



## Terms of Service

These Terms govern the use of this Website and any other related Agreement or legal relationship with 500 Casino in a legally binding way.

The User must read this document carefully.

"This Website", "500", "500PLAY", "CSGO500" or any other variation refers to brands of Perfect Storm B.V, including subdomains, aliases and any other website through which 500 Casino is available;

"The Service" refers to any applications, sample and content files, source code, scripts, instruction sets or software included as part of the Website, as well as any related documentation;

### Terms of Service

500 Casino (the "Website") is owned and operated by Perfect Storm B.V., a private limited liability company incorporated in Curaçao, registered with the Curaçao Chamber of Commerce under number 150536, with registered address at Korporaalweg 10, Willemstad, Curaçao.

Perfect Storm B.V. is licensed and regulated by the Curaçao Gaming Authority (CGA) and operates under Online Gaming License No. OGL/2024/1354/0882, issued to Perfect Storm B.V. as licensee under the National Ordinance on Games of Chance (LOK). This is an international license issued in Curaçao; it is not a local license issued by the authorities of the User's own country of residence.

Payments and operational support services are handled by Nine Yards Limited (registration number HE407807) - Voukourestiou 25, Neptune House, 1st Floor, Flat 11, 3045, Limassol, Cyprus.

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## DEFINITIONS

In these Terms, the following expressions have the meanings set out below:

**"User"** — any natural person who registers an Account or uses the Website or the Service.

**"Account"** — the personal player account registered by a User on the Website.

"**Website**" — 500.casino, including its subdomains, aliases and mirrors operated by Perfect Storm B.V.

"**Service**" — the games, applications, content and related services offered through the Website.

"**Company**" or "**Operator**" — Perfect Storm B.V., the holder of the license under which the Website operates.

"**CGA**" — the Curaçao Gaming Authority, the regulator supervising the Company's gaming operations.

"**LOK**" — the National Ordinance on Games of Chance (Landsverordening op de kansspelen), the Curaçao law governing games of chance.

"**KYC**" — Know Your Customer: the identification and verification procedures applied to Users.

"**AML/CFT**" — Anti-Money Laundering and Countering the Financing of Terrorism.

"**CDD**" — Customer Due Diligence, including Enhanced Due Diligence ("EDD") for higher-risk Users.

"**Cryptocurrency**" — a digital asset accepted by the Company for deposits and withdrawals.

"**Bonus**" — any promotional credit, free reward, voucher or other benefit granted by the Company.

"**Wagering Requirement**" — the number of times an amount must be wagered before it becomes withdrawable.

"**Dormant Account**" — an Account not accessed by the User for the period specified in these Terms.

"**ADR**" — Alternative Dispute Resolution: the independent dispute resolution procedure described under "Limitations of Liability and Complaints".

"**Bonus Terms**" — the bonus and promotion terms published on the Website ([500.casino/terms-of-service/bonus-terms](https://500.casino/terms-of-service/bonus-terms)), which form part of these Terms.

"**KYC Policy**" — the Company's identification and verification policy published on the Website ([500.casino/aml-kyc-policy](https://500.casino/aml-kyc-policy)), which forms part of these Terms.

"**Complaints Policy**" — the Company's complaints procedure published on the Website ([500.casino/complaints](https://500.casino/complaints)), which forms part of these Terms.

## TERMS OF USE

Unless otherwise specified, the terms of use detailed in this section apply generally when using this Website. Single or additional conditions of use or access may apply in specific scenarios and in such cases are additionally indicated within this document.

Acceptance of these Terms is given by ticking the dedicated acceptance checkbox during account registration, by which the User actively confirms having read, understood and accepted these Terms. **By accepting these Terms, the User expressly acknowledges and accepts that the Website operates under an international gaming license issued in Curaçao, and not under a local license of the User's jurisdiction, and that it is the User's responsibility to ensure that accessing the Service is lawful in their place of residence.** Users further confirm that they meet the following requirements at the moment of account registration as well as moving forward, for the full duration of the relationship:

- Users must be recognized as adult by applicable law (18+ years old)
- Users are not residents of any of the Restricted Territories outlined below
- Users are required to know and understand the relevant laws in their respective jurisdictions before registering an account

## REGION RESTRICTIONS

500 Casino takes a thorough approach based on your IP address and other factors to restrict content users are not allowed to access.

