TERMS AND CONDITIONS
Version 3.0
Effective Date: 17.02.2026
Last Updated: 17.02.2026

Operator: GB Tech Services N.V.
Company Number: 163346
License Number: OGL/2024/114/0135
Jurisdiction: Curaçao

Websites:
goplay365.com
ienabet.com
dice365.live
betx360.live
turn.bet

1. REGULATORY, LEGAL INFORMATION AND LIMITATIONS

GB Tech Services N.V., registered with the Curaçao Chamber of Commerce under number 163346, holds an Online Gaming License OGL/2024/114/0135, operates under a provisional authorization framework while the licensing assessment process with the Curaçao Gaming Authority remains ongoing.

Registered Address: Zuikertuintjeweg Z/N Landhuis Zuikertuin, Curaçao
Support Email: support@goplay365.com
Complaints Email: legal@goplay365.com
License Issue Date: 09/09/2024

The Operator is authorized to provide remote gaming services in accordance with applicable laws and license conditions.

All contractual relationships between the Operator and the player are governed exclusively by the laws of Curaçao and fall within the exclusive jurisdiction of the courts of Curaçao.

In the event of any conflict between these Terms and applicable regulatory requirements, such regulatory requirements shall prevail.

2. VERSION CONTROL AND DOCUMENT GOVERNANCE

The Operator maintains a formal document governance framework to ensure continuous regulatory compliance.

All historical versions of these Terms are securely archived and may be made available upon request.

Material amendments are recorded within an internal regulatory change log.

These Terms are reviewed periodically and updated to reflect regulatory developments, operational practices, and legal requirements.

3. ACCEPTANCE OF TERMS

Players must carefully review these Terms prior to registration.

Acceptance is obtained through an unticked checkbox requiring affirmative action. Passive acceptance mechanisms are not permitted.

If a player does not agree with these Terms, account registration will not be permitted and use of the Website must immediately cease.

4. AMENDMENT OF TERMS AND CONDITIONS

The Operator reserves the right to amend these Terms where reasonably necessary to reflect regulatory changes, legal requirements, fraud prevention measures, security enhancements, or operational improvements.

Where material amendments are introduced, the Operator shall notify players in advance via a durable medium, including email or secure account messaging. Notifications will summarize the material changes, state the effective date of the revised Terms, and provide a direct link to the updated document.

Players must explicitly accept the updated Terms before continuing to participate in gaming activities. Players who reject the amendments retain the unrestricted right to withdraw their funds prior to the effective date.

No amendment shall apply retrospectively.

5. ACCESSIBILITY AND AVAILABILITY

These Terms shall remain permanently accessible via the homepage, registration page, and player account area.

The most current version shall always be clearly identifiable and downloadable.

6. SCOPE OF REGULATED SERVICES

The Operator is authorized to provide regulated gambling products including, but not limited to:

- Online casino games (RNG and Live Dealer)
- Sports betting
- Fixed odds games
- Jackpots

The Operator shall not offer products that fall outside its regulatory authorization.

7. PROHIBITED JURISDICTIONS

The Operator does not accept players from jurisdictions where participation in remote gambling is unlawful or restricted.

The Operator implements geo-blocking and other compliance controls to prevent access from restricted territories.

Without limitation, the Operator currently restricts access from the following jurisdictions:

United States, United Kingdom, Netherlands, France, Spain, Iran, North Korea, Curaçao, Syria, Myanmar, Sudan, Yemen, Afghanistan, Russia Belarus, Australia, Yemen.

Additionally, the Operator does not accept players from any jurisdiction subject to international sanctions, embargoes, or regulatory prohibitions issued by the United Nations, the European Union, the United States Office of Foreign Assets Control (OFAC), or other applicable authorities.

This list may be amended from time to time in accordance with regulatory requirements, sanctions obligations, and internal risk assessments.

Players are solely responsible for ensuring that their use of the Website is lawful in their jurisdiction.

The Operator reserves the right to restrict access to any jurisdiction at its sole discretion.

8. PLAYER ELIGIBILITY AND ACCOUNT MANAGEMENT

To register an account, players must:

- Be at least eighteen (18) years of age, or the higher legal age required in their jurisdiction;
- Register personally and not on behalf of another individual;
- Provide accurate, complete, and up-to-date information.

