

Terms & Conditions

1. Preliminary Provisions

1.1 By using and visiting any section of the website operated under the URL thunderpick.io ("the Website") or by opening an account on the Website you agree to be bound by: these Terms and Conditions ("Terms"), the Privacy Policy, any terms and conditions of promotions, any game rules, bonuses and special offers which may be found on the Website from time to time. All of the terms and conditions listed above shall together be referred to as "the Terms".

1.2 Please read the Terms carefully before accepting them. If you do not accept these Terms and Conditions, you must refrain from using the Website and accessing the Services. Your further use of the Website and the Platform will be deemed as and shall constitute full acceptance of these Terms by you.

1.3 We may need to change these Terms from time to time for a number of reasons (including a need to comply with applicable laws and regulations as well as regulatory requirements. Any amendments hereto will be binding and effective immediately upon publication on this Website. Your continued use of the Website following such publication will be deemed as and shall constitute as your express agreement to to be bound by the Terms as amended.

1.4 We are committed to providing highest standard customer service and support. As part of that commitment, we are fully committed to supporting responsible betting. We shall use our best reasonable efforts to enforce responsible betting procedures, however we do not accept any liability of whatever legal nature with that regard in case you use the Website or Platform with a purpose of intentionally avoiding any respective measures in place and we are unable to enforce said measures outside our reasonable control.

2. Definitions

Deposits	Any transfer of funds from you to your Player Account either directly or through a Payment Provider.
The Platform	Our internet gaming system on the Website, downloadable applications and related services and gaming activities as offered and listed at thunderpick.io .
Payment Provider	A third party payment processing company.

Player Account	One personal single account pertaining to one domestic household address or IP address, opened by an individual and maintained with us to enable that person to place bets on the Platform.
Software	The software or downloadable app licensed to us that is required to be downloaded, accessed or otherwise utilized by you from the Website for the purpose of enabling you to participate in activity on the Platform, including any program or data file derived therefrom and any related documentation, and including any enhancements, modifications, additions, translations or updates to such software.
Stake	Any monies wagered by a holder of a Player Account on the Platform.
Operator/Us/We/Ours	Thunderpick.io
Username and Password	The username and password chosen by a person upon registration on the Platform.
Website	Thunderpick.io and any related sites on which the Platform is operated and are accessible via links or any other access method.
Winnings	Any winnings made by a holder of a Player Account on the Platform.
Withdrawal	Any transfer of funds from your Player Account to yourself either directly or through a Payment Provider.
Client/User/You	The user of the Website.

3. Restrictions and Limitations

3.1 Registration, opening an account and betting are permitted only for persons above the age of 18 or of legal age and full legal capacity stipulated by their local law. We reserve the right to void any wagers if you are not of full legal capacity. Should we suffer any loss or damage, as a result of a transaction entered into by a person without full legal capacity, we reserve the right to take legal action and seek compensation for such losses from the parents or guardians of that person. We reserve the right to request proof of age documentation from you at any time. You are solely responsible for confirming and ensuring your compliance with any local prohibitions and/or regulations that may be

applicable to your activities on the website, including those of your country or jurisdiction of residency. We take measures to identify a player's location and we block customers from wagering from certain jurisdictions. We allow the use of VPNs to help secure your connection. However, please note that using a VPN may affect the performance, availability, or functionality of certain features. Connections from all non-restricted locations can access Thunderpick normally without the need for a VPN.

3.2 Use of the website and associated services are expressly prohibited from the following jurisdictions: Curaçao, the Netherlands (and any country forming part of the kingdom of the Netherlands; Aruba, Bonaire, Saba, Sint Eustatius, Sint Maarten), USA, UN sanctioned countries and FATF blacklisted countries. Any account accessed from a restricted state will have all access rights revoked and any balance contained in the account may be considered void. You are required to notify us immediately should you intend to relocate to or visit a restricted state, your account will then be placed on a temporary hold or permanently closed dependent on the circumstance with any balance available being returned to you. Any attempt on your part to circumvent these restrictions by any means will result in your accounts closure and any balance considered forfeit.

3.3 Any request for opening the Primary Account with full functionalities of the Website from jurisdictions that have local prohibitions and/or regulations that may be applicable will be declined. The Client shall be solely and fully liable for legal admissibility of online gambling in Client's country and region of residence and / or location, and age restrictions in force in the Client's country of residence and / or location. We do not intend to enable anyone to use the Platform and/or the Website where such use is or may be illegal and thus we expressly exclude any liability on our side that may occur as the result of or with regard to such an illegal use. The availability of the Platform and/or the Website does not constitute an offer or invitation from our side to use the Platform in any place in which such use is or may be illegal. However, any wagers accepted by the Platform from such jurisdictions may be accepted and the result of such wagers shall be valid and stand regardless of whether you win or lose, while Withdrawals may require confirmation of making a wager from jurisdiction that does not have any local prohibitions and/or regulations that might be applicable.

4. Taxes and Fees

4.1 You are fully responsible for any applicable taxes (including but not limited to personal income taxes, legal actions taxes and similar) and fees resulting from proceeds, deposits and Winnings gained from the use of the Website. If Winnings are taxable in your jurisdiction, you are required to keep track and report the winnings to the appropriate authorities under the laws of your applicable jurisdiction.

5. Opening Player Account

5.1 By registering on the Website the Client takes full legal responsibility for Website use. We will not be held liable for the information provided or misleadingly provided by the Client when registering in the Website and opening the account, including the information on Client actual location and/or governing jurisdiction. For the purpose of preventing frauds and other conflicts, we reserve the right to request documentation (for example copies of a player's passport, national Identity Card, copies of a player's utility bills, and/or copies of the debit/credit cards used to deposit) or other confirmation (selfie, verification call etc.) for the purpose of identity verification prior to granting any withdrawals from your Account. We also reserve our rights to request this documentation at any time during the lifetime of your relationship with us. In the event you fail to meet our verification request within 30 days, we reserve the right to take any action we deem appropriate including limitation or closure of Your Account and loss of Winnings, as well as charging you with a contractual penalty in the amount equal to the full amount of any of your resources on your account. Should the Client provide misleading information during registration, the Website administration is entitled to block Client's access to the Website or in case of obvious typographical error amend the data. You are permitted to open only one (1) Account. Only one account is allowed per household. Multiple accounts held by the same individual are subject to immediate closure and we reserve the right to seize any funds gained as a result of holding multiple accounts ([detailed definition](#)). Furthermore you shall not permit another person to access the Website or Software via your account without the express permission of Thunderpick. You must treat your user email address and password as confidential and not disclose any part of them to anyone else. We have the right to disable any user Account, password whether chosen by you or assigned by us, at any time, if in our opinion you have failed to comply with any of the provisions of these Terms of Service. You are responsible for ensuring that no one else is able to make use of your Account and password and you shall be responsible for all transactions that take place on your Account whether or not you knew or consented to such transactions taking place. As a Thunderpick player, it is your responsibility that you safeguard the devices and deposit instruments you use, making sure that your account is properly logged off at the end of each session. You are also responsible for ensuring that no one else has access to your passwords or login information. You are equally accountable for all activity that occurs in the account regardless of knowledge or lack of it. The Operator guarantees non-disclosure of the Client's data by Operator employees, but it shall not be held liable for consequences caused by disclosure of the Client information in case of official requests by law-enforcement and/or tax authorities, as well as for the purpose of protecting its interests and antifraud actions and processes. All Client transactions confirmed by entering the

Client login (account number) and password are deemed valid and having legal effect, with the only transaction restriction being the actual account balance. In case of suspicions of the loss of login (account number) and/or password, the Client is entitled to request change of its account data from the Operator as soon as possible. Loss of password and other account data does not constitute the justified reason to cancel made bets or payout request.