These restrictions are imposed by our license holders or the local governments.

We will always honor these restrictions and it's up to the end users to comply with their local rules and regulations.

This is a summary of the restrictions that are currently in effect:

- As required under the conditions of our Curaçao gaming license, 500 Casino is not available in the United States and its territories, the Netherlands, and France. In addition, residents of Curaçao and the other Dutch Caribbean islands are not permitted to play, in accordance with the local-resident restrictions applicable under the LOK;
- Selected mirrors and main domains are not available in Afghanistan, Austria, Belarus, Belgium, Colombia, Congo, Cuba, Curaçao, France, Germany, Iran, Iraq, Liberia, Libya, Netherlands, North Korea, Norway, Poland, Romania, Russia, Slovakia, Spain, Sudan, Sweden, Syria, Turkey, United Kingdom, United States, Zimbabwe;
- Sportsbook is not available altogether in Israel, Singapore, United States and Latvia;
- Casino games are not available altogether in United States, Australia and United Kingdom;

NetEnt Casino Games are not available in Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, Ecuador, Ethiopia, France, Ghana, Guyana, Hong Kong, Italy, Iran, Iraq, Israel, Kuwait, Latvia, Lithuania, Mexico, Namibia, Nicaragua, North Korea, Pakistan, Panama, Philippines, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Sudan, Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, United Kingdom, United States of America, Yemen, Zimbabwe.

Additionally to this, some Casino games have custom country restrictions. These restrictions will be communicated clearly to the end user by graying out those specific games; Also, governments may take localized approaches with the Internet Service Providers of their countries to restrict their citizens from accessing 500 Casino;

## ACCOUNT REGISTRATION

To use the Service, Users must register or create a User account, providing all required data or information in a complete and truthful manner.

Failure to do so will cause unavailability of the Service.

Users are responsible for keeping their login credentials confidential and safe. For this reason, Users are also required to choose passwords that meet the highest standards of strength or improve their account security by using the 2-Factor-Authentication feature.

By registering, Users agree to be fully responsible for all activities that occur under their account.

Users are required to immediately and unambiguously inform 500 Casino via the contact details indicated in this document, if they think their personal information, including but not limited to User accounts, access credentials or personal data, have been violated, unduly disclosed or stolen.

# BONUSES, PROMOTIONS, FREE ACCOUNTS & FREE REWARDS

Players can claim rain, free rewards, free vouchers and other free bonuses during their activity on the website. Should the players in question be new users that haven't made a deposit yet, these bonuses are to be treated as "play money". These users will be referred to as "Free accounts" until they complete their first deposit on the website.

To prevent abuse, free accounts are restricted from playing Player-vs-Player games and may require additional validation from the support team once they complete their first deposit.

Free accounts are subject to balance limitations, as explained in the "Maximum win" section.

Our free rewards are a privilege, not a right. Farming these rewards repeatedly and long-term without being an active user of 500 Casino is forbidden and will result in reward restrictions. Using automated third party scripts to claim the free rewards is also forbidden. 500 Casino also reserves the right of restricting users from claiming free rewards based on their conduct and common sense.

All Bonuses and promotions offered by 500 Casino are governed by the Bonus Terms, available at [500.casino/terms-of-service/bonus-terms](https://500.casino/terms-of-service/bonus-terms), which form part of these Terms and apply together with any promotion-specific terms disclosed with the individual offer. The Bonus Terms set out, for each Bonus, the bonus types, the Wagering Requirements and how they are calculated, the expiry periods, the eligible games and their contribution to wagering, the maximum bet permitted while a Bonus is active, and the conditions under which Bonus funds may be withdrawn or are forfeited.

Users must explicitly accept the Bonus Terms, together with any promotion-specific terms, before participating in a Bonus, and may consult the Bonus Terms at any time before and after doing so. Bonus funds are not withdrawable until the applicable Wagering Requirement has been met in full. Bonuses obtained or used in breach of these Terms or of the Bonus Terms may be forfeited. Where these Terms and the Bonus Terms differ in respect of a Bonus, the Bonus Terms prevail.

