

Alto Lusso LLC

ALTO LUSSO Social Casino

TERMS OF SERVICE

Alto Lusso LLC • support@altolussosocialcasino.com

SECTION 1 — INTRODUCTION & ACCEPTANCE OF TERMS

These Terms of Service (“Terms” or “Agreement”) constitute a binding legal contract between you and **Alto Lusso LLC**, a Delaware limited liability company (“Company,” “Alto Lusso,” “we,” “us,” or “our”). These Terms govern your access to and use of the **ALTO LUSSO Social Casino** virtual reality social casino game, including any associated applications, platforms, online services, and features (collectively, the “Game” or “Platform”).

ALTO LUSSO Social Casino is a multiplayer virtual reality social casino game designed entirely for entertainment and social interaction. Players may explore immersive virtual casino environments, engage in casino-style games, and interact with other players in a shared social space. **THE GAME DOES NOT OFFER REAL-MONEY GAMBLING OF ANY KIND. NO REAL MONEY CAN BE WON OR LOST THROUGH GAMEPLAY. ALL IN-GAME CURRENCIES AND ITEMS HAVE NO REAL-WORLD MONETARY VALUE AND CANNOT BE REDEEMED FOR CASH, PRIZES, OR ANY ITEM OF VALUE.**

By downloading, installing, accessing, or using the Platform, or by creating an Account, you acknowledge that you have read, understand, and agree to be bound by these Terms. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT ACCESS OR USE THE PLATFORM.

We may update these Terms from time to time. We will notify you of material changes via the Platform or by email. Your continued use of the Platform after any update constitutes acceptance of the revised Terms. You are responsible for keeping your contact information current.

SECTION 2 — ELIGIBILITY

2.1 Age Requirements

The Platform is intended for users who are at least eighteen (18) years of age. By accessing or using the Platform, you represent and warrant that you are 18 or older. Users under 18 are not permitted to use the Platform. The Company may employ age verification mechanisms and reserves the right to request proof of age at any time.

2.2 Geographic Availability

ALTO LUSSO Social Casino is a standard video game product and is available globally, except where prohibited by applicable law. You are solely responsible for ensuring that your use of the

Platform complies with all laws applicable to you in your jurisdiction. Users located in jurisdictions subject to applicable trade or economic sanctions, embargoes, or similar laws or regulations are not permitted to use the Platform.

2.3 User Representations

By using the Platform, you represent, warrant, and agree that:

- You are at least 18 years of age and legally permitted to use the Platform in your jurisdiction;
- You use the Platform solely for personal, recreational, and entertainment purposes;
- All information you provide to the Company is accurate, current, and complete;
- You will not use the Platform for any unlawful purpose or in any manner that violates these Terms;
- You will immediately notify the Company if any of your representations become inaccurate.

2.4 Ineligible Persons

Employees, officers, directors, managers, members, and agents of the Company and its affiliates, and their immediate family members and household members, are not eligible to participate in any promotional activities or competitions hosted on the Platform.

SECTION 3 — DEFINITIONS

For purposes of these Terms, the following defined terms apply:

“Platform Store.” Any third-party digital distribution platform or app store through which the Game may be downloaded and through which in-app purchases may be processed, including but not limited to the Apple App Store, Google Play, Meta Store, Steam, and PlayStation Store.

“Platform Partner.” The operator of a Platform Store (e.g., Apple, Google, Meta, Valve, Sony) who processes transactions and manages purchases made through their respective Platform Store.

“Gold Coins.” The in-game virtual currency used exclusively for playing casino-style games within the Platform. Gold Coins may be acquired through in-app purchase via a Platform Store or earned through gameplay and eligible in-game activities. Gold Coins cannot be used to purchase Cosmetics or other in-game items. Gold Coins have no real-world monetary value, cannot be redeemed for cash, prizes, or real-world goods, and are not a stored-value product or deposit of any kind.

“Item Money.” The in-game virtual currency used exclusively to purchase Cosmetics and other in-game decorative items within the Platform. Item Money cannot be used to play games. Item Money may be acquired through in-app purchase via a Platform Store, earned through gameplay, received through promotional events and offers organized by the Company, and earned through daily login rewards or other in-game activities the Company may introduce from time to time. Item Money has no real-world monetary value, cannot be redeemed for cash, prizes, or real-world goods, and is not a stored-value product or deposit of any kind. The Company reserves the right to rename Item Money in the future; any such renamed currency will continue to be governed by these Terms.

