit is not played through in full before a withdrawal is requested, CannonBet reserves the right to reject the withdrawal. Charges may apply even if the deposit is fully played through.

5.1.12. Bonus Conditions: Withdrawal requests are subject to bonus terms and conditions. If a withdrawal is requested before meeting bonus rollover requirements, the entire bonus amount and associated winnings may be deducted.

5.1.13. Cancellation Option: During the withdrawal validation process, you can cancel your withdrawal request in the "Pending Withdrawals" section of your account. Once validated and paid, no cancellations are allowed.

5.1.14. Suspicious Activity: Withdrawals are allowed only if the account is not involved in suspicious activity. CannonBet may suspend accounts during investigations, freezing funds until the investigation is completed satisfactorily.

5.2. REFUND POLICY:

CannonBet maintains a refund policy at its discretion for specific circumstances:

5.2.1. Voiding Winnings: CannonBet may void all winnings and refund all deposits in case of a violation of the Terms and Conditions.

5.2.2. Refund Request: Players, upon being notified of a violation, have 72 hours to request a refund of their available funds. Requests can be made through the withdrawal form on the website or by email to the Support team, specifying "Refund" in the comments section.

5.2.3. Processing Time: Refunds will be processed within 48 hours of receiving the request. Any fees deducted will be to cover bank fees and related expenses.

5.2.4. Payment Method: Refunds will only be processed using the payment method used for deposits on the website. The refund amount cannot exceed the total deposits made by the player.

6. Betting Regulations:

6.1. SPORT BETTING RULES:

6.1.1. General

6.1.1.1 Usage Regulations: The utilization of CannonBet Sports Book is governed by these Betting Rules. By placing a bet with CannonBet, the Account holder explicitly acknowledges having read, comprehended, and committed to adhere to these Regulations.

6.1.1.2. Authority and Governance: These Regulations, integral to the CannonBet platform, fall under the jurisdiction and authorization of the Curacao Gaming Commission.

6.1.1.3. Dispute Resolution: Any dispute pertaining to CannonBet's use should be communicated via email to support@cannonbet.com for prompt attention.

6.1.1.4. Site Modifications: CannonBet reserves the right to effect changes to the site, betting and payout limits, these Regulations, and other offers. Account holders will be duly notified in advance of any alterations.

6.1.1.5. Regulation Updates: CannonBet retains the prerogative to update, amend, edit, or supplement these Regulations at its discretion.

6.1.2. Bet Acceptance

6.1.2.1. Event-Based Acceptance: Bets are accepted based on the events outlined in the proposed program, subject to odds defined by the Website. Online bets, accepted at our discretion during the event, remain valid.

6.1.2.2. Bet Validation: Bets are deemed valid only when validated and reflected in the Customer Bet History. Disputes on bet validity can be resolved by checking open bets or contacting Customer Support.

6.1.2.3. Irrevocable Bets: Once accepted, bets remain valid and cannot be removed, barring direct/indirect errors by the Website. Customers are responsible for ensuring the accuracy of placed bets.

6.1.2.4. Dispute Resolution Authority: In case of disputes, the transaction log database is the ultimate authority. The Website may return the stake amount before the event starts, voiding the placed bets, with notifications to Account holders.

6.1.2.5. Winning Limit: CannonBet reserves the right to limit winnings per bet or combination to €10,000.

6.1.2.6. Pre-imposed Limits: CannonBet may set pre-imposed limits on bet selections at its discretion. Customers can request limit adjustments, subject to CannonBet's acceptance or rejection.

6.1.2.7. Bet Rejection: CannonBet may decline, at its discretion, all or part of any bet request. Access to user accounts can be restricted or denied.

6.1.2.8. Withdrawal Restrictions: CannonBet may withhold withdrawals for investigations. Withdrawals can only be made to active or open accounts, and a time delay may precede bet acceptance.

6.1.2.9. Cancellation Possibility:

Bets can be canceled during the validation process. A canceled bet request transfers the amount back to the Player Account balance.