## CONDITIONS FOR ACCOUNT REGISTRATION

Registration of User accounts on the Website is subject to the conditions outlined below. During registration, the User must actively confirm — by ticking the acceptance checkbox — that they have read, understood and accepted these Terms of Service, the Privacy Policy and the Responsible Gambling Policy. An Account cannot be created without this active acceptance, and acceptance must be given personally by the User; registration or acceptance by a third party on the User's behalf is prohibited.

Accounts registered by bots or any other automated methods are not permitted

Unless otherwise specified, each User must register only one account

Unless explicitly permitted, a User account may not be shared with other persons, traded or sold Use of disposable e-mail addresses when registering accounts is forbidden.

500 Casino reserves the right to consider registered accounts for anyone from your family, household, relative, friend or otherwise connected person to be your second account and therefore decide that you have multiple accounts. In some cases, 500 Casino will require KYC documents for all of the involved identities in order for the accounts to be unlocked.

## KYC/AML POLICY

For compliance with KYC/AML laws and regulations, we are required to collect and verify information regarding user accounts. Submitted user information and documents are securely stored and private.

500 Casino employs a comprehensive and thorough due diligence. Transactions are monitored both actively by our AML agents and by our security system, according to KYC/AML regulations in effect.

500 Casino reserves the right to ask for any KYC documentation it deems necessary to determine the identity, age and location of a User, or validating payment methods and source of funds. 500 Casino may restrict access to the Service until satisfactory compliance is achieved. Additional AML/KYC procedures can be requested at any time, including before deposits are confirmed or before withdrawals being sent.

Users are required to provide the KYC documents at the request of 500 Casino within 7 calendar days. If Users don't meet the deadline or don't show proper interest in complying with the request, 500 Casino reserves the right to suspend the account completely.

Identity verification (CDD) is required at the latest where a User's cumulative deposits and withdrawals reach the verification threshold set out in the KYC Policy ([500.casino/aml-kyc-policy](#)), and earlier where required by law or by the Company's risk assessment. Enhanced Due Diligence applies to high-risk Users. All transactions are monitored for AML/CFT purposes; unusual or suspicious transactions are reported to the relevant authorities, including the Financial Intelligence Unit of Curaçao (FIU, via the goAML portal), in accordance with Curaçao law, and the Company is prohibited by law from informing the User that such a report has been made. User data is screened against applicable sanctions and PEP lists. KYC/AML records are retained for a minimum of five (5) years. Where CDD cannot be completed — including where requested documents are not provided within the 7-day deadline above — access to the Service may be suspended immediately. The KYC Policy forms part of these Terms and describes the Company's identification and verification procedures, the documents that may be requested from the User, and the point at which verification becomes mandatory.

## DEPOSITS AND WITHDRAWALS

500 Casino reserves the right to restrict certain deposit or withdrawal methods for certain users depending on security filters, anti-fraud measures, or internal decisions.

Withdrawals are restricted to the originating deposit method. A deposit via a certain cryptocurrency will be isolated to a specific balance for that cryptocurrency. All gameplay and winnings will be credited to that balance, including rewards or other bonuses deriving from that gameplay.

In order to make a withdrawal, players have to be at least Level 1 and have a previous deposit. Additionally, as an anti-money-laundering measure applying to the withdrawal of unwagered funds, players must play through the full value of each deposit at least once before attempting to withdraw. This requirement applies to all deposits, is disclosed at the time of deposit, and applies in addition to any Wagering Requirements attached to Bonuses.

In case of a large or abnormal win, players sometimes can be subjected to a thorough investigation by the games provider in order to confirm the validity of the win and compliance with the Terms of Service. This is handled on a case by case basis and can take from a few hours to a few days. During this time, the player is not able to initiate any withdrawals and is fully responsible for self excluding/refraining from playing in order to keep the balance untouched.

Players are fully responsible for paying all fees and taxes for their winnings according to their residing jurisdiction.