5.2 Upon successful registration and creation of an account, each player's designated account currency will be displayed within the cashier section of their account interface. It is the player's responsibility to review and confirm the currency as shown in the cashier page.

5.3 Your account will be deemed 'Dormant' if you have not made a deposit, a withdrawal, or placed a bet/wager for a period of twelve (12) months. After the eleventh (11) month of inactivity, we will provide an email notice to the email address registered to the account, advising that the Account balance will be set to zero in thirty (30) days from the notice. If the Account remains dormant, at 12 months of inactivity, the Account balances are zeroed out.

6. Transfers

6.1 You expressly agree that financial account transactions will be handled by us directly or through a payment provider or any other third party. Deposits and withdrawals may be transferred from us to you and vice versa, either directly or through a payment provider chosen by you. Time needed for deposits or withdrawals to reach your customer account may vary depending on the payment method you have chosen. Withdrawal request processing time may take up to 24 hours. We do not guarantee that there will not be any delays in the processing or receipt of deposits or withdrawals. You acknowledge and agree that your player account is not a bank account and is therefore not insured, guaranteed, sponsored or otherwise protected by any deposit or banking insurance system or by any other similar insurance system of any other jurisdiction, including but not limited to your local jurisdiction or the governing jurisdiction of the Platform, and therefore you accept all and any risks of whatever legal or factual basis that may arise related thereto. Furthermore, the player account does not bear interest on any of the funds held in it. In case you wish to close your account with us, you can do so by contacting our customer support. Any remaining balance in your account will be processed for refund to you through the deposit method used for your deposits, provided that the balance of the account exceeds the amount of EUR 20 (minimum closing amount); in case the balance of the account is equal to or lower than minimum closing amount, the closing fee of EUR 20 (or equivalent) shall be charged as of the moment of closing of the account. In case the balance of the account is

lower than EUR 20 and the disposition of closing of the account shall be made, the account shall be closed at closing fee equal to the balance of the account. In case the same user opens another account following closing of current account, the difference between the closing fee and the balance of the account shall be charged from the funds of that another account.

6.2 Once your player account is opened, you will be able to credit funds to your player account by requesting an electronic transfer of funds using any of the means set out in the Deposit section of the Website. You agree to fully pay and cover any and all payments and charges due to us or to payment providers in connection with your use of the Platform. You further agree not to make any charge-backs or renounce or cancel or otherwise reverse any of your deposits, and in any such event you will refund and compensate us for such unpaid deposits including any expenses incurred by us in the process of collecting your deposit and you agree that any winnings from wagers using those charged back funds will be forfeited.

6.3 All deposits should be made from an account or payment system or credit card that is registered in your own name, and in the same currency as your Account, and any deposits made in any other currency will be converted by payment provider used by the user, or at our own bank's or our payment processor's prevailing rate of exchange following which your Account will be deposited accordingly. Note that some payment systems may apply additional currency exchange fees, which will be deducted from the sum of your deposit.

6.4 Each request made by you to transfer funds of whatever nature or currency to your player account shall constitute a valid authorization for us or for the payment provider or payment platform, as applicable, to transfer the amount specified in your request, by us or from or by the payment provider chosen by you, as applicable, to your player account. We will be entitled to determine whether the funds that you have requested to be credited to your player account are available, upon receiving confirmation satisfactory to us from the relevant payment provider in accordance with such payment provider's approval procedures for such transactions to be reconciled, finalised, completed and cleared. Only when your deposits are reconciled and cleared to our satisfaction by the relevant payment provider, will the player account be credited with the funds, unless stated differently herein.

6.5 Fees and charges may apply to customer's deposits and withdrawals, specification of which is presented on the Website. In most cases, depending on your jurisdiction, we charge transaction fees for deposits to and withdrawals from your Thunderpick Account. You are responsible for your own bank charges that you may incur due to depositing funds with us.

6.6 We are not a financial institution and thus we use third party electronic payment processors to process credit and debit card deposits; they are not processed directly by us and we do not collect nor store any data regarding such operations. If you deposit funds by either a credit card or a debit card, your Account will only be credited if we receive an approval and authorization code from the card issuer, for which (or lack thereof) we are not liable. If your card's issuer gives no such authorization, your Account will not be credited with those funds.

6.7 Funds originating from criminal and/or illegal and/or unauthorized activities, including but not limited to activities, which may not be a subject of a valid legal contract, must not be deposited with us and we reserve the right to freeze any such funds until their source and/or origin is adequately proved as legal and compliant with applicable laws.

6.8 If you deposit using your credit card, it is recommended that you retain a copy of Transaction Records and a copy of these Terms valid as of the date of such an operation. If you have chosen credit card as a deposit method, you must use it as a withdrawal method too.

6.9 Internet Gambling may be illegal in the jurisdiction in which you are located; if so, you are not authorized to use your payment card to deposit on this site. It is your responsibility to be aware of the applicable legal status and to know and properly observe the laws concerning online gambling in your country of domicile.

6.10 You acknowledge that you may, from time to time, upon our request, be required to provide additional details with regard to the deposits and/or withdrawals made by you. Any stake made by you will be treated by us as an authorization to debit your player account, provided that the balance of your player account at the time of such a stake is higher than or at least equal to the amount of the stake, we will debit your player account in the amount of the stake. Your player account will immediately be credited with the amount of any winnings obtained by you.

6.11 By the act of placing a bet, you acknowledge that you have checked your selections and available options and they are a true representation of what you want to bet on. Furthermore, you agree to waive your right to demand a cancellation of the bet on whatever basis, be it legal or factual. Lastly, you acknowledge that you have no prior knowledge of the outcome of the event on which you are placing the bet.