6.1.2.10. Suspicious Activity:

Withdrawals are allowed only if the Account is free from suspicious activity. In cases of investigation, funds may be frozen until completion.

6.1.3. Cancellation (Annulment) of Bets

6.1.3.1. Void Bets:

A bet can be voided and settled with odds "1". Multi bets remain valid even if one event is void. CannonBet reserves the right to void parts of a multi bet with correlated outcomes.

6.1.3.1. Error Correction:

In cases of staff errors, software failures, or obvious typos, bets may be recalculated with odds "1" (stake refunded).

6.1.4. Disclaimers and Priority

6.1.4.1. Balance Adjustments:

CannonBet can adjust, amend, or cancel bets with incorrect odds or results, affecting the account balance. In case of negative balances, betting is suspended until replenished.

6.1.4.2. Account Misuse:

Suspected third-party use may lead to bet invalidation and winning amount cancellation. Access to the account can be suspended pending investigations.

6.1.4.3. Suspension of Access:

CannonBet may suspend account access for necessary investigations. In ambiguous situations, settlements will align with accepted betting norms.

6.1.4.4. Language Discrepancy:

In case of language discrepancies, the English version prevails. CannonBet is not liable for variations between language versions.

6.1.4.5. Voiding Bets:

Bets can be voided due to required law compliance, technical issues from the providers or Force Majeure. Statistics and editorial text are supplemental, with customer responsibility for event awareness.

6.1.4.6. Fraudulent Activity:

Engaging in fraudulent or unlawful activity may result in voided bets, frozen accounts, or permanent closures, without prior notice.

6.1.5. Result Settlement

6.1.5.1. Information Sources:

CannonBet settles based on firsthand information, but bets may rely on other public sources if firsthand information is unavailable. Disputed bets in such cases are non-appealable.

6.1.5.2. Final Settlement:

Settlements are considered final if correct at the time and in adherence to rules. Subsequent changes post-settlement are excluded.

6.1.5.3. Void Events:

Events that do not take place or receive a walk-over decision result in voided bets. Postponed events within 72 hours retain bets; beyond 72 hours, bets are refunded.

6.1.5.4. Interrupted Events:

Interrupted events, played for a minimum duration, are considered completed. In other cases, interrupted events result in voided bets, except for certain sports detailed in the rules.

6.1.5.5. Tied Finishing Positions:

If two or more participants share finishing positions, bets are returned unless one participant is officially declared the winner.

6.1.5.6. Post-Season Considerations:

Results from additional rounds, matches, or series post-Regular Season, when needed for classification, are considered for final settlements.

6.1.5.7. Special Event Betting:

CannonBet may offer reduced participant selections and unique betting options for specific events, subject to CannonBet's discretion.

6.1.5.8. Multi-Stage Competitions:

Bets requiring participants to compete in multiple stages are valid if the match(es) takes place within the competition, despite postponements.

6.1.5.9. Qualification Bets:

Bets on "To Qualify" markets are void if the match outcome is undetermined 72 hours after its supposed start time.

6.1.5.10. Venue Changes:

Matches on "Neutral pitches" or with venue changes do not void bets unless the match venue cannot be proven as the habitual "home" pitch of either team.

6.1.5.11. Supplementary Information:

Information regarding team members' gender, age groups, and youth teams is supplementary. Discrepancies in this information do not void offers unless causing obvious odds inconsistency.

6.1.5.12. Linguistic Incongruence:

Differences in denominations due to language adaptations do not void bets unless causing uncertainty among participants. Settlements are at CannonBet's discretion.

6.1.5.13. Timeframe Interpretation:

Timeframes in bets are interpreted explicitly, and any reference to goals scored by specific players excludes "own goals" unless stated otherwise.

6.1.5.14. Decimal Digit Duration Bets:

Bets with non-full integer digits in duration require the completion of the full integer for consideration as won.