## CRYPTOCURRENCY TERMS

The following additional terms apply to Cryptocurrency deposits and withdrawals, in line with the Company's Cryptocurrency Policy and the CGA Crypto Policy:

- (a) Withdrawals of Cryptocurrency are sent to the same wallet address used for the corresponding deposit. A withdrawal to a new or different wallet requires enhanced verification of the User and of the wallet. Where the original wallet is lost, unavailable, deactivated, non-compliant or sanctioned, the Company will follow its documented alternative remittance procedure after satisfactory verification;
- (b) Privacy-focused assets are not accepted. This includes Monero (XMR), Zcash (ZEC) in shielded mode, and Dash via PrivateSend;
- (c) Users must use a wallet they personally own and control. Deposits from and withdrawals to third-party wallets are prohibited;
- (d) Cryptocurrency transfers are subject to applicable originator and beneficiary information requirements under the FATF Travel Rule, and the Company may request from the User, and share with counterparties, the information required to comply with those requirements;
- (e) All Cryptocurrency transactions are screened through blockchain analytics before processing. Transactions linked to sanctioned, blocked or high-risk addresses may be rejected, and associated funds may be frozen pending review;
- (f) The Company is not obliged to support delisted tokens or assets arising from chain forks. Balances affected by a delisting or a fork are handled in accordance with the Company's Cryptocurrency Policy.

## ACCOUNT TERMINATION AND FORFEITURES

Users can terminate their account and stop using the Service at any time by directly contacting 500 Casino via e-mail at [support@500.casino](mailto:support@500.casino); Account deletion request cannot be initiated by live support chat.

500 Casino may close a Dormant Account that has not been accessed for over four (4) years. Before any balance is forfeited, 500 Casino will make all reasonable attempts to contact the User at their registered e-mail address, giving at least thirty (30) days' notice to reclaim the balance. The User retains the right to reclaim their balance at any time prior to the expiry of the applicable statutory limitation period. Cryptocurrency balances in a Dormant Account are held in the original asset or, where this is not reasonably possible, converted at the prevailing rate at the time of conversion, with the rate and date recorded. Closure of a Dormant Account does not affect the Company's obligation to retain account records for the minimum five (5) year period required under applicable AML/CFT law.

Additionally, 500 Casino reserves the right to cancel any prizes, Royale, VIP or any third party rewards that have not been claimed from their respective balances in over 6 months.

## ACCOUNT SUSPENSION AND DELETION

500 Casino reserves the right to suspend or terminate the User's account at any time and without notice, at 500 Casino's sole discretion, in these cases:

- User has submitted fake KYC information; and/or User has been confirmed a ML Risk the use of this Website by the User may cause violation of law or regulations; and/or in case of an investigation by

legal action or governmental involvement; and/or the account or its use is deemed to be, at 500 Casino's sole discretion inappropriate or offensive or in violation of these Terms

- User has abused the Welcome Package feature by creating multiple accounts
- User has initiated unjustified chargebacks with our payment processors or partners
- User has exploited or tried to abuse the affiliate system in order to gain an unfair advantage or generate undeserved revenue
- User has engaged repeatedly in currency arbitration with different payment options
- User has engaged in scripted gameplay or played games with the help of programmed devices.

Common reasons for getting banned include but are not limited to attempted scamming, purposely exploiting bugs or security holes, exploiting games and generally anything else that offers an unfair advantage or is not common sense.

The suspension or deletion of User accounts shall not entitle Users to any claims for compensation, damages or reimbursement. In case of heavy misconduct, which include, but are not limited to, exploiting bugs, games or security holes, all account balances of terminated accounts are forfeited in favor of 500 Casino.

Furthermore, in case of chargebacks, exploits, security holes or website malfunction, 500 Casino will reserve the right to settle maliciously generated funds by subtracting them from the user's deposits or account balances and will include fees or other penalties imposed by providers or banking institutions.

If players get caught using betting strategies, such as card counting, we reserve the right to limit bets or restrict access to certain games or casino areas.

In case of abusive language and behavior towards staff, access to our chat can be restricted. If user engages in hostile and threatening behavior towards our support staff within our support live chat, email, or similar support channels, we reserve the right to block all communication with the user after giving prior notice.

## **LIMITATIONS OF LIABILITY AND COMPLAINTS**

Use of our services is at your own risk. 500 Casino, its owners and affiliates will never be held liable for any individual's profits/loss gained on 500 Casino. 500 Casino and its affiliates assume no responsibility for any missed bets or loss of virtual credits.

