

Alto Lusso LLC

ALTO LUSSO Skill Based Arcade

TERMS OF SERVICE

Alto Lusso LLC • support@altolussocasino.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 Skill Based Arcade** virtual reality skill-based arcade game, including any associated applications, platforms, online services, and features (collectively, the “Game” or “Platform”), regardless of the digital distribution platform or launcher through which you access it.

ALTO LUSSO Skill Based Arcade is a multiplayer virtual reality skill-based arcade game. Players compete in skill-based tournaments, competitions, and matches in an immersive virtual reality environment. All paid competitions require players to pay a pre-announced entry fee, and all competitors within the same competition pay an identical entry fee. Prize pools are pre-defined based on the number of participants. Players who have not made a real-money deposit may only participate in practice games, which do not award any prizes or Gold Coins.

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 Skill Based Arcade may be made available through one or more digital distribution platforms or launchers, including the Company's own PC launcher, as determined by

the Company from time to time in its sole discretion. Cash competitions involving real-money entry fees and prizes are a form of skill-based gaming and are only available in jurisdictions where such competitions are lawful. The Platform is currently available for paid entry competitions in eligible US states and other jurisdictions where skill-based competitions with pre-announced prizes are permitted. Users located in jurisdictions where skill-based cash competitions are prohibited by applicable law may only access free practice modes. Users located in jurisdictions subject to applicable trade or economic sanctions, embargoes, or similar laws or regulations are not permitted to use the Platform. You are solely responsible for ensuring that your use of the Platform including participation in any paid competition complies with all laws applicable to you in your jurisdiction. The Company reserves the right to monitor and verify user location and to restrict access accordingly.

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 access and use the Platform solely for personal, recreational, and entertainment purposes, including participation in skill-based competitions, and not for any commercial or business purpose;
- 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.
- You are not located in, or a resident of, a jurisdiction where participation in skill-based cash competitions is prohibited by applicable law; and
- You are not subject to any sanction, embargo, or export restriction that would prohibit your use of the Platform.

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 digital distribution platform, storefront, or launcher (including, without limitation, the Company's own PC launcher or website, and any third-party app store) through

which the Game may from time to time be made available for download, as determined by the Company in its sole discretion. The Game is not, as of the date of these Terms, distributed exclusively through any single Platform Store.

“Platform Partner.” Any third-party operator of a Platform Store that processes transactions or manages purchases on the Company's behalf in connection with the Platform. As of the date of these Terms, purchases of Item Money are made directly through the Company's website, and no Platform Partner is involved in such purchases.

“Gold Coins.” The in-game currency that serves as a visual representation of the real-money funds a user has deposited into the Platform. Gold Coins are denominated to reflect the real monetary value of deposits made through the Company's website and may be used to pay entry fees for paid competitions and tournaments. Gold Coins that remain in your Account following a competition represent your remaining balance, including any prizes awarded. Gold Coins do not constitute a stored-value product, a deposit account, or a financial instrument of any kind. The Company does not hold Gold Coin balances as a financial institution or payment service provider. Any balance of Gold Coins remaining in your Account at the time of Account closure may be forfeited in accordance with Section 4.7 of these Terms. Within the Game itself, this same Account balance is visually displayed to the user as “Tickets.” Gold Coins and Tickets are not separate or distinct balances: Tickets are simply the in-game user-interface representation of the Gold Coins credited to the user's Account, and any reference to a Gold Coin balance or a Ticket balance in these Terms refers to one and the same underlying balance. See the definition of “Tickets” below.

“Tickets.” The in-Game visual and user-interface display of a user's Gold Coin balance. Tickets do not constitute a separate currency, balance, or account from Gold Coins; the number of Tickets shown to a user within the Game corresponds exactly to, and is derived from, the number of Gold Coins credited to that user's Account (and, where applicable, held in the user's Wallet). References in these Terms to a user's Gold Coin balance, Account balance, or Ticket balance are references to the same underlying balance.

“Wallet.” The account maintained for a user, prior to and independent of the Game itself, into which the user deposits funds and from which entry fees are drawn and winnings are credited, ultimately reflected as the user's Gold Coin balance and displayed in-Game as Tickets. Once the Company has integrated a licensed third-party payment provider for this purpose, deposits, withdrawals, and viewing of the Wallet will be handled through that provider and/or the Company's website, and cannot be performed from within the Game application itself. See Section 4.8 of these Terms for further detail on the Wallet.

“Virtual Items.” Cosmetics, Loot Boxes, and all other virtual in-game items or digital content available on the Platform that can be acquired using Item Money. Virtual Items have no monetary value and cannot be redeemed for cash or any real-world value. Virtual Items are distinct from Gold Coins, which reflect real-money account balances.

“Item Money.” A separate virtual currency used exclusively to purchase Cosmetics, Loot Boxes, and other Virtual Items within the Platform. Item Money has no real-world monetary value and cannot be redeemed for cash or prizes. Item Money may be purchased through the Company's

website and may also be awarded as a daily login bonus or earned through gameplay at the Company's discretion. Item Money cannot be used to pay competition entry fees or to participate in any paid competition or tournament.

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

“Loot Box.” A virtual randomized reward container acquirable exclusively with 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 exclusively with 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 requires all users to complete KYC (Know Your Customer) identity verification prior to accessing paid competitions or making any deposit. As part of the KYC process, users must provide valid government-issued identification, proof of age, proof of address, and any other

information the Company reasonably deems necessary for purposes including fraud prevention, compliance with applicable law, dispute resolution, or Account security. The Company reserves the right to request supplemental identity verification at any time. Failure to complete KYC verification or to provide requested information within a reasonable time will result in Account restrictions, suspension, or termination. By creating an Account, you agree to cooperate with all KYC and verification requests and to provide accurate and complete information.

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@altolussocasino.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@altolussocasino.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@altolussocasino.com. Before requesting closure, you should ensure that you have no active competitions, pending transactions, or outstanding balance. Upon Account closure: (i) you will lose access to all Virtual Items, Item Money, game progress, and other in-game assets associated with your Account, which are non-transferable and non-recoverable; and (ii) any remaining Gold Coin balance in your Account will be forfeited. The Company is under no obligation to compensate you for any forfeited Gold Coin balance upon voluntary Account closure, except as may be required by applicable law. If you believe you have a balance to recover, you must raise this prior to requesting closure.

4.8 Wallet

Prior to playing any paid Game or paid competition, a user will deposit funds into a Wallet. Once the Company has integrated a licensed third-party payment provider for this purpose, the Wallet will be used for depositing funds, for entering paid competitions (with the corresponding entry fee deducted from the Wallet balance), for receiving any winnings credited back to the Wallet, and for withdrawing funds. The Wallet balance is reflected in the user's Account as Gold Coins and is displayed to the user within the Game as Tickets, in accordance with Section 3 and Section 6.2 of these Terms.

Deposits into, and withdrawals from, the Wallet, as well as viewing of the Wallet and its balance, cannot be performed from within the Game application itself. These functions must be performed exclusively through the Company's website or, once integrated, the relevant licensed third-party payment provider's platform. The Game application will only display the resulting balance as Tickets; it will not provide deposit, withdrawal, or Wallet-viewing functionality directly.

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 Cosmetics and Loot Boxes) have no real-world monetary value. Virtual Items may only be used within the Platform for cosmetic and aesthetic purposes. 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. Virtual Items may be acquired exclusively with