Strictly prohibited activities include duplicate accounts, account transfers or sales, third-party account usage, and identity falsification.

The Operator reserves the right to suspend accounts pending verification.

9. ACCOUNT SECURITY AND LIABILITY

Players are solely responsible for safeguarding their login credentials.

The Operator shall not be liable for unauthorized access resulting from credential sharing, phishing, malware, or player negligence.

Any suspected compromise must be reported immediately.

10. IDENTIFICATION, VERIFICATION AND AML OBLIGATIONS

The Operator maintains a comprehensive Anti-Money Laundering and Counter-Terrorist Financing (AML/CFT) Policy, available at:
https://cms.goplay365.com/uploads/GB_Tech_Policy_V_1_Signed_and_dated_Philip_7a5710d8cf.pdf?updated_at=2026-02-17T15:28:53.095Z

Players may submit complaints in accordance with the Operator's Complaints Policy, available at:
http://cms.goplay365.com/uploads/PLAYER_COMPLAINTS_POLICY_1_311a6e97ae.pdf?updated_at=2026-02-17T15:28:52.372Z

These policies form an integral part of the Operator's regulatory framework and should be read in conjunction with these Terms.

The Operator operates a risk-based compliance program aligned with international Anti-Money Laundering and Counter-Terrorist Financing standards.

By using the Website, players acknowledge that transactions are actively monitored, behavioral analytics may be applied, sanctions screening is performed, and enhanced due diligence may be conducted where necessary.

The Operator shall report suspicious transactions to the competent authorities in accordance with Curaçao law and may share player data with regulatory authorities where required by law.

Verification may be required at any stage of the customer lifecycle. Failure to provide requested documentation may result in delayed transactions, withdrawal restrictions, account suspension, or account closure.

11. PLAYER CONDUCT AND ACCEPTABLE BEHAVIOR

Players must not engage in fraud, collusion, bonus abuse, arbitrage betting, the use of automated betting software, exploitation of system errors, money laundering, or any other form of unfair play.

The Operator maintains detection mechanisms including monitoring, logging, and chat review. Violations may result in forfeiture of winnings, account closure, and regulatory reporting.

Where permitted by law, the Operator's decision in cases involving fraudulent or abusive behavior shall be final.

12. FINANCIAL TRANSACTIONS

12.1 Safeguarding of Player Funds

Player funds are held separately from operational accounts and are protected in accordance with applicable regulatory requirements. The Operator shall take all reasonable measures to ensure that player balances remain identifiable and safeguarded at all times.

12.2 Deposits

By depositing funds, players confirm that they are the lawful owner of the funds, that such funds do not originate from illegal activity, and that third-party deposits are prohibited.

Minimum and maximum deposit limits are displayed on the Website. Deposit limits are offered during registration and may be configured within the player account. Limit decreases take immediate effect, while increases are subject to a cooling-off period.

12.3 Betting Currency

All wagers shall be placed in the currency selected by the player at registration. Any winnings shall be credited in the same currency in which the wager was placed, including where cryptocurrency is accepted.

12.4 Withdrawals

The Operator shall, where reasonably possible, return funds using the original payment method. Where this is not feasible, the Operator reserves the right to use an alternative method in the player's name, subject to verification.

Cryptocurrency withdrawals shall be processed only to a wallet verified as belonging to the player.

Processing times vary depending on the payment method and are transparently published.

The Operator is not a financial institution and no interest shall be payable on player balances.

Withdrawals may be delayed or refused where required to comply with legal or regulatory obligations.

12.5 Non-Cashable Prize Money

Certain promotional rewards, including bonus funds or free bet winnings, may be designated as non-cashable.

Non-cashable prize money:

a) cannot be withdrawn
b) may be used solely for wagering purposes
c) is subject to the applicable bonus terms

Any winnings derived from such funds may become withdrawable only after the relevant wagering requirements have been satisfied.

13. PLAYER-INITIATED ACCOUNT CLOSURE

Players may request account closure at any time by contacting Customer Support.

The Operator shall process such requests within a reasonable timeframe, subject only to the completion of regulatory and AML obligations.