In addition, users are responsible for tracking the real point-in-time value of cryptocurrencies, as they can change dramatically depending on market and transactional values. The current used rates are available on every related page.

500 Casino is not in any way required to grant refunds or compensation for any issue whatsoever. By participating on this website you agree that you are always playing at your own risk with full acknowledgement of the terms of service. However, 500 Casino will approach all potential issues open-minded and with fair judgement.

All bets are considered final.

500 Casino will not provide refunds for losses, including but not limited to losses caused by missclicks, user mistakes, network latency or provider errors.

500 Casino will not credit any potential wins in case the player's bets get rejected, regardless of the reason that caused the bet to fail. This includes user limits, rounding errors, provider errors, visual errors, network latency or others.

In the case of a dispute, the information received and recorded by 500 Casino in its database or the game provider's database will be the deciding factor.

For the Cases game mode that contains visual representations of Artifacts or in-game skins, the users will receive the equivalent displayed value in their on-site balance. 500 Casino does not offer IRL items as prizes.

500 Casino is not a trading marketplace and therefore it discourages direct deals or trades between players. 500 Casino will not intervene or settle potential disputes among players and will not be liable for any losses arising from said disputes.

Complaints are handled via the support system, either via the live chat, or by e-mailing [support@500.casino](mailto:support@500.casino). Support is available 24/7/365, but some matters may require escalation and an answer may take up to 24 hours. Any complaint or dispute relating to the Service, the User's Account, a transaction or these Terms must first be raised with 500 Casino support in this way. A complaint may be submitted free of charge at any time up to six (6) months after the settlement of the bet or the incident concerned, using the complaint form available at [500.casino/complaints](https://500.casino/complaints), and should state the User's name, Account details, the date of the incident and a description of the issue. The full procedure is set out in the Complaints Policy.

500 Casino acknowledges a complaint in writing within one (1) week of receipt — within two (2) days for complaints relating to responsible gambling — explaining how the complaint will be handled and the expected timeline, and provides a reasoned written response within four (4) weeks. Where a complaint is complex or further information is needed, this period may be extended once by up to four (4) weeks and the User is informed of the extension. Complaints relating to responsible gambling are handled by a person and not by automated means, and 500 Casino uses its best efforts to resolve them within five (5) business days.

If a complaint is not resolved to the User's satisfaction through 500 Casino support, the User may refer the matter to Resolvo, an independent alternative dispute resolution provider certified by the Curaçao Gaming Authority: Resolvo, Hydroweg 3, Curaçao — [www.resolvocuracao.com](http://www.resolvocuracao.com) — [info@resolvocuracao.com](mailto:info@resolvocuracao.com) — +599 9675 3176. The ADR procedure is free of charge for the User; all costs of the procedure are borne by 500 Casino. Resolvo acknowledges a referral within seven (7) calendar days and issues its written outcome within ninety (90) days of the referral.

The outcome of the ADR procedure is binding on 500 Casino. Once an ADR procedure has been completed it cannot be recommenced with another ADR entity, and a User who withdraws from an ADR procedure after it has begun may not resubmit the same dispute. The ADR procedure does not affect the User's right to bring the dispute before the competent courts of Curaçao as set out under "Venue of Jurisdiction". The Curaçao Gaming Authority does not mediate in individual disputes; a User who believes that 500 Casino is in breach of its regulatory obligations may nevertheless contact the CGA directly.

## MAXIMUM WIN LIMITS

Free Accounts are limited to a maximum amount of \$600 or equivalent until the first deposit. If the account balance exceeds the limit, it will be reset at \$600 or equivalent at the moment of the deposit.

The maximum Bonus balance that a user can convert to MAIN balance is limited to 10 times their original deposit (max \$10,000), unless the Bonus Terms or the promotion-specific terms provide for a different limit for a particular Bonus.

In case of large withdrawal amounts, 500 Casino reserves the right to allow the User to withdraw in periodic installments, over time. The details will be determined on a case by case basis.

500 Casino also reserves the right to limit users' ability to play certain game modes or bet sizes in order to mitigate potential losses and remain profitable in a certain time span. The system may also enforce automatic limits based on playing patterns and account history.