“Virtual Items.” Gold Coins, Item Money, Cosmetics, and all other virtual in-game items or digital content available on the Platform. Virtual Items have no monetary value and cannot be redeemed for cash or any real-world value.

“Cosmetics” or “In-Game Items.” Virtual decorative items available on the Platform, including clothing, accessories, avatar customizations, and other cosmetic goods. Cosmetics are purchased exclusively using Item Money and are purely decorative, conferring no gameplay advantage.

“Loot Box.” A virtual randomized reward container acquirable using Item Money that, upon opening, awards one Cosmetic item selected at random from a defined item pool at a corresponding rarity tier.

“Rotating Item Shop.” The in-Platform storefront through which individual Cosmetic items are made available for direct acquisition using Item Money, refreshed on a fixed cycle.

“Content.” All text, graphics, user interfaces, visual interfaces, photographs, trademarks, logos, sounds, music, artwork, virtual environments, computer code, and other material used, displayed, or available as part of the Platform.

“Account.” Your registered user account on the Platform.

“User,” “Player,” or “you.” Any person who accesses or uses the Platform, whether or not registered.

“Game.” Any one or more games or game modes available within the Platform. The Company reserves the right to add and remove games at its sole discretion.

“Dispute.” Any claim, controversy, or dispute between you and the Company arising out of or relating to the Platform or these Terms.

SECTION 4 — ACCOUNTS

4.1 Account Registration

To access certain features of the Platform, you must create an Account by providing accurate, current, and complete information, including your full legal name, date of birth, email address, and a username and password. You must be at least 18 years of age to register.

4.2 Identity and User Information

The Company does not require users to complete KYC (Know Your Customer) identity verification or submit tax information as part of the standard registration process. However, the Company reserves the right to request identity verification, government-issued identification, proof of age, proof of address, or any other information the Company reasonably deems necessary for purposes including fraud prevention, compliance with applicable law, dispute resolution, or Account security. By creating an Account, you agree to cooperate with any such request and to provide accurate information upon request.

4.3 One Account Per Person

You may maintain only one (1) active Account on the Platform. Creating multiple Accounts to circumvent restrictions or obtain unfair benefits is strictly prohibited. All duplicate Accounts may be cancelled or suspended.

4.4 Account Security

You are solely responsible for maintaining the confidentiality of your Account credentials and for all activity that occurs through your Account. You must create a password of at least eight (8) characters. You agree to notify the Company immediately at support@altolussosocialcasino.com if you suspect your Account has been compromised. The Company strongly recommends enabling multi-factor authentication where available.

4.5 Account Updates

You are required to keep your registration details accurate and up to date. Contact support at support@altolussosocialcasino.com to update your information. Do not create a new Account to change your email address or other personal details.

4.6 Discretion to Refuse or Close Accounts

The Company reserves the right to refuse, suspend, or close any Account at its sole discretion without liability.

4.7 Closing Your Account

You may close your Account at any time by contacting support@altolussosocialcasino.com. Upon Account closure, you will lose access to all Virtual Items, progress, and other in-game assets associated with your Account. These assets cannot be transferred or recovered following closure.

SECTION 5 — LICENSE

5.1 Limited License Grant

Subject to your continuing compliance with these Terms, the Company grants you a personal, non-exclusive, non-transferable, non-sublicensable, revocable, limited license to download, install, and use the Platform on compatible devices solely for your personal, private entertainment.

5.2 No Rights in Platform

These Terms do not grant you any right, title, or interest in or to the Platform or its Content beyond the limited license described above.

5.3 Automatic Termination

Your license will be immediately and automatically terminated if you breach any provision of these Terms.

SECTION 6 — VIRTUAL ITEMS & IN-APP PURCHASES

6.1 Nature of Virtual Items

Virtual Items, including Gold Coins and Item Money, have no real-world monetary value. Virtual Items may only be used within the Platform for their designated purposes as described in these Terms. Virtual Items cannot be withdrawn, redeemed for cash, transferred to other users, or exchanged for real-world goods or services. Acquiring Virtual Items constitutes the purchase of a limited license to use virtual content within the Platform only.

