

Update support@lapilanders.com

<support@lapilanders.com>

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Dear Customer,

We would like to inform you that the review conducted upon your account has been concluded, the winnings on your account have been removed and you may receive your initial deposited amount back due to terms 11.1, 11.2, 11.3, 11.4 12.10, 12.11 and 12.11.1 of our Terms & Conditions.

11.1. The following practices in relation to the Services:

- a) abuse of bonuses or other promotions (as defined in paragraph 11.4)
- b) using unfair external factors or influences (commonly known as cheating)
- c) taking unfair advantage (as defined in paragraph 11.4);
- d) opening any Duplicate Accounts; and/or
- e) undertaking fraudulent practice or criminal activity (as defined in paragraph 11.4), constitute "ProhibitedPractices" and are not permitted. We will take all reasonable steps to prevent and detect such practices and to identify the relevant players concerned if they do occur.

11.2. You agree that you shall not participate in or be connected with any form of Prohibited Practice in connection with your access to or use of the Services.

11.3. If:

- a) We have reasonable grounds to believe that you have participated in or have been connected with any form of Prohibited Practice (and the basis of our belief shall include the use by us of any fraud, cheating and collusion detection practices which are used in the gambling and gaming industry at the relevant time); or
- b) You have placed bets and/or played online games with any other online provider of gambling services and are suspected (as a result of such play) of any Prohibited Practice or otherwise improper activity; or
- c) We become aware that you have "charged back" or denied any of the purchases or deposits that you made to your account; or
- d) You become bankrupt or suffer analogous proceedings anywhere in the world,

then, (including in connection with any suspension and/or termination of your account) we shall have the right, in respect of your account to withhold the whole or part of the balance and/or recover from the account the amount of any deposits, pay-outs, bonuses or winnings which have been affected by or are in any way attributable to any of the event(s) outlined in this paragraph.

11.4. For the purposes of this paragraph 11:

- a) A "fraudulent practice" means any fraudulent activity engaged in by you or by any person acting on your behalf or in collusion with you, and shall include, without limitation:

fraudulent charge-backs and rake-back activity;

the use by you or any other person who was participating in the same game as you at any time, of a stolen, cloned or otherwise unauthorized credit or debit card, as a source of funds;

the collusion by you with others in order to gain an unfair advantage (including through bonus schemes or similar incentives offered by us); any attempt to register false or misleading account information;

any actual or attempted act by you which is reasonably deemed by us to be illegal in any applicable jurisdiction, made in bad faith, or intended to defraud us and/or circumvent any contractual or legal restrictions, regardless of whether such act or attempted act actually causes us any damage or harm;

b) An "unfair advantage" shall include, without limitation:

the exploitation of a fault, loophole or error in our or any third party's software used by you in connection with the Services (including in respect of any game); the use of automated players ('bots'), or other 3rd party software or analysis systems; or

the exploitation by you, of an 'Error' as defined in paragraph 18, in any case either to your advantage and/or to the disadvantage of us or other.

c) Bonus Abuse includes, but is not limited to:

i. breach of terms and conditions of a bonus, free bets or any other promotional offer ii. the

opening of multiple accounts to claim multiple bonuses;

iii. all bonuses are subject to bonus use limitation based on the bonus engine, and, unless stated otherwise, they shouldn't be used more than 6 times per calendar month; if for any reason a bonus code is used by an individual player over the stated amount, the Company reserves the right to further investigate bonus abusing pattern and deduct bonus winnings plus all 3rd-party charges arising from player's activity (payment fees, providers fees, etc)

Where there is a reasonable suspicion that the Account Holder has committed or attempted to commit a bonus abuse, either on their own or as part of a group, company reserves the right to:

i. forfeit the bonus allocated to the Account Holder and any winnings from that bonus, and/or ii.

revoke, deny, or withdraw a bonus offer from the Account Holder, and/or iii. block an access to

particular products, and/or iv. exclude the Account Holder from any future promotional offers, and/or

v. terminate the Account Holder's account with immediate effect.

12.10 Website reserves the right, in its sole discretion, to void any winnings and forfeit any balance (winnings and deposits) in your betting account, to terminate the Agreement and/or to suspend the provision of the Services or deactivate your account if:

i) we identify you have disguised, or interfered, or taken steps to disguise or interfere, in any way with the IPaddress of any Device used to access our Site (such as using a Virtual Private Network "VPN")

ii) it comes to our attention that the customer used forged documents (photos, scanned documents, screenshots etc.) during the verification procedure or in any point time the Agreement is active

iii) there is a reasonable suspicion that you have committed or attempted to commit a bonus abuse, either on your own or as part of a group

iv) you are involved in any fraudulent, collusive, fixing or other unlawful activity in relation to Your or third parties' participation or you use any software-assisted methods or techniques or hardware devices for Your participation in any of the services provided by the Website.

12.11 Company reserves the right to close down existing accounts without explanation. In this event, or in the event of an account closure by a customer the gull balance will be paid out unless any fraudulent (e.g. Arbitrage, etc.) behavior is suspected. In case of fraudulent behavior, winnings will be voided and deposits will be confiscated or refunded, at Company's sole discretion, after we deduct the corresponding administrative and transaction fees and any fees that Company is obliged to pay to the competent authorities due to a customer's complaint. Company also reserves the right to report to the appropriate authorities, if any customer is involved in any form of suspected fraudulent behavior.

12.11.1 As "Arbitrage" Company means the method certain players can use in order to abuse Sportsbook offers to their advantage. In such cases, we reserve the right to void bets, deduct winnings and remaining funds or return user's initial

deposit at Company's discretion. Indicators, including but not limited, that gives Company strong reasons to believe that a bettor is abusing our offers using the arbitrage system are as follows:

- i) one deposit only in order to receive the MAX bonus offered.
- ii) Starting his betting activity with one single bet, Soccer Pre event, Stake = his deposit + bonus money, on high odd (higher than 2)
- iii) Starting his betting activity with single bets, Soccer Pre event, Stakes totalling = his deposit + bonus money, on high odd (higher than 2)
- iv) Continuing his betting activity with the same pattern mentioned above, with stakes = winnings from first bet(s)

Do not hesitate to contact us in case you need any further help. Have a good day.

Support Team



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