6.12 You may withdraw any available and cleared funds held in your player account by submitting a withdrawal request in accordance with our withdrawal conditions. The minimum withdrawal amount per transaction is € 10 (or equivalent in other currency) with the exception of an account closure in which case you may withdraw the full balance. The

maximum withdrawal amount processed to a player is 100,000 € per week, unless otherwise specified in the Terms & Conditions of a specific promotion. Exceptions may be made to players with a higher VIP level, if any, at the Thunderpick's sole discretion. If you win more than €400,000, Thunderpick reserves the right to divide the payout into monthly instalments of maximum €400,000 until the full amount is paid out. All withdrawals must be made in the currency of your Account, unless otherwise stipulated by us. If we are satisfied that you have complied with the Terms, all AML and fraud-screening requirements, and all rules relating to the games and any related bonuses, the payout shall be made to you. The manner in which the withdrawal is processed may be restricted, depending on the means by which the initial deposit(s) was/were made to the applicable Account. Without limiting the foregoing, we reserve the right to conclude your withdrawal request by an alternative method or process at our discretion. If, for whatever reason, a payout request cannot be approved, a Customer Services Representative will contact you.

6.13 We reserve the right to request documentation (for example copies of a player's passport, national Identity Card, copies of a player's utility bills, and/or copies of the debit/credit cards used to deposit) or other confirmation (selfie, verification call etc.) for the purpose of identity verification prior to granting any withdrawals from your Account. We also reserve our rights to request this documentation at any time during the lifetime of your relationship with us. In the event you fail to meet our verification request within 30 days, we reserve the right to take any action we deem appropriate including limitation or closure of Your Account and loss of Winnings, as well as charging you with a contractual penalty in the amount equal to the full amount of any of your resources on your account.

6.14 All withdrawals must be made to the original debit, credit card, bank account or method of payment used to make the payment (deposit) to your Account. We may at our sole discretion, allow you to withdraw the funds using another payment method, from which your original deposit has not originated. This will always be subject to additional security checks to be completed.

In the event of closing your account we reserve the right to return deposited amount to the address we received it from.

6.15 Should you wish to withdraw funds but your account is either inaccessible, dormant, locked or closed, please contact our Customer Service Department. We shall always do our best to enable you withdraw funds from your account.

6.16 You agree that we will have the right to withhold any withdrawals, in case we are made believed or suspected that you may be engaging in or have engaged in fraudulent, collusive, unlawful or improper activity, related with the funds in question or not. In such cases, we

may commence and/or be involved in and/or assist any investigation regarding such circumstances, and you agree to fully assist and cooperate with any such investigation in a manner required by respective authorities or ourselves, under the pain of freeze of your account. We will always attempt to accommodate your request regarding the payment method and currency of payment of your withdrawal, while however this is not guaranteed. Therefore, we may process and effectuate withdrawals in a different payment method than the one requested by you, such as through different payment providers, a bank draft or wire transfer.

6.17 If, in our reasonable discretion, we determine that a player has engaged in fraudulent, unlawful, dishonest or improper activity (including, without limitation, by providing false or misleading information, or by making bets, wagers or poker play through a third party or on behalf of a third party) we reserve the right to immediately terminate or deny a player access to their Account. In such event, all Account balances (including both deposits and any winnings) shall be forfeited and we reserve the right to disclose information (including the identity of the player) to applicable parties including but not limited to banks, credit card companies and/or any person or entity that has the legal right to such information, and/or taking legal action against such player.

6.18 In the event of an error or malfunction in funds transfer, you are under an obligation to inform us within 14 days from the date when an error or malfunction occurred. Any complaints filed after this period will not be considered.

6.19 We reserve the right to apply a wagering requirement of at least 5 (five) times the deposit amount if we suspect the user in using our service as a mixer. It is strictly forbidden to use our service for any other purpose than entertainment. All transactions shall be checked in order to prevent money laundering. If you become aware of any suspicious activity relating to any of the Games on the Website, you must report this to us immediately. Thunderpick may suspend, block or close your Member Account and withhold funds if requested to do so in accordance with the Prevention of Money Laundering Act. Enhanced due diligence may be done in respect of withdrawals of funds not used for wagering and we reserve the right to decline processing withdrawals if you fail to comply with such additional due diligence requests.

7. Items Accounts

7.1 We offer a unique option of access to full functionalities of the Website using your items (skins) only, in accordance with these Terms.

7.2 To use items account, you need to register the items resources account ('Skins Account') on the Website. Further, you would be requested to provide us with a special link

enabling us to view the content of your inventory. Once effectively completed, you will see the content of your inventory published on the Website, with our prices for your items, to be settled in our thundercoins.

7.3 You choose up to five (5) items to be exchanged for thundercoins and you obtain a final exchange proposal from us. If accepted, our system will sent you a trade request and will try to collect the items chosen by you for trade. You need to accept the trade and our system bot will obtain the items in question.

7.4 Finally, we transfer to your account the agreed amount of thundercoins, to be used for gaming on the Website.

7.5 If you file a skin settlement request, we provide you with specification of available items and applicable settlement amounts. You need to choose the items you would like to obtain and we lock the settlement at that moment. In case the items in question are not available on the market, or are not available at locked settlement, the request will be cancelled.

7.6 Once we get the items from the market, we invite you to trade the items. Once traded with you, the transfer is deemed completed and your thundercoins account is adjusted respectively, in accordance with the pricing proposed.

7.7 In case you do not accept the trade three (3) times, our obligation for transfer of items expires, with no recourse from your side.

7.8 You are notified about pricing as of the moment of purchasing the items from you (deposits). Also, for the sake of fluent transfers, we reserve ourselves the rights to sell the items at market price decreased with our handling fee.

7.9 In case of withdrawal, you are entitled to purchase the item at the base price increased with our handling fee. Withdrawals are calculated in EUR and minimum withdrawal amounts established by us may apply.

7.10 In case items deposited or withdrawn by you were incorrectly priced, ie. their price was manipulated on the market, we reserve the right to cancel such deposit or withdrawal. In case of canceled deposit, we reserve the right to adjust deposited amount based on market price of deposited items or give back items and cancel deposit altogether. In cases where we find such deposits intentionally harmful we reserve the right to ban your account.