6.2 Currency Overview

The Platform uses two distinct in-game currencies, each with a specific purpose:

- Gold Coins – Used exclusively to play casino-style games on the Platform. Gold Coins cannot be used to purchase Cosmetics or other in-game items.
- Item Money - Used exclusively to purchase Cosmetics and other in-game decorative items. Item Money cannot be used to play games.

These currencies are separate and non-interchangeable. The Company reserves the right to rename either currency at any time; any renamed currency will continue to be governed by these Terms.

6.3 How to Acquire Gold Coins

You may acquire Gold Coins by:

- Making an in-app purchase through a Platform Store;
- Earning Gold Coins through gameplay, where applicable to specific game modes;

- Receiving Gold Coins through promotional offers, events, or rewards organized by the Company.

6.4 How to Acquire Item Money

You may acquire Item Money by:

- Making an in-app purchase through a Platform Store;
- Earning Item Money through gameplay and eligible in-game activities;
- Receiving Item Money through promotional offers and events organized by the Company;
- Earning Item Money through daily login rewards and other reward programs the Company may introduce from time to time.

6.5 Platform Store Purchases

All purchases of Gold Coins, Item Money, and other Virtual Items are processed by the Platform Partner who operates the Platform Store through which you downloaded the Game (e.g., Apple App Store, Google Play, Meta Store, Steam, PlayStation Store). The Company does not directly process, handle, or store payment information for such transactions. Any queries about any of your transactions including any request for a refund that took place on a Platform Store must be directed to the relevant Platform Partner. The terms and conditions of the applicable Platform Store govern all such transactions. We recommend you read the Platform Store terms and conditions in full before making any purchase.

6.6 Missing Virtual Items

If you do not receive Virtual Items you were expecting to receive following a purchase made on a Platform Store, please contact us at support@altolussosocialcasino.com. You will need to provide your Account username and transaction details. In such cases, because the Company does not handle payment processing, any “refund” the Company may provide means crediting your Account with the relevant Virtual Items — it is not a refund of real money.

6.7 Promotional Codes

The Company may, at its discretion, issue promotional codes that can be redeemed for Gold Coins, Item Money, Cosmetics, or other in-game benefits. Promotional codes: (i) must be used for their intended purpose and in a lawful manner; (ii) may not be duplicated, sold, or transferred unless expressly permitted; (iii) may be disabled by the Company at any time without liability; (iv) are not valid for cash; and (v) may expire. The Company reserves the right to revoke benefits obtained through misused or fraudulent promotional codes.

SECTION 7 — COSMETICS & IN-GAME ITEMS

7.1 Nature of Cosmetics

Cosmetics and In-Game Items are virtual, non-transferable, decorative items with no monetary value. They are purchased exclusively using Item Money. They cannot be redeemed for cash, prizes, or any real-world value.

7.2 Rotating Item Shop

Players may use Item Money to acquire Cosmetic items through the Rotating Item Shop. The item selection refreshes on a fixed cycle. Items not acquired before the cycle refreshes may no longer be available unless relisted by the Company.

7.3 Loot Boxes & Randomized Rewards

Players may acquire Loot Boxes using Item Money. Each Loot Box awards one Cosmetic item selected at random from a defined item pool at a corresponding rarity tier. By acquiring a Loot Box, you acknowledge and accept that the specific item awarded is determined at random. The odds applicable to each Loot Box tier will be disclosed on the Platform at the time of acquisition.

7.4 Seasonal and Limited-Time Content

The Company may introduce Cosmetics on a seasonal or limited-time basis. Availability of any Cosmetic is not guaranteed. The Company reserves the right to modify, restrict availability of, or permanently remove any Cosmetic from the Platform at any time. Where a Cosmetic is permanently discontinued, it may be removed from your Account. No compensation or substitute item shall be owed in connection with any such removal, except as required by applicable law.

7.5 No Ownership Interest

You have no ownership, property, or monetary interest in any Virtual Item. All Virtual Items remain the exclusive property of the Company, subject to the limited license in Section 5.