6.1.5.15. Player-Made "Own Goals":

Goals scored as "own goals" are excluded from player-specific goal bets unless stated otherwise.

6.1.5.16. Medals Count:

Team/nation medals count as one regardless of the number of team members.

6.1.5.17. Complaints Procedure:

Complaints regarding winning calculations are accepted in written form within 5 days of event outcome announcement.

These Betting Rules constitute a binding agreement between the Account holder and CannonBet, guiding the terms and conditions of sports and casino betting on the platform. Any violation of these rules may result in consequences, including voided bets, account suspension, or closure, as deemed appropriate by CannonBet.

Prior to confirming a wager, users must meticulously review their selections, stake amounts, and all relevant details. Once a bet is confirmed, alterations or cancellations become impermissible. Users bear the responsibility of ensuring the accuracy of their bets, and any disparities observed should be promptly reported to our dedicated customer support for expeditious resolution.

6.1.6. Dynamic Odds: The odds presented on our platform are dynamic, evolving in real-time based on the fluid nature of the sports event or casino game. A discerning comprehension of the odds at the moment of bet confirmation is imperative for judicious decision-making.

6.1.7. Bet Types: CannonBet presents an extensive array of betting types, encompassing singles, accumulators, and system bets. Each bet type is governed by its set of rules, and a nuanced understanding of these intricacies elevates the strategic facet of betting.

6.2. CASINO GAMES

6.2.1. Game Variety and Rules:

CannonBet's online casino offers a diverse assortment of games, each governed by distinct rules and accompanied by structured payout systems. Users are encouraged to acquaint themselves thoroughly with the regulations pertaining to each game, thereby accessing a spectrum of gaming possibilities tailored to their preferences and strategies.

6.2.2. Random Number Generators (RNGs):

Aligned with the paramount principle of integrity, our casino games integrate Random Number Generators (RNGs), ensuring outcomes devoid of human influence. Users can rely on the assurance that every spin, shuffle, or deal is determined exclusively by authentic randomness, fostering an environment of fairness and reliability within our gaming platform.

6.2.3. Live Dealer Experience:

Enhance your gaming experience with CannonBet's live dealer games, where virtual and tangible realms seamlessly converge. Our dealers facilitate these games, providing users with the opportunity to immerse themselves in an authentic ambiance reminiscent of traditional brick-and-mortar casinos. Explore this sophisticated gaming realm, where an unparalleled experience awaits.

7. Account Balances

7.1. BALANCE ADJUSTMENTS

We may adjust Account balances were permitted to do so in accordance with the applicable Betting Rules, including, for example, where a dividend or refund has been miscalculated in error.

7.2. WINNINGS

Please see the Betting Rules for information regarding the maximum amount of money that may be paid out on any particular bet, subject to specific bet type limits which will be available to you prior to the bet being placed.

7.2.1. We:

7.2.1.1. do not guarantee that we will accept all bets placed by you;

7.2.1.2. may change the method of operating or our method of receiving or accepting bets at any time. Please check the CannonBet Website for the most up-to-date Associated Rules; and

7.2.1.3. may at any time void any and all bets that in any way contravene these Terms and Conditions or the Associated Rules.

7.3. BONUS/FREE BETS

7.3.1. You may be eligible to receive a bonus or free bet (Bonus) from us to use with your Account.

7.3.2. All Bonuses are subject to these Terms and Conditions as well as the specific Bonus/Free Bet Terms and Conditions and any additional terms and conditions that may relate to each specific Bonus or promotion.

7.4. DORMANT/INACTIVE ACCOUNTS

7.4.1. If you do not access your Account by logging onto your Account using your username and password and either:

make a deposit; or
place a bet,

for any consecutive period of 6 months, then after those 6 months, your Account will be deemed inactive.

7.4.2. Once your Account has been deemed inactive, we will be entitled to charge you an administrative fee (Inactive Account Fee).