8. Client's Representations and Anti-Money Laundering Policy

8.1 Acting consciously and diligently, you hereby warrant and represent to us that you are not a resident of any of the excluded territories specified above, list of which may be updated from time to time, and you are not attempting to access or use the Website and/or

the Platform from any of those territories; you are acting on your own behalf; you are not restricted by limited legal capacity; you are not classified as a compulsive gambler nor are you perceived as such; all details which you give or have given in the process of registering on the Website are true, accurate and you will continue to update such details in the event of any changes; you are fully aware of the fact that the Website offers pool (also known as parimutuel) betting and as a result your odds may change when other Users place their bets before bet is locked; you are fully aware of the fact that there is a risk of losing money in the result of your use of the Website in order to place bets on the Platform; you are not depositing funds originating from criminal and/or illegal and/or unauthorized activities; you do not otherwise conduct criminal or unlawful activities and/or intend to utilize the Player Account in connection with such activities; you do not use or intend to use or intend to allow any other person to use the Platform or the Player Account for any prohibited or unlawful activity, including but not limited to fraud or money laundering, under any applicable laws, including but not limited to the laws in your jurisdiction and the laws that apply to us; you are not colluding or attempting to collude and you do not intend to participate, directly or indirectly, in any collusion scheme with any other player in the course of any bets you place or will place on the Platform; you are not under the age of either 18 or the age at which gambling activities are legal under the law of the jurisdiction that applies to you, whichever is higher; the debit/credit card details provided by you in the registration process are those of the registered account holder and the card constitutes your legal property and has not been reported as lost or stolen; you are not one of our officers, directors, employees, consultants or agents or of one of our affiliated or subsidiary companies, or suppliers or vendors, and you are not a relative of any of them (for the purpose of this clause, the term "relative" means spouse, partner, parent, child or sibling); in the event that you breach this restriction, one of the actions that will be taken against you is that you will not be entitled to any of your Winnings; you have not previously held a player account with us or with any other online gaming operator which was suspended or terminated either by us or by such other online gaming operator, and you have not in the past charged back any monies via any player account; in opening the Player Account, you will not provide any information or make any statement to us which is untrue, false, incorrect, incomplete or misleading.

9. Limitations of Liability

9.1 You expressly agree, acknowledge and accept that you are free to choose whether to use the services on the Website and do so at your sole choose, discretion and risk. We will provide the Website with reasonable skill and care and substantially as described in these Terms.

9.2 We do not make any other promises or warranties regarding the Website or the products offered via the Website and hereby exclude all implied warranties in this respect. We not guarantee continuous availability and functionality of all products and will not be held liable for damages caused by incorrect, delayed, manipulated or improper way of data put on or processed by the Website. We shall not be liable in contract, tort, negligence, or otherwise, for any loss or damage, direct, indirect or consequential, including but not limited to the loss of data, profits, business opportunities, goodwill or reputation as well as business interruption or any losses which are not currently foreseeable by us arising from or in any way connected with your use of any link contained on the Website. We are not responsible for the content contained on any Internet site linked to from the Website or via the services.

9.3 We are not responsible or liable in any way for any Internet disruptions or disconnections, and all risk and responsibility rests with you - in the event of a system lag not attributed to us (regardless of the cause). In the event that the access disruption is due to a systems issue within the Thunderpick's system, the game will be restored as soon as practicable and the game shall proceed. If restoration of the game is not possible, players will be refunded all bets from the disrupted hand. We strongly suggest that you contact your internet provider making sure that the services they provide to you are to your standards and can support the activities you conduct online.

10. Indemnity

10.1 You agree to indemnify, defend, and hold us harmless with respect to any and all costs, claims, demands, investigations, liabilities, losses, damages, judgments, settlements, costs and expenses, including reasonable attorneys' fees, made by any third party due to or arising out of your breach of this agreement or the documents it incorporates by reference, or your violation of any law or the rights of a third party.

10.2 Notwithstanding the foregoing, we reserve and retain the exclusive right to settle, compromise and pay any and all claims, demands, proceedings, suits, actions or causes of actions which are brought against us under the terms and provisions herein and in no event shall you settle any such claim without our prior written approval.

10.3 CLASS ACTION AND AGREEMENT TO ARBITRATE: This clause provides for the exclusive jurisdiction of disputes through individual legal action and supersedes any laws entitling the Player to participate in a class action. This class action waiver precludes the Player from participating in, or becoming represented, in any class or representative action regarding any claim brought under as a result of any agreement, including these Terms and Conditions and use of the Services and/or the Website. Even if applicable law(s) provide

otherwise, the Player agrees that any legal action or arbitration against Thunderpick whatsoever shall be litigated by the Player individually and not as a member of any class or as part of a class action, and the Player expressly agrees to waive authority to arbitrate claims on a class action basis. The Player agrees that this clause shall not be severable under any circumstances from the choice of law provision set forth in these Terms and Conditions.

In consideration for the offering of Services on our Website to you, you agree that all disputes arising under or in connection with these Terms and Conditions, or in respect of any legal relationship associated with or derived from these Terms and Conditions or your use of the Services provided on this Website, will be finally resolved by arbitration under Arbitration Rules of a qualifying global ADR Institution as to be selected by Thunderpick and communicated to the Player once a claim is to arise.

Thunderpick nor any other company forming part of its affiliates cannot and shall not be liable for any complaint or claim filed or made on the basis of the laws of any other jurisdiction.

Governing law: These Terms and Conditions shall be governed by, and construed in accordance with, laws of Curaçao, regardless of the laws that might otherwise govern under applicable principles of conflicts of laws thereof.

11. Intellectual Property

11.1 The contents of the Website are subject to copyright and other proprietary rights either owned by us directly or used under the license from third party right owners. All downloadable or printable material contained on the Website may be downloaded to a single personal computer only and may be printed solely for personal and non-commercial use.

11.2 Under no circumstances shall the use of the Website grant any user any part of intellectual property rights owned by us or by any third party whatsoever. Any use or reproduction of any trade names, trademarks, logos or other creative material appearing on this website is prohibited.

11.3 You will be solely liable for any damage, costs or expenses arising out of or in connection with the commission of any prohibited activities regarding aforesaid intellectual property rights. You shall notify us immediately upon becoming aware of the commission by any person of any of the prohibited activities and shall provide the Company with reasonable assistance with any investigations it may conduct in light of the information provided by you in this respect.

11.4 Any content you submit or upload to the Website will be considered non-confidential and non-proprietary. We make no claim to ownership of the content submitted by you which must be submitted in accordance with these Terms and Conditions. However, you grant to us, our affiliates, and partners a nonexclusive, worldwide, royalty free, fully sublicenseable license to use, distribute, edit, display, archive, publish, sublicense, perform, reproduce, make available, transmit, broadcast, sell, translate, decompile, disassemble and create derivative works of those submissions, and your name or nickname, voice, likeness and other identifying information where part of a submission, in any form, media, software, or technology of any kind now known or developed in the future, including, without limitation, for developing, manufacturing, and marketing products. You represent and warrant that you have the right to upload any material that you submit and that in doing so you will not in breach of any third party's intellectual property rights. You agree to indemnify us in the event of any breach of this provision. You agree not to disclose to any person or entity, personally identifiable information about other members that you learn using this Website without the express written consent of such member. We will not be responsible, or liable to any third party for the content you submit or upload or that is posted by any other user on the Website. The views expressed by you or other users on the Website do not represent our views or values.

12. Assignment

12.1 In the event that we merge, sell or otherwise change control of our business or company or this Website, we reserve the right and you hereby consent to us transferring, assigning or sublicensing the rights to use of any personal information and/or content that you have provided to us and any of our obligations related thereto. You agree that we shall have the right to assign, transfer or novate the rights that we have under these Terms and Conditions. We may transfer, assign, sublicense or pledge this Agreement, in whole or in part, to any person or entity without notice, and you will be deemed to have given your consent to any such assignment. You shall not assign or otherwise transfer this Agreement.