SECTION 8 — GAMEPLAY & MULTIPLAYER

8.1 Social Casino Gameplay

ALTO LUSSO Social Casino offers casino-style games (including but not limited to virtual slots, poker, blackjack, roulette, and related games) in a virtual reality environment. All gameplay is for entertainment and social purposes only. **No real money is wagered, won, or lost.** Simulated game outcomes do not reflect or predict real-world casino odds, probabilities, or results. Past simulated gameplay performance is not indicative of future simulated results.

8.2 Multiplayer and Social Features

The Platform is a multiplayer experience. You may interact with other players in real time within virtual casino environments. You are solely responsible for your conduct and communications

with other players. The Company reserves the right to moderate, restrict, or remove any player from social features for violations of these Terms.

8.3 Game-Specific Rules

Individual games within the Platform may have their own rules available in-game. It is your responsibility to read and understand applicable game rules before playing. Game-specific rules are incorporated into these Terms.

8.4 Game Integrity & Server Authority

The Company's servers are the sole authoritative record of all gameplay activity, Gold Coin balances, and Account data. In the event of any discrepancy between a client-side display and server-side records, the server record governs at all times. MALFUNCTION VOIDS ALL PLAYS. The Company may void, adjust, or reverse any in-game transaction resulting from a technical error, bug, or exploit. You agree to immediately notify the Company upon discovering any malfunction or exploit, and not to continue gameplay if you know or reasonably suspect a malfunction is occurring.

SECTION 9 — VIRTUAL REALITY: HEALTH & SAFETY

The Platform is designed as an immersive virtual reality experience. By using the Platform, you acknowledge and agree:

- VR experiences may cause dizziness, nausea, eye strain, headaches, motion sickness, disorientation, or other adverse physical effects;
- Users with a history of epilepsy, seizures, heart conditions, photosensitive conditions, or sensitivity to flashing lights should consult a medical professional before use;
- You should take regular breaks and immediately stop use if you experience any adverse physical or psychological symptoms;
- You are solely responsible for ensuring your physical environment is safe before and during VR gameplay, including adequate space and removal of trip hazards;
- Minors under the age of 18 are not permitted to use the Platform.

The Company is not liable for any physical injury, discomfort, or adverse health effects arising from your use of the Platform or any VR hardware device.

SECTION 11 — RESPONSIBLE PLAY

Although the Platform does not involve real-money gambling, casino-style social games may be engaging for some users. The Company supports responsible gameplay. You may request a time-out or self-exclusion from the Platform at any time by contacting support@altolussosocialcasino.com. Please refer to the Company's Responsible Play Policy (available on the Platform) for further details.

SECTION 11 — PROMOTIONS

All promotions, contests, and events on the Platform are subject to these Terms and any additional promotion-specific terms published at the time. The Company reserves the right to withdraw or modify any promotion without prior notice. Abuse of any promotion may result in Account suspension and forfeiture of related benefits.

SECTION 12 — PRIVACY & ELECTRONIC COMMUNICATIONS

12.1 Privacy Policy

The Company collects, uses, and shares personal information in accordance with its Privacy Policy, available on the Platform. The Privacy Policy is incorporated into these Terms. By using the Platform, you consent to the collection and use of your information as described in the Privacy Policy.

12.2 Electronic Communications

When you create an Account or contact the Company, you consent to receive communications from us electronically, including by email and in-Platform notifications. You agree that all communications provided to you electronically satisfy any applicable legal writing requirement.

12.3 Text Messaging

By creating an Account, you agree that the Company may send you informational SMS messages as part of normal service operation. You may opt out of SMS messages at any time from the receiving device. Opting out may affect certain service features.

12.4 User Information Requests

As noted in Section 4.2, the Company does not require KYC documentation at standard registration, but **reserves the right to request identity or other user information at any time** for legitimate purposes including fraud prevention, legal compliance, dispute resolution, or Account security. Failure to provide requested information within a reasonable time may result in Account restrictions or suspension.

12.5 Marketing Communications

You consent to receive marketing communications from the Company by email or other electronic means. You may unsubscribe at any time by contacting support@altolussosocialcasino.com or using the unsubscribe mechanism in any communication.

12.6 Information Collected Automatically

In addition to information you provide directly, the Company may automatically collect and store information including:

- Email address, phone number, physical contact information, and where applicable, financial information;
- Account login and usage data;

- Location and IP address from which you access the Platform;
- Device type, browser, and operating system;
- Access times, duration, pages visited, and referring website information.