7.4.3. We will deduct an amount of € 5.00 as an Inactive Account Fee from your Account balance on the day that your Account is deemed inactive and then each one (1) month thereafter. If your Account Balance is zero (or becomes zero), we will not charge any further Inactive Account Fees.

7.4.4. Once your Account is deemed inactive, we will also remove any Bonus or Free Bets from your Account.

7.4.5. If Your Account is inactive and you log back in and make a deposit or place a bet, your account will, at this stage, be considered re-activated. We will stop deducting the Inactive Account Fee from your Account balance once your account is deemed active.

7.5. CLOSURE, SUSPENSION OR RESTRICTION OF AN ACCOUNT

7.5.1. By your election: You may close, suspend or restrict your Account by notifying our customer services.

7.5.2. At our election: We may suspend the operation of your Account to investigate transactions in respect of your Account if we:

7.5.2.1. become aware or reasonably believe that your Account:

has been used to conduct suspicious transactions;
is displaying incorrect or erroneous information; or
has been misused in any way (including where the Account has been subject to unauthorized use); or
are directed by any regulatory body or sporting body to do so.

7.5.2.2. You acknowledge that we have an obligation to our employees to provide a safe work environment amongst other legal duties, and so you agree that we may, at our election, close your Account if we believe that you act or have acted unreasonably towards us or our employees, agents and other representatives, in the course of betting transactions, which conduct, whether singular or repeated, includes:

- offensive language;
- aggressive behaviour;
- racial remarks;
- sexual or sexist remarks;
- harassing remarks;
- attempted or actual bullying;
- threatening remarks made against us (including to our reputation, business, property or assets), yourself or third persons; and
- other anti-social behaviour.

7.5.2.3. We may, at our sole discretion, restrict, suspend or close your Account if we reasonably believe that:

- you are less than 18 years old;
- you are betting on behalf of another person (including someone who is less than 18 years old);
- you have not acted in good faith in your dealings with your Account (e.g. in the case of suspected fraudulent activity or collusion);
- you are in breach of any laws (including any laws, codes or regulations related to anti-money laundering and counter-terrorism financing);
- the person conducting transactions on your Account is not you;
- you are intoxicated or under the influence of drugs;
- you are a self-excluded customer;
- you suffer from a mental impairment;
- based on statements made by you, either singular or repeated, you may not be gambling responsibly;
- you have acted unreasonably towards CannonBet employees, agents or other representatives;

- your betting activity or intended betting activity will result in CannonBet taking on an unreasonable commercial risk; or
- you are in breach of these Terms and Conditions or the Betting Rules.

If we close your Account at our election, we may:

- refund the balance of your Account;
- declare void any Bonuses, Free Bets or account top-ups; and
- honor all outstanding bets, unless our authorized representative reasonably decides otherwise (in their sole discretion).

If we restrict, suspend or close your Account, we will make all reasonable efforts to notify you via the contact details registered with your Account and may provide our reasons for restricting, suspending or closing your Account.

If we elect to restrict, suspend or close your Account, we will give you 5 working days to request us to reconsider our decision. Your request must be made by email to support@cannonbet.com and be accompanied by relevant supporting documentation.

8. Complaints

If you have a complaint you may contact us at any time via live chat or email at support@cannonbet.com. Our representative will seek to resolve any complaints internally in the first instance.

Please describe your complaint so that we can review it in further detail. We will aim to respond to you as quickly as possible.

9. Legal use of CannonBet Website and Intellectual property rights

Use of the CannonBet Website is subject to a condition of reasonable use. You may only use the CannonBet Website and the material on it for personal use.

We are the owner or the licensee of all intellectual property rights on the CannonBet Website and the material published on it. The CannonBet Website and its content are made available to you on a non-commercial, entertainment basis only. You may not use any part of the CannonBet Website or any of its contents for commercial purposes.

You agree that by opening an Account and using the betting facilities operated by us you do not acquire any intellectual property rights whatsoever in the CannonBet Website or the material published on it. Reproduction of the CannonBet Website and the works contained on it, including by screen scraping, is strictly prohibited. All rights are reserved.