13. Errors

13.1 In the event of an error or malfunction of our system(s) or processes, all bets are rendered void with an immediate effect. You are under an obligation to inform us immediately as soon as you become aware of any error or discrepancy with the Service. In the event of communication or system errors or bugs or viruses occurring in connection with the Service and/or payments made to you as a result of a defect or error in the Service, we will not be liable to you or to any third party for any direct or indirect costs, expenses, losses or claims arising or resulting from such errors, and we reserve the right to void all games/bets in question and take any other action to correct such errors.

13.2 We make every effort to ensure that we do not make errors or omissions. As such, we may not and we do not guarantee nor warrant the constant, undisturbed and free of errors functioning of our Service and systems. However, if as a result of human error or system problems a bet is clearly incorrect given the chance of the event occurring at the time the bet was made then we reserve the right to cancel or void that wager, or to cancel or void a wager made after an event has started and make refund.

13.3 We have the right to recover from you any amount overpaid and to adjust your Account to rectify any mistake. An example of such a mistake might be where we enter a result of an event incorrectly. If there are insufficient funds in your Account, we may demand that you pay us the relevant outstanding amount relating to any erroneous bets or wagers. Accordingly, we reserve the right to cancel, reduce or delete any pending plays, whether placed with funds resulting from the error or not.

13.4 Neither we nor our partners or suppliers shall be liable for any loss including loss of winnings that results from any error on our side or an error by you.

13.5 If, in our reasonable discretion, we determine that an Account sought to or actually did exploit any hardware or software error, malfunction, "bug" or other vulnerability, we shall immediately close such Account and all Account balances, including both deposits and any winnings, shall be immediately forfeited. If, in our reasonable discretion, we determine that such activity is occurring, the Account(s) may, in our sole and absolute discretion, be disabled and all Account balances (including both deposits and any winnings) shall be forfeited. In such event, we expressly reserve the right to initiate civil legal proceedings and report such activities to authorities in support of criminal investigations and charges, as appropriate.

14. Basic rules of gaming and Cash Outs

14.1 Basic rules of gaming are available at [Betting Rules](#) page.

14.2 Cash Out is a feature that offers the customer the opportunity to take a return on a bet placed before the bet has reached its conclusion. Cash Out is available on selected events and markets only. If you choose to cash out (if available) you simply need to click on the Cash Out button next to your bet and confirm it in the Cash Out modal. The Cash Out amount will then be credited to your account. Please note that the final result will then have no impact on the outcome of your bet. The following applies to the Cash Out feature:

- A time delay in accepting a Cash Out request is in place. If a price changes or a market suspends then the Cash Out request may not be successful.

- If the Cash Out request is successful, this will be displayed and the bet will be settled immediately. The actual final result of the original bet will have no impact on the Cash Out amount.
- The Cash Out amount offered at any time is the total amount that will be returned to your account if the Cash Out request is successful. Your Cash Out value will differ depending on various factors and may be higher or lower than your original wager.
- Thunderpick cannot guarantee that the Cash Out feature will be available on your bet selection. Where Cash Out is available pre-event and we do not cover or we stop covering the event In-Play, then Cash Out will be unavailable once the event starts or when our In-Play coverage stops. Cash Out will not be available when a market is suspended.
- Thunderpick reserves the right to remove all or part of the Cash Out feature for any customer or group of customers where it has reasonable grounds to believe that the customer or group of customers is misusing Cash Out by frequently using the feature to take advantage of pre-event price movements or taking advantage of latency and closing their bets through the Cash Out feature before the event has started.
- Thunderpick will not be responsible if the Cash Out feature is not available for technical reasons and bets will stand as originally placed during any such period.
- Thunderpick reserves the right to accept or decline any bet/wager requested for any esports, sport, competition, market or bet type that is included in the Cash Out feature.
- Thunderpick reserves the right to amend, suspend or remove the Cash Out feature (or any part of it) at any time for any event, fixture, market or customer.
- Any bets placed on such events, fixtures or markets will stand as originally placed.
- Thunderpick reserves the right to reverse the settlement of a Cash Out if the bet or a market is settled in error.
- Pay-outs to customers in respect of cashed out transactions will occur at the time of cash out, however delays may occur from time to time in settling funds.

15. Rules of Conduct

15.1 You agree and accept that you must abide by the following rules when accessing or using the Website and Services, theretofore You agree to:

- not to use the Website for any unlawful purpose and not to violate any applicable local, state, national or international law.
- not to defame, abuse, harass, stalk, threaten or otherwise violate the legal rights of others.
- not to submit any information about any person by which they may personally identified without their prior consent or compromises another person's privacy or breaches confidentiality.
- not to impersonate any person or entity, or falsely state or otherwise misrepresent your affiliation with a person or entity.
- not to submit or link to content that contains material that is inappropriate, tasteless, unlawful, threatening, abusive, hateful, profane, defamatory, obscene, pornographic, racially vilifying, deliberately provocative or indecent.
- not to submit content that is of nuisance value, inappropriate, off topic or vexatious.
- not to violate the property rights of others, and you agree not to post any content that infringes any patent, trademark, trade secret, copyright or other proprietary rights of any party.
- not to transfer, or attempt to transfer, moneys between your account and other members/users of the Website
- not to upload files, or cause users to upload files, that contain viruses, worms, "Trojan horses", corrupted files, or any similar software or programs that may adversely affect the operation of another's computer.
- not to engage in unauthorized spidering, "scraping," or harvesting Content, contact or other personal information, or use any other unauthorized automated means to compile information.
- not to resell, bundle, frame, trade or reproduce the Services or any part of the Website without our prior written and express permission.
- not to advertise any goods or services. "Junk mail", "spamming," "chain letters," "pyramid schemes" and similar activities are strictly prohibited.
- not to solicit anyone to buy or sell products or services, or to make donations of any kind, without our express written approval.
- use and provide us with true and correct personal data, including country of your abode as of the date of using the Service.

- not to defeat any access controls, access any portion of the Content or Services that we have not authorized you to access (including password protected areas), link to password protected areas, attempt to access or use another user's account or information, or allow anyone else to use your account or access credentials.

And, further, You agree and accept that:

- You must not use automated software, scripts or similar programs which are designed to utilise the Services or gain an unfair advantage over other users of the Website.
- You must not do anything which in our opinion will cause, is likely to cause, or has the purpose or effect of causing: damage to us (including without limitation, hindering the provision of Services); market manipulation of any kind; or harm to our Website or the Services.
- You must not deposit Bitcoin or any other funds which have been obtained unlawfully or in a clearly and seriously debase manner.
- You must not be a part of a betting syndicate where several parties are involved in placing bets in order to evade any rules.
- You must not use unfair external factors, unfair advantages, duplicate accounts, past-post betting, betting on bad lines, self-affiliation, abuse bonuses or exploit any errors or bugs.
- You must not act in a manner that is detrimental to the conduct of our business.