12.7 Cookies

The Platform may use cookies and similar tracking technologies to compile aggregate usage statistics and improve the Platform experience. You may set your device or browser to refuse cookies, though doing so may affect certain Platform functionality.

12.8 Data Retention

The Company may retain your information as necessary to provide the Platform, comply with applicable law, resolve disputes, and enforce these Terms.

12.9 Third-Party Disclosure

The Company may share personal information with service providers who assist in Platform operations. The Company will not share personal information with third parties for their own marketing purposes. In the event of a merger, acquisition, or sale of assets, personal information may be transferred to the relevant third party. The Company may disclose information to authorities where required by law, to protect against fraud or abuse, or to protect rights and property.

SECTION 13 — CUSTOMER SUPPORT & COMMUNICATIONS

You may contact the Company's support team at support@altolussosocialcasino.com. All correspondence should be sent from the email address registered on your Account. The Company will endeavor to respond within three (3) to five (5) business days.

You are prohibited from using threatening, abusive, offensive, or harassing language in communications with Company staff or other players. Violations may result in Account suspension.

Voice Chat & In-Game Communication

The Platform includes voice chat and text communication features for multiplayer social interaction. You must use these features in compliance with these Terms and solely for their intended recreational and social purposes. You may not use in-game communications to harass other players, engage in illegal activity, distribute unsolicited commercial messages, or engage in any prohibited conduct. The Company reserves the right to monitor, moderate, and log in-game communications and may suspend access to communication features for violations. You agree to unconditionally indemnify the Company against any damages arising from your unlawful or inappropriate conduct in connection with in-game communications.

SECTION 14 — PLATFORM CHANGES, DISRUPTIONS & SECURITY

The Company does not guarantee continuous, uninterrupted, or error-free access to the Platform. The Company may suspend, modify, or discontinue any part of the Platform at any time, with or without notice, and without liability. The Company is not liable for any data loss, service interruption, or other harm arising from Platform disruptions, maintenance, or technical failures.

Transmissions over the internet are never fully secure. The Company takes reasonable steps to protect your personal information, but cannot guarantee absolute security. You are responsible for protecting your own devices and systems.

The Company may use third-party service providers to help operate, improve, protect, and promote the Platform. These providers will access your information only to perform tasks on the Company's behalf and in compliance with these Terms.

SECTION 15 — PROHIBITED CONDUCT

The Platform is provided for personal, non-commercial entertainment only. You agree not to engage in any of the following:

- Violate any applicable law or regulation;
- Access or use the Platform if you are under 18 years of age;
- Create multiple Accounts to circumvent restrictions;
- Use bots, scripts, automation tools, or any device or system to gain an unfair advantage;
- Hack, reverse engineer, decompile, or attempt to extract source code from the Platform;
- Exploit bugs, glitches, errors, or technical malfunctions;
- Use the Platform for money laundering or any unlawful financial activity;
- Harass, threaten, defame, or abuse other players or Company staff;
- Introduce viruses, malware, Trojans, worms, or other malicious code into the Platform;
- Infringe the intellectual property rights of the Company or any third party;
- Sell, transfer, or commercialize your Account or Virtual Items;
- Engage in collusion or coordinated conduct intended to manipulate gameplay;
- Provide false or misleading information to the Company;
- Attempt to gain unauthorized access to the Platform or other users' Accounts;
- Circumvent or attempt to bypass any moderation, security, or geographic restriction;
- Use the Platform for any commercial purpose without the Company's prior written consent;
- Frame or enclose any part of the Platform or its Content without express written consent;
- Data mine, scrape, or harvest user information or Platform data without authorization.

The Company may investigate suspected violations and take any action it deems appropriate, including Account suspension, reversal of Virtual Items, and referral to law enforcement.

SECTION 16 — ACCOUNT SUSPENSION & TERMINATION

The Company reserves the right to suspend or terminate your Account at its sole discretion, including where you have:

- Violated any provision of these Terms;
- Provided false or misleading information to the Company;
- Engaged in harassment, abuse, offensive conduct, or threatening behavior;
- Engaged in or are suspected of fraud, cheating, or any prohibited conduct;
- Allowed another person to access or use your Account;
- Violated any applicable law;
- Become bankrupt or insolvent;
- Engaged in any activity listed in Section 16 or Annex A.