You MAY NOT use the CannonBet Website:

to re-publish or create a derivative work of the betting data published on the CannonBet Website from time to time, without our prior written consent; or
in a way that is likely to cause damage to the CannonBet Website, including by intentionally slowing down the operation of the CannonBet Website for other customers, for example by making excessive hits on the CannonBet Website.

If you print off, copy, or download any part of the CannonBet Website in breach of these Terms and Conditions, your right to use the CannonBet Website (including the operation of your Account) will cease immediately and you must, at our option, return, permanently delete or destroy any copies of content from the CannonBet Website that you have made.

10. Limits on Liability

Whilst we use reasonable endeavours to avoid it, we do not guarantee that the CannonBet Website, any content on or from it or any of the services we offer will always be available uninterrupted or fault free. Access to the CannonBet Website may be temporarily suspended, withdrawn, discontinued or changed without notice. We will not be liable to you if, for any reason, the CannonBet Website is unavailable at any time or for any period.

We are not liable to you for any loss to the extent that it is caused by you, for example, through your negligence or breach of these Terms and Conditions.

To the extent permitted by law, we exclude all conditions, warranties, representations or other terms which may apply to the CannonBet Website or any content on it, whether express or implied.

We will not be liable to any customer for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty or otherwise, even if foreseeable, arising under or in connection with your:

use of, or inability to use, the CannonBet Website;
use of or reliance on any content displayed on the CannonBet Website; or any typing, human, systems, software (including communications) or palpable error in relation to any product or information provided on the CannonBet Website.

We reserve the right, in our sole discretion, to void any result, bet, bet settlement (including any pay-out) or another game element where we consider it has occurred as a result of any human, systems, software (including communications) or palpable error.

We reserve the right, in our sole discretion, to adjust Account balances where a payout or refund has been miscalculated in relation to a bet placed by you. You shall indemnify us and shall be liable to us, on demand, the relevant amount paid by us to you as a result of the error (and any costs incurred by us seeking to recover the relevant amount from you).

You agree not to use the CannonBet Website for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

We will not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, other devices, computer programs, data or other proprietary material due to your use of the CannonBet Website or to your downloading of any content on or from it, or on or from any website linked to it.

We assume no responsibility for the content of websites linked on the CannonBet Website. Such links should not be interpreted as endorsement by us of those linked websites. We will not be liable for any loss or damage that may arise from your use of them.

11. Countries of Operation

We can accept players from the following countries only. Anyone outside of these countries are not permitted to register on our site. If it is discovered that any user has fraudulently registered from any country outside of this list their account will be immediately closed.

Albania, Angola, Anguilla, Antigua and Barbuda, Argentina, Aruba, Austria, Azerbaijan, Bahamas, Belarus, Bolivia, Bosnia and Herzegovina, Botswana, Brazil, Bulgaria, Cameroon, Chile, Costa Rica, Cote d'Ivoire, Croatia, Cuba, Czech Republic, Denmark, Djibouti, Dominican Republic, El Salvador, Eritrea, Estonia, Fiji, Finland, Gabon, Georgia, Guatemala, Honduras, Iceland, India, Indonesia, Ireland, Jamaica, Kazakhstan, Kenya, Laos, Latvia, Luxembourg, Macedonia, Malaysia, Maldives, Mexico, Moldova, Mozambique, Nepal, New Zealand, Nicaragua, Nigeria, Norway, Panama, Paraguay, Peru, Philippines, Portugal, Puerto Rico, Romania, Rwanda, Serbia, Slovakia, Slovenia, South Africa, South Sudan, Switzerland, Taiwan, Tanzania, Tunisia, Turkey, Uganda, Ukraine, Uruguay, Uzbekistan, Zambia, Zimbabwe.

Restricted Territories: USA, Aruba, Bonaire, Curacao, France, Netherlands, Saba, St Eutatus, St Martin.