All casino games offered on the Website are fair and use a certified Random Number Generator (RNG). Game results are determined at the time of play and are final; they cannot be reversed except in the case of a proven malfunction.

In the event of a technical malfunction or disconnection affecting a game, bets and rounds in progress are voided and the stakes are refunded to the User. Winnings deriving from a malfunction are void.

Player funds are held in accounts separate from the Company's operating funds and are protected in the event of insolvency.

## CONTENT ON THIS WEBSITE

Unless where otherwise specified or clearly recognizable, all content available on this Website is owned or provided by 500 Casino or its licensors.

500 Casino undertakes its utmost effort to ensure that the content provided on this Website infringes no applicable legal provisions or third-party rights. However, it may not always be possible to achieve such a result.

In such cases, without prejudice to any legal prerogatives of Users to enforce their rights, Users are kindly asked to preferably report related complaints using the contact details provided in this document.

Rights regarding content on this Website - All rights reserved

500 Casino holds and reserves all intellectual property rights for any such content.

Users may not therefore use such content in any way that is not necessary or implicit in the proper use of the Service.

In particular, but without limitation, Users may not copy, download, share (beyond the limits set forth below), modify, translate, transform, publish, transmit, sell, sublicense, edit, transfer/assign to third parties or create derivative works from the content available on this Website, nor allow any third party to do so through the User or their device, even without the User's knowledge.

Where explicitly stated on this Website, the User may download, copy and/or share some content available through this Website for its sole personal and non-commercial use and provided that the copyright attributions and all the other attributions requested by 500 Casino are correctly implemented.

Any applicable statutory limitation or exception to copyright shall stay unaffected.

## AFFILIATE SYSTEM

The affiliate's system sole purpose is to reward users for bringing in new players to 500 Casino or reactivating old players.

Affiliate system abuse will not be tolerated, accounts that are identified engaging in misconduct will be terminated.

Examples of affiliate system abuse or misconduct may include:

- Creating multiple accounts for farming the referral system and its rewards
- Claiming your own referral code on a secondary account
- Engaging in predatory behavior, approaching users aggressively in chat

- Misleading the audience into using a certain code (impersonating staff, promoting false information about the code's reward value, etc) Deliberately hurting the 500 Casino branding
- Creating competition for 500 Casino in search engines (purchasing sponsored ads for targeted keywords).

Additionally, please note that reserving a referral code that is not representative to your profile (actions like poaching influencer's usual referral codes, using misspells or variations of well known common codes) is not permitted. Do not reserve codes like "FREEE", "CSGO", "CSGO50", etc in the hopes of generating unjust referral revenue.

Our affiliate system consists in projected revenue based on the house edge of your affiliate's bets. Because of volatility and randomness, this may not actually reflect the accurate revenue 500 Casino has made from those bets. If there is a significant discrepancy for a longer period of time, we reserve the right to switch your referral code to a monthly revenue share deal instead of instant rewards.

## ACCESS TO EXTERNAL RESOURCES

Through this Website Users may have access to external resources provided by third parties. Users acknowledge and accept that 500 Casino has no control over such resources and is therefore not responsible for their content and availability.

Conditions applicable to any resources provided by third parties, including those applicable to any possible grant of rights in content, result from each such third parties' terms and conditions or, in the absence of those, applicable statutory law.

## ACCEPTABLE USE

This Website and the Service may only be used within the scope of what they are provided for, under these Terms and applicable law.

Users are solely responsible for making sure that their use of this Website and/or the Service violates no applicable law, regulations or third-party rights.

Therefore, 500 Casino reserves the right to take any appropriate measure to protect its legitimate interests including by denying Users access to this Website or the Service, terminating contracts, reporting any misconduct performed through this Website or the Service to the competent authorities – such as judicial or administrative authorities - whenever Users engage or are suspected to engage in any of the following activities:

violate laws, regulations and/or these Terms;

infringe any third party rights;

considerably impair the 500 Casino's legitimate interests.

### NO WAIVER

500 Casino's failure to assert any right or provision under these Terms shall not constitute a waiver of any such right or provision. No waiver shall be considered a further or continuing waiver of such term or any other term.

## SERVICE INTERRUPTION

To ensure the best possible service level, 500 Casino reserves the right to interrupt the Service for maintenance, system updates or any other changes, informing the Users appropriately.