Upon suspension or termination, your license to use the Platform ends immediately. All Virtual Items, game progress, and in-game assets associated with a terminated Account are forfeited and non-recoverable. You will be liable for any losses or costs incurred by the Company arising from your breach of these Terms.

SECTION 17 — INTELLECTUAL PROPERTY

All right, title, and interest in and to the Platform and its Content — including all software, source code, game mechanics, virtual environments, audiovisual elements, designs, trademarks, service marks, logos, and all related intellectual property (collectively, the “**Alto Lusso IP**”) — are owned by Alto Lusso LLC or its licensors and are protected by applicable intellectual property laws. Your use of the Platform does not grant you any intellectual property rights in the Content, Games, or Platform.

You may not copy, modify, reproduce, distribute, reverse engineer, decompile, disassemble, or create derivative works based on any portion of the Platform or Alto Lusso IP without express written consent. All trademarks and logos displayed on the Platform are the property of their respective owners and no license to use them is granted by these Terms.

You grant the Company an irrevocable, perpetual, worldwide, non-exclusive, royalty-free license to use any information, content, images, or communications you submit or publish through the Platform or any Company-operated channel, in any manner the Company sees fit.

Third-Party Websites

The Platform may contain links to third-party websites. The Company is not responsible for the content, functionality, or security of any third-party website. Links do not indicate endorsement or affiliation. Any third-party websites purporting to offer Gold Coins or other Platform benefits are not authorized to do so.

SECTION 18 — WARRANTY DISCLAIMERS

THE PLATFORM AND SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. TO THE FULLEST EXTENT PERMITTED BY LAW, THE COMPANY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, ACCURACY, AVAILABILITY, RELIABILITY, OR ERROR-FREE OPERATION. THE COMPANY DOES NOT WARRANT THAT THE PLATFORM WILL BE UNINTERRUPTED, SECURE, OR FREE FROM BUGS OR ERRORS, OR THAT ANY DEFECTS WILL BE CORRECTED. ALL GAME MECHANICS, SIMULATED ODDS, AND OUTCOMES ARE PART OF A DIGITAL ENTERTAINMENT EXPERIENCE AND ARE NOT GUARANTEED TO BE ACCURATE OR CONSISTENT.

SECTION 19 — LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE COMPANY AND ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, MEMBERS, MANAGERS, AGENTS, AND REPRESENTATIVES SHALL HAVE NO LIABILITY FOR ANY DAMAGES, INCLUDING WITHOUT LIMITATION DIRECT, INDIRECT, CONSEQUENTIAL, COMPENSATORY, SPECIAL, PUNITIVE, OR INCIDENTAL DAMAGES, ANY LOSS OF PROFIT, REVENUE, DATA, GOODWILL, OR VIRTUAL ITEMS, ARISING OUT OF OR RELATING TO THE USE OF OR INABILITY TO USE THE PLATFORM, YOUR ACCOUNT, OR THESE TERMS. IN NO EVENT SHALL THE COMPANY'S TOTAL LIABILITY EXCEED THE GREATER OF: (A) THE AMOUNT YOU PAID TO THE RELEVANT PLATFORM PARTNER FOR IN-APP PURCHASES IN THE THIRTY (30) DAYS PRECEDING THE CLAIM, OR (B) ONE HUNDRED US DOLLARS (USD \$100).

THE COMPANY IS NOT LIABLE FOR: (A) PERSONAL INJURY OR ADVERSE HEALTH EFFECTS FROM VR USE OR USE OF ANY HARDWARE; (B) CHEATING OR MISCONDUCT BY OTHER USERS; (C) SOFTWARE ERRORS, BUGS, OR DEFECTS; (D) LOSS OF DATA, GAME PROGRESS, OR VIRTUAL ITEMS; (E) USER INTERACTIONS OR CONDUCT; (F) ADDICTIVE OR COMPULSIVE GAMEPLAY; OR (G) ACTIONS OF ANY PLATFORM PARTNER.

NOTHING IN THESE TERMS EXCLUDES OR LIMITS LIABILITY FOR DEATH OR PERSONAL INJURY DIRECTLY CAUSED BY THE COMPANY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.