15.2 Bonus programs are intended for recreational bettors only. Professional players or players considered, in our sole discretion, to be abusing the bonus system by any means may have bonuses revoked and be subject to further sanctions. Sanctions may be in the form of increased rollover requirements or loss of bonus privileges altogether for the offending Account as well as any linked Accounts. We reserve the right to restrict eligibility for special offers and bonuses when necessary. This includes (but is not limited to) placing geographic restrictions on match bonuses due to bonus abuse. Each bonus comes with its own T&Cs that apply on top of general ones.

15.3 We are committed to ensuring the integrity of sport and to participating in efforts to identify and eradicate match fixing. As such, notwithstanding any other term of this Agreement, or any provision of the applicable Privacy Policy, by placing a bet or wager on the Website, you expressly acknowledge and agree that we at all times reserve the right in our sole discretion to report Irregular Betting Activity to such sports federations, regulators, agencies, commissions or associations (or their respective agents) as we deem

appropriate ("Regulatory Bodies") in order to enable identification of irregular activity and to support appropriate investigations. "Irregular Betting Activity" means activity that, in our sole assessment, deviates from expected betting patterns and includes, without limitation: (i) an unusual and significant number of bets originating from the same geographic region or through linked accounts; (ii) a bettor continuing to place bets at any price in the face of a steady reduction in the applicable odds; and/or (iii) any other indicator or pattern assessed by us as indicative of potential match fixing. We shall use reasonable commercial measures to ensure that any information provided to Regulatory Bodies pursuant to this provision is subject to reasonable contractual non-disclosure provisions, and that all information or documentation shall be destroyed by such Regulatory Bodies when it is no longer relevant in connection with any ongoing investigation, enquiry or disciplinary process.

15.4 In the event you breach any of the rules listed above and/or any of your representations stipulated herein and confirmed and accepted by you by using this website, as well as any other essential provision of this terms, we reserve the right to take any action we deem appropriate including limitation or closure of Your Account and loss of Winnings, as well as, in case of breach of any of representation of yours or the rules stipulated above, charging you with a contractual penalty for such a breach in the amount equal to the full amount of any of your resources on your account. You hereby accept and acknowledge that the amount of subject contractual penalty complies adequately with the potential breach on your side, as resulting from your intentional counter-contract actions and/or omissions and therefore you waive any counter-claims that may arise with that regard. We guarantee however that none such action from our side will be taken lightly or indiligently, since we presume that mutual confidence is the basis of the satisfying cooperation with you.

15.5 We reserve the right to suspend, disable or terminate your Account at any time in our sole discretion. All decisions regarding the opening, maintenance and closing of Accounts rests with us and any decisions we take regarding any aspect of the Software, your participation in or the playing of the Games or any aspect of an Account is final.

16. No-waiver

16.1 You accept that in case we fail to insist upon strict performance of any of your obligations or if we fail to exercise any of the rights or remedies to which we are entitled hereunder, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations. A waiver by us of any single default shall not constitute a waiver of any subsequent default. No waiver by us of any of the provisions of the Terms shall be effective unless it is expressly stated to be a waiver and is

communicated to you in writing in accordance with the above. You accept that in case any of these Terms are determined to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by applicable law. In such cases, the part deemed invalid or unenforceable shall be amended in a manner consistent with the applicable law to reflect, as closely as possible, our original intention expressed in the subject invalid term, condition or provision.

17. Governing Law and Language

The English language version of this Agreement will prevail over any other language version issued by us.

18. Self-Exclusion

18.1 Self Exclusion

If you feel you need to take a break 'cooling period', please contact us to have your account disabled. If you feel that you have a gambling problem, please let us know when you contact us so that we can ensure that your account will remain permanently disabled.

Please keep in mind that when self-excluded, some of the account features will be disabled such as being able to log-in, deposit, withdraw, bet and chat. Therefore, should you have any remaining balance on account, it'd be best to withdraw it first prior to Self-Exclusion as your account won't be accessible afterwards. Moreover, you will not be able to re-enable your account prior to the agreed timeframe.

18.2 Problem Gambling Resources:

There are many resources available to individuals who have, or are developing, gambling problems. If you feel that you have a problem, we recommend visiting:

- www.gamblersanonymous.org
- www.ncpgambling.org
- www.gamblingtherapy.org

19. Dispute Resolution

19.1 If you have any complaints or concerns arising from your use of the Website, including any concerns about material which appears on the Website, please in the first instance contact (service@cs.thunderpick.io), where a dedicated member of our team of Customer Service Representatives will handle your complaint. If your complaint cannot be resolved to your satisfaction by our Customer Service Representative, you may request in writing to

(service@cs.thunderpick.io) that the complaint be escalated to a Customer Service Supervisor.

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19.2 We prefer to deal with disputes internally in accordance with the above procedure. If you are not satisfied with the resolution of your complaint, you can also direct your complaint to the Dispute Resolution Office (DRO). Complaints must be submitted no less than 7 days and more than six months after the date on which the subject of the complaint first arose. To contact the DRO, [Click HERE](#).

The DRO will review and acknowledge your dispute in approximately 24-48 hours, and will provide a final resolution in approximately 7-10 business days, however, Responsible Gaming related disputes will be handled with priority. Please note that timeframe may vary based on the dispute details.

Advanced Dispute Resolution (ADR) and Regulatory Complaints

As a player at Thunderpick, you have the right to access Advanced Dispute Resolution (ADR) in the event of a dispute. If you believe that Thunderpick has breached applicable regulations or if a dispute remains unresolved after following the internal complaint process, you may escalate your complaint to an approved ADR provider.

- **Right to ADR:** You are entitled to request mediation or arbitration through an ADR service provider. The Curacao Gaming Authority (CGA) has accredited ADR providers, and you may contact them directly if you are dissatisfied with our resolution process. To initiate this process, please visit the CGA's website or contact the Curacao Gaming Authority for guidance.
- **Regulatory Complaints:** If you believe that Thunderpick has violated any regulatory requirements set forth by the Curacao Gaming Authority or applicable gaming laws, you also have the right to file a complaint directly with the Curacao Gaming Authority. The Authority will review your case and take appropriate action as

necessary. The CGA does not mediate in individual disputes, but if you feel the operator is in breach of regulations, you may contact the CGA.

- **Impact of ADR Decisions:** The decision of the ADR provider is binding and may affect your ability to pursue further legal or judicial recourse depending on the specific ADR parameters established by Thunderpick. These parameters are legally enforceable under civil law, and any ADR decision that has been finalized may limit or preclude additional legal action related to the same dispute.