Within the limits of law, 500 Casino may also decide to suspend or terminate the Service altogether. If the Service is terminated, 500 Casino will cooperate with Users to enable them to withdraw Personal Data, information or available BUX balances in accordance with applicable law.

Additionally, the Service might not be available due to reasons outside the 500 Casino's reasonable control, such as "force majeure" (labour actions, infrastructural breakdowns or blackouts, etc).

## SERVICE RESELLING

Users may not reproduce, duplicate, copy, sell, resell or exploit any portion of this Website and of its Service without 500 Casino's express prior written permission.

## PRIVACY POLICY

Personal Data of Users is processed by Perfect Storm B.V. as data controller, on the legal bases of the performance of the contract with the User, compliance with legal obligations (including AML/CFT and licensing obligations) and the Company's legitimate interests, and is held in compliance with the data protection laws applicable in Curaçao. Users have the right to request access to, rectification of, and — where legal retention obligations permit — erasure of their Personal Data. Personal Data connected to KYC/AML obligations is retained for a minimum of five (5) years. To learn more about the collection, use, storage, retention and sharing of their Personal Data, Users must refer to the Privacy Policy of this Website, available at

[500.casino/privacy-policy](https://500.casino/privacy-policy).

## INTELLECTUAL PROPERTY RIGHTS

Without prejudice to any more specific provision of these Terms, any intellectual property rights, such as copyrights, trademark rights, patent rights and design rights related to this Website are the exclusive property of 500 Casino or its licensors and are subject to the protection granted by applicable laws or international treaties relating to intellectual property.

All trademarks — nominal or figurative — and all other marks, trade names, service marks, word marks, illustrations, images, or logos appearing in connection with this Website are, and remain, the exclusive property of 500 Casino or its licensors and are subject to the protection granted by applicable laws or international treaties related to intellectual property.

## CHANGES TO THESE TERMS

500 Casino may amend these Terms from time to time. Changes do not apply retroactively.

When these Terms are changed, Users will be notified and provided with the new version, its effective date and a summary of what has changed. Users must actively re-accept materially amended Terms before continuing to use the Service; for administrative or non-impactful updates, notification alone is sufficient; in that case, continued use of the Service after the effective date constitutes acceptance of the updated terms.

Each version of these Terms carries a version number and effective date, so Users can always establish which version they accepted. Previous versions are available upon request via [support@500.casino](mailto:support@500.casino).

If a User does not accept the amended Terms, they must stop using the Service and may close their Account, with any remaining balance paid out subject to verification and AML/CFT obligations.

## ASSIGNMENT OF CONTRACT

500 Casino reserves the right to transfer, assign, dispose of by novation, or subcontract any or all rights or obligations under these Terms, taking the User's legitimate interests into account. Provisions regarding changes of these Terms will apply accordingly.

Users may not assign or transfer their rights or obligations under these Terms in any way, without the written permission of the 500 Casino.

## CONTACTS

All communications relating to the use of this Website must be sent using the contact information stated in this document.

## SEVERABILITY

Should any provision of these Terms be deemed or become invalid or unenforceable under applicable law, the invalidity or unenforceability of such provision shall not affect the validity of the remaining provisions, which shall remain in full force and effect.

## GOVERNING LAW

These Terms are governed by and construed in accordance with the laws of Curaçao, without regard to conflict of laws principles.

## VENUE OF JURISDICTION

The parties shall use their best efforts to resolve any disputes, controversies, and differences which may result from or in connection to these Terms, by mutual negotiation and agreement.

If an attempt at a mutual solution fails, including through the complaints procedure and the ADR procedure described under "Limitations of Liability and Complaints", any dispute arising out of or in connection with these Terms shall be submitted to the competent courts of Curaçao.

The Website is owned and operated by Perfect Storm B.V.; the full company identification and licensing details are set out at the top of this document. "CSGO500" and "500PLAY" are valid brand names of the 500 project.

500 Casino is licensed and regulated by the Curaçao Gaming Authority (CGA) to offer games of chance under license number OGL/2024/1354/0882, and is legally authorized to conduct gaming operations for games of chance and wagering.

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*Last Updated: Fri Oct 30 2026*