SECTION 20 — INDEMNIFICATION

YOU AGREE TO INDEMNIFY AND HOLD HARMLESS ALTO LUSSO LLC AND ITS AFFILIATES, MEMBERS, MANAGERS, OFFICERS, EMPLOYEES, AGENTS, AND REPRESENTATIVES FROM AND AGAINST ANY LOSS, LIABILITY, CLAIM, DEMAND, OR EXPENSE (INCLUDING REASONABLE ATTORNEYS' FEES) ARISING OUT OF OR IN ANY WAY CONNECTED WITH: (A) YOUR ACCESS TO OR USE OF THE PLATFORM; (B) YOUR BREACH OF THESE TERMS; (C) YOUR VIOLATION OF ANY LAW OR THIRD-PARTY RIGHT; OR (D) ANY CONTENT OR INFORMATION YOU SUBMIT THROUGH THE PLATFORM.

SECTION 21 — RELEASE

You release the Company and its managers, members, officers, employees, agents, representatives, and licensors from any and all claims, demands, losses, and damages of every kind and nature, whether known or unknown, arising out of or in any way relating to the Platform, your use of the Services, other users' use of the Platform, and any dispute or defense you have or claim to have against the Company or any user.

SECTION 22 — FORCE MAJEURE

The Company shall not be liable for any failure or delay in performance caused by circumstances beyond its reasonable control, including acts of God, war, civil unrest, terrorism, epidemics, pandemics, government actions, or failures of third-party infrastructure or internet services. The Company's obligations will be suspended for the duration of any such event.

SECTION 23 — DISPUTE RESOLUTION & AGREEMENT TO ARBITRATE

23.1 Informal Resolution

Before initiating arbitration, you agree to contact the Company at support@altolussosocialcasino.com and attempt to resolve the Dispute informally and in good faith. If unresolved within thirty (30) days of notice, either party may proceed to arbitration.

23.2 Binding Arbitration

Any unresolved Dispute shall be finally resolved by binding individual arbitration administered by the American Arbitration Association ("AAA") under its Commercial Arbitration Rules and the Supplementary Procedures for Consumer-Related Disputes then in effect (available at adr.org or by calling 1-800-778-7879), except as modified herein. The arbitration shall be conducted by a single neutral arbitrator. If the claim does not exceed \$10,000, the arbitration will be conducted solely on the basis of written submissions unless a hearing is requested. Arbitration will be conducted in State of Delaware, unless otherwise agreed.

23.3 Individual Basis Only; Class Action Waiver

YOU AND THE COMPANY AGREE THAT ANY ARBITRATION OR OTHER PROCEEDING TO RESOLVE A DISPUTE SHALL PROCEED IN AN INDIVIDUAL CAPACITY ONLY. NEITHER PARTY MAY BRING A DISPUTE AS A CLASS, GROUP, COLLECTIVE, OR REPRESENTATIVE ACTION. THE ARBITRATOR MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS. ALL SUCH RIGHTS ARE EXPRESSLY WAIVED. BY AGREEING TO THESE TERMS, YOU WAIVE YOUR RIGHT TO A JURY TRIAL AND TO PARTICIPATE IN A CLASS ACTION. IF THIS PROVISION IS HELD UNENFORCEABLE, THE ENTIRETY OF THIS DISPUTE RESOLUTION SECTION SHALL BE DEEMED VOID.

23.4 Arbitrator's Decision

The arbitrator shall render an award within the AAA's specified timeframe and shall include essential findings and conclusions. Judgment on the award may be entered in any court of competent jurisdiction. The arbitrator may award attorneys' fees and costs to the extent permitted by applicable law. The arbitrator's award must be consistent with the Limitation of Liability section of these Terms.

23.5 Opt-Out Right

You may opt out of the arbitration and class action waiver provisions by sending written notice to support@altolussosocialcasino.com within thirty (30) days of first accepting these Terms. If you opt out, neither party will be bound by these arbitration provisions for that Dispute.

23.6 Dispute Resolution Changes

If the Company changes this Dispute Resolution section after the date you first accepted these Terms, you may reject the change by sending written notice to support@altolussosocialcasino.com within thirty (30) days of the effective date of the change.

23.7 Governing Law and Venue

These Terms are governed by the laws of the State of California, without regard to conflict-of-laws principles. For any matter not subject to arbitration, the parties submit to the exclusive jurisdiction of state and federal courts located in Delaware. You waive any objection to the exclusive jurisdiction of such courts.