By engaging in the ADR process, you agree to comply with the ADR provider's procedures and accept their decision as final, which may affect your right to pursue further legal remedies under applicable laws.

20. Anti-Money Laundering

20.1 Thunderpick is required to adhere to the regulations relating to the prevention of Money Laundering and of the proceeds of crime and the funding of terrorism (AML / CFT).

20.2 As part of its continuous improvement implementations, Thunderpick is dedicated to putting in place the necessary steps needed to ensure that all employees, full-time or contractual, participate actively in preventing any of the Company's services and/or outlets for the sole or partial purpose of money laundering and/or the financing of terrorist undertakings.

20.3 Money laundering (ML) and the use of legal or illegal monies for the purpose of terrorist financing have become ever growing threats - Thunderpick is fully committed to playing its role in assisting the international fight against such organized crime and terrorism.

For this reason, Thunderpick has implemented an effective company-wide Anti-Money Laundering program designed to deter, detect and report suspicious activity involving money laundering or terrorist financing; bribery; corruption; other activities that may violate applicable economic sanctions; and/or the misuse of its products and services and delivery channels.

21. KYC Policies

21.1 If for any reason we require that you validate your identity, you may be required to submit additional information or documentation – such as government issued ID or proof of residency. In certain cases and at our sole discretion, you may be required to answer one or more security questions or information regarding the activity in your account, after which you may be sent a confirmatory email. You may also be required to update the information or data or to provide additional items as part of ongoing efforts to prevent illegal and

fraudulent activities, and/or to comply with our Anti-Money Laundering policies and protocols.

21.2 All information and data that you provide to us either at the time you register for an Account or at any subsequent time must be truthful, accurate and verifiable in all respects. By providing such information and data you consent to us submitting it to third party providers of age and identification services to verify that you are who you say you are and that the information you give is true and accurate. We reserve the right to use third party verification services to authenticate your account information and identity, and you expressly acknowledge and agree that we may confirm the accuracy of any information you submit against government-issued ID. If you have provided false information or if you are unable or unwilling to provide documentation to confirm your information, as we are unable to confirm your identity, your Account may be terminated and any and all activity within the Account deemed invalid, including, without limitation, the voiding of any remaining balance. By registering an Account you grant us the right to disclose your identity and any information that you have provided in connection with your account to anyone who makes any claim or allegation that: (a) you are a minor or under the minimum age required to make use of any part of the Website; or (b) any Posting or other material posted or uploaded by you to the Website constitutes a violation of their intellectual property rights, or of their right to privacy or was otherwise posted or uploaded in breach of these terms of use.

22. Bonus Terms and Conditions

22.1 Bonuses issued at the discretion of the Company are subject to one per individual, household, civic address, e-mail address, deposit instrument, bank account, telephone number, computer/device and / or IP address.

22.2 "Welcome" bonuses are issued and only made available to newly first time, signed-up customers. At the discretion of the Company, customer service may issue 'welcome' bonuses to customers through promotional offers exclusively made available via the Company's site.

22.3 Bonuses are subject to wagering and rollover requirements and must be met by their specified timeline prior to any approved requested withdrawals.

22.4 Unless otherwise stated, the minimum amount required to activate a deposit bonus is €20.

The Wagering Requirements of a bonus is subject to the total amount of bets you must stake before the bonus and any accrued winnings are transferred into your Cash Balance and can be withdrawn.

Wagering contributions to meet rollover (playthrough) requirements on our bonuses are as follows:

- Slots - 100% contribution
- Table Games (unless stated otherwise) - 20% contribution
- Video Poker (all types), Virtual Sports, Casual - 10% contribution
- Blackjack, Roulette, Baccarat, Craps, Lottery, Live Casino, Bingo, Game Shows, Other - 5% contribution
- ThunderSpin, ThunderCrash - 0% contribution

Example:

- Wager €500 on Slots, and €500 or 100% contributes towards playthrough requirements.
- Wager €500 on Poker, €100 or 20% contributes towards playthrough requirements.
- Wager €500 on Roulette and €25 or 5% contributes towards playthrough requirements.

The Wagering Requirements for each bonus are set out in the specific terms for the issued bonus and will be expressed as a multiple of the bonus amount, or of the bonus plus the Deposit amount - along with a time limit by which this amount must be played through. Failure to meet wagering or rollover requirements and/or forfeit of an active bonus for any reason; may result in the forfeit of all winnings attained throughout the wagering process of the bonus. Any attempt to withdraw any funds or cash out any placed bets prior to the complete fulfillment of the bonus wagering requirement - may result in the bonus and any winnings attained being forfeited. System bets do not count towards the wagering requirements.

22.5 Unless stated otherwise on the specific bonus landing pages, all bonuses have a max bet restriction relative to the deposit amount. Failure to adhere to this 'max bet' rule may result in account closure, forfeit of the Bonus and any winnings generated during the wagering of the Bonus.

Any wagers using deposited funds or bonus funds prior to bonus completion are subject to the following maximums:

- Casino max bet per wager - 20% of deposited amount
- Sports max bet per wager - 50% of deposited amount

22.6 At any time, we may decide to review all records, gameplay and transactions in order to monitor and/or assess the use of any bonus issued.

If the Company has reason to believe that any activity deems to be suspicious and in breach of the terms, we reserve the right to disqualify you from any free spin, bonus spin, promotion, bonus promotion, deposits, winnings and/or terminate the account.

The Company has a strict anti-fraud policy and employs various anti-fraud tools and techniques. If a Player is suspected of fraudulent actions, including but not limited to:

- [Creating multiple accounts](#),
- Wagering on games with bonus money to build up value, lose the bonus and then cash out on the built up value with a secondary deposit.
- Colluding with other players,
- Using strategies designed to secure unfair winnings or guaranteed profits,
- Chargeback transactions, double-spends or denial of payments,
- Delaying game rounds (including free spins or bonus features) to a later time when no wagering requirements remain,
- Leaving large bets on the table (e.g., in blackjack) and returning after bonus wagering is complete,
- Using bonus funds to build up in-game value, then cashing out the built-up value during real-money play,
- Exploiting software bugs or system failures,
- Engaging in zero-risk betting (e.g., covering all roulette outcomes or betting on both outcomes in a single market).

The Company reserves the right to withhold all winnings and any remaining balances on the fraudulent Player's account.

Note: *Certain games are excluded from bonus play. These games are technically blocked from bonus wagering, so placing bets with bonus funds on them should not be possible.*

22.7 If you cancel or forfeit the bonus at anytime prior to wagering and rollover requirements being met, all funds generated by the bonus (including the bonus) will be void and be ineligible for reinstatement. Details on the applicable restrictions can be found in the specific terms of the promotion.