Upon closure, any remaining balance shall be returned in accordance with applicable withdrawal procedures.

14. DORMANT ACCOUNTS

Accounts inactive for twelve (12) consecutive months may be classified as dormant.

The Operator will make reasonable attempts to contact the player before applying administrative measures.

Dormant account fees, if applied, shall be fair, transparent, and proportionate. No excessive friction shall be introduced to legitimate withdrawal requests.

15. RESPONSIBLE GAMING

The Operator maintains a proactive Responsible Gaming framework designed to prevent gambling-related harm.

Players have access to deposit limits, loss limits, wager limits, session reminders, cooling-off periods, reality checks, and self-exclusion tools.

Limit decreases take immediate effect, while limit increases are subject to a cooling-off period.

The Operator reserves the right to intervene where indicators of gambling harm are detected.

16. SUSPENSION, TERMINATION AND RIGHT TO REFUSE SERVICE

The Operator reserves the absolute right to refuse service, suspend access, or decline transactions at its sole discretion where reasonably necessary to comply with regulatory obligations, investigate suspicious activity, protect platform integrity, or prevent financial crime.

Upon closure, player funds remain safeguarded subject to compliance checks.

17. BONUSES AND PROMOTIONS

Bonus terms must be explicitly accepted prior to participation.

All promotions clearly disclose wagering requirements, expiry periods, withdrawal restrictions, and forfeiture conditions.

The Operator reserves the right to modify or withdraw promotions where reasonably necessary.

18. ERRORS, VOIDS AND MALFUNCTIONS

The Operator reserves the right to void wagers affected by technical failures, pricing errors, software malfunctions, or human error, including live dealer mistakes. Where appropriate, stakes shall be refunded.

19. Cancellation and Termination of Wagers, Games, or Events

The Operator reserves the right to cancel or terminate wagers, games, or events, including those already in progress, where reasonably necessary due to:

- technical failures
- software malfunctions
- human error
- integrity concerns
- force majeure events
- regulatory requirements

Where a wager is cancelled, the applicable stake shall be refunded to the player's account unless otherwise required by law.

The Operator shall act fairly and transparently when exercising this right.

20. CONFISCATION OR LIMITATION OF WINNINGS

Winnings may be withheld, limited, or confiscated where necessary to preserve platform integrity, enforce these Terms, or comply with regulatory obligations. All actions shall be proportionate and documented.

21. RETENTION OF COMMUNICATIONS

All communications relating to player participation, including chat logs, emails, and transactional records, shall be retained for a minimum period of five (5) years in accordance with regulatory requirements.

22. COMPLAINTS AND ALTERNATIVE DISPUTE RESOLUTION

Players may submit complaints in accordance with the published Complaints Policy.

If a complaint cannot be resolved internally, it may be escalated to an independent Alternative Dispute Resolution (ADR) provider. The Operator shall cooperate fully with ADR proceedings.

23. FAIR GAMING COMMITMENT

All games are designed to be fair and operate using certified Random Number Generators (RNG) or approved live dealer systems.

All game-specific rules are published on the Website and are incorporated into these Terms by reference.

Such rules constitute a binding agreement between the Operator and the player.

The Operator ensures that all game rules are formally documented, kept up to date, and made readily accessible prior to participation.

In the event of any inconsistency between game-specific rules and these Terms, the provisions most protective of regulatory compliance shall prevail.

24. MARKETING COMMUNICATIONS

Players may opt in to receive marketing communications and may withdraw consent at any time. Withdrawal of consent shall not affect gameplay access.

25. DATA PROTECTION

Personal data is processed in accordance with the Privacy Policy, which explains how data is collected, stored, used, retained, and shared in compliance with applicable laws.

26. INTELLECTUAL PROPERTY

All platform content, software, trademarks, and materials remain the exclusive property of the Operator or its licensors. Unauthorized use is strictly prohibited.

27. ENTIRE AGREEMENT

These Terms constitute the entire agreement between the Operator and the player.

28. SEVERABILITY

If any provision is deemed invalid or unenforceable, the remaining provisions shall remain in full force and effect.

29. GOVERNING LAW

These Terms are governed exclusively by the laws of Curaçao. Any disputes shall fall within the exclusive jurisdiction of the courts of Curaçao.