SECTION 24 — GENERAL PROVISIONS

Entire Agreement. These Terms, together with the Privacy Policy, constitute the entire agreement between you and the Company regarding the Platform and supersede all prior agreements and communications.

Amendments. The Company may modify these Terms at any time by posting updated Terms on the Platform. Amendments are effective upon posting. Continued use of the Platform constitutes acceptance of the updated Terms.

Severability. If any provision of these Terms is held invalid or unenforceable, the remaining provisions remain in full force and effect, and the invalid provision shall be amended to reflect the Company's original intent as closely as possible.

Waiver. No failure by the Company to exercise any right under these Terms shall constitute a waiver of that right.

Assignment. These Terms are personal to you and may not be assigned. The Company may assign these Terms without notice in connection with a merger, acquisition, or sale of assets.

No Agency. Nothing in these Terms creates any agency, partnership, fiduciary relationship, joint venture, or employment relationship between you and the Company.

No Third-Party Beneficiaries. Unless expressly stated, nothing in these Terms creates rights or benefits for any third party.

Language. The English version of these Terms is the legally binding version.

Tax Responsibilities. You are solely responsible for any taxes applicable to your use of the Platform. The Company does not provide tax or legal advice.

Reservation of Rights. All rights not expressly granted in these Terms are reserved by the Company.

FTC Disclosure. The Company is not compensated to provide endorsements on the Platform. Any views or opinions expressed are those of the Company or its users.

SECTION 25 — CONTACT INFORMATION

Alto Lusso LLC — A Delaware Limited Liability Company

General Inquiries / Support: support@altolussosocialcasino.com

Legal Notices / Privacy / DMCA: policy@altolussosocialcasino.com

Mailing Address: P.O. Box 24, Pacific Palisades, CA 90272

For DMCA copyright infringement notices, please contact the designated agent at the address or email above with the information required under 17 U.S.C. § 512(c)(3).

ANNEX A

PROHIBITED CONDUCT (NON-EXHAUSTIVE)

The following conduct is prohibited and may result in Account suspension, termination, reversal of Virtual Items, and/or referral to law enforcement. This list is non-exhaustive.

- 1. Cheating & Exploitation.** Using unauthorized software, bots, automation, exploits, or technical workarounds to gain an unfair advantage or manipulate gameplay.
- 2. Multiple Accounts.** Creating or operating multiple Accounts to circumvent restrictions or accumulate in-game benefits.
- 3. Account Sharing.** Allowing any other person to access or use your Account, whether intentionally or unintentionally.
- 4. Financial Abuse.** Using the Platform to facilitate fraud or any unlawful financial activity.
- 5. Harassment & Abuse.** Harassing, threatening, defaming, or abusing other players, Company staff, or any third party through the Platform or in-game communications.
- 6. Unauthorized Access.** Hacking, phishing, password mining, reverse engineering, or attempting to gain unauthorized access to the Platform, servers, or other users' Accounts.
- 7. Malicious Code.** Introducing viruses, malware, Trojans, worms, logic bombs, spyware, or other malicious code into the Platform or other users' systems.
- 8. Data Mining.** Scraping, harvesting, or extracting data or personally identifiable information from the Platform without authorization.
- 9. Collusion.** Coordinating with other players to manipulate gameplay outcomes or exploit game mechanics.
- 10. False Information.** Providing false, misleading, or fraudulent information to the Company, including for Account registration or identity purposes.
- 11. Unauthorized Commercial Use.** Using the Platform or its Content for commercial purposes, including advertising or solicitation, without the Company's written consent.
- 12. Location Circumvention.** Using a VPN, proxy, or similar technology to circumvent geographic restrictions or mask your actual location.
- 13. Asset Transfer.** Attempting to sell, transfer, broker, or exchange Virtual Items, Account access, or in-game assets outside of channels expressly authorized by the Company.
- 14. Investigation Interference.** Attempting to mislead any Company investigation, circumvent verification procedures, or forge documents.
- 15. Error Exploitation.** Taking advantage of any error, bug, system malfunction, or visual discrepancy. Any gains arising from exploitation of errors are void.
- 16. Defamation.** Making untrue or malicious statements regarding the Company, its operations, employees, or products in any media or public forum.