22.8 Any evidence or reasonable suspicion that specific bets were placed on any Game (i.e. betting in proportions on different outcomes in the same hand to create "action") without risk will not qualify for any wagering or rollover requirement. Examples of bets without risk include betting on red and black simultaneously in Roulette, and betting player and banker simultaneously in Baccarat. If you are found to be colluding with other players, for example, one person betting on the player, the other betting on the banker, you will have your bets cancelled, your account closed and all deposits made by you may be forfeited.

22.9 We have the right, at our entire discretion, to refuse, restrict, modify and/or cancel any bonus issued (or may be issued) to any player if we believe that:

- The bonus is being abused (our definition of abuse includes but is not limited to a player making use of promotional offers without ever wagering their own funds);
- Technical issues have occurred in relation to the bonus;
- The bonus is, for any reason, not able to be conducted as planned.

22.10 If for any reason we have evidence or reasonable suspicion that any bonus you've used (whether alone or in a group) is capable of offering you guaranteed, increased or unfair advantages – the Company, at its sole discretion may withdraw the bonus and/or any winnings generated through the bonus. Additionally, any balance remaining may be zeroed out and subject to account closure.

22.11 Bonus are intended solely for players who access the site for recreational and entertainment purposes only and are privileges offered to bettors by the Company at its sole discretion. The Company reserves the right to place restrictions (partial or total) when necessary – which includes (but not limited to) due to evidence or reasonable suspicion of bonus abuse.

22.12 We offer promotional offerings to players who use our services for entertainment and recreational purposes only. We reserve the right to cancel or remove a player's access to any game and/or channel in the case of suspected abuse (whether it be bonus or any other) and may extend our actions by terminating the account.

In the case of an account being terminated due to abuse (whether it be bonus or any other), the Company will not refund and/or reinstate any funds any losses made by the player on any of the channels the player may have accessed. The Company considers 'abuse' as (but not limited to) using software and/or opening multiple accounts in order to gain an unfair advantage on a Bonus. In all cases of abuse, we retain the right to withhold all winnings and any balances remaining on Your Account.

If for any reason the Company has evidence or reasonable suspicion of bonus abuse and/or the bonus terms are being breached - we may take the following actions may take place:

- Revoke and/or cancel any bonuses and bonus winnings that we regard may have been; redeemed by misuse of the system; and/or;
- Players found to be abusing bonus offers may be restricted from receiving further bonuses and/or;
- Player account may be terminated.

A list of what may be deemed abuse may include but is not limited to:

- [Using more than one account](#);
- Equal, zero or low margin bets;
- Wagering bonuses on excluded games;
- Collusion;
- Manipulation of software, exploitation of loopholes or other technical forms of abuse or other behavior which amounts to deliberate cheating;
- Bonus usage while breaking any other terms of service included within.

22.13 We do not allow the mixing of No-Deposit bonuses (e.g. Free Chips, Free Spins, Cashback/Insurance Bonuses etcetera) and deposits. If a deposit is made while a No Deposit Bonus is active, the wagering requirements and maximum allowed cash-out of the No Deposit bonus will still apply. The deposit amount will be credited to your balance; however, the deposit amount is not considered to be inactive and any subsequent winnings are subject to the wagering requirements and maximum allowed cash-out of the No Deposit bonus until your balance is equal to or less than the deposit amount plus any existing balance available prior to the bonuses redemption.

22.14 Wagers placed using bonus funds (e.g., Welcome Bonus) on Thunderpick Original Games (Thunder Spin, Thunder Plinko, Thunder Crash) may be subject to lower maximum wager limits. The maximum wager value for Thunderpick Original Games is $\lfloor x \rfloor\%$ of the bonus amount, with a minimum of €1.

23. Accounts, Payouts & Bonuses

Please click on the following links for frequently asked questions and further information.

Accounts and Security: <https://thunderpick.io/content/privacy-and-security>

Payouts: <https://thunderpick.io/content/faq?page=fees> and <https://thunderpick.io/content/faq?page=faq>

Bonuses: <https://thunderpick.io/content/promotions>

24. Multi-Accounting

Multi-accounting refers to the practice of a single individual or entity creating, accessing, or controlling more than one account within the platform, either directly or indirectly. This includes, but is not limited to, the following activities:

1. Multiple Account Ownership

- Registering multiple accounts using different email addresses, usernames, or personal details.
- Using third-party identities (friends, family, or fake profiles) to create and control additional accounts.
- **Creating accounts using different payment methods or cryptocurrency wallets to disguise ownership.**

2. Bonus Abuse & Promotional Exploitation

- Exploiting sign-up bonuses, free bets, deposit matches, or loyalty rewards by opening multiple accounts to claim the same offer multiple times.
- Coordinating with other individuals to pool or cycle bonuses between accounts.
- Circumventing bonus restrictions by using different IP addresses, devices, or payment methods to appear as separate users.
- **Using multiple accounts to bypass wagering requirements or other promotional terms.**

3. Arbitrage & Fraudulent Betting Strategies

- Using multiple accounts to place bets on all possible outcomes of an event to bypass risk-management measures (e.g., matched betting or arbitrage betting).
- Engaging in chip dumping or intentional loss strategies to transfer funds between accounts.
- **Manipulating odds or markets by placing opposing bets across multiple accounts.**

4. Circumvention of Platform Restrictions

- Creating additional accounts after being self-excluded, restricted, or banned from the platform.
- Device spoofing to disguise location or evade detection.
- Sharing accounts with other individuals to, for example, manipulate wagering limits or market restrictions.

5. Syndicate & Collusive Activities

- Coordinating with groups or third parties to create and control multiple accounts for collective financial gain.
- Colluding in poker, casino, or sports betting to gain an unfair advantage over other users.
- Laundering funds or engaging in fraudulent transactions across multiple accounts.
- Using multiple accounts to manipulate leaderboards, tournaments, or other competitive features.

Consequences of Multi-Accounting

Engaging in multi-accounting is strictly prohibited and may result in one or more of the following actions:

- **Immediate account suspension or closure** without notice.
- **Forfeiture of winnings, bonuses, or account balances** obtained through unauthorized accounts.
- **Permanent ban from the platform** and potential reporting to relevant regulatory authorities.
- **Seizure of funds** in cases of fraudulent activity, in compliance with applicable laws.
- **Legal action** in cases of fraudulent or criminal activity.

By registering and using this platform, users agree to abide by these rules and acknowledge that any attempt to engage in multi-accounting may result in severe penalties. The platform reserves the right to investigate and take action against any suspicious activity, including but not limited to blockchain analysis of cryptocurrency transactions, virtual machines, farming, or the use of advanced processing tools.

How do I contact customer service?

We know how important it is to feel supported, especially when you need a little extra help. If you have queries or you just want some peace of mind, don't worry—we've got you covered. To contact our Customer Service agents, simply click the agent icon located at the bottom right of the page or email us at service@cs.thunderpick.io, our friendly Customer Service Agents will be ready to assist - wait times can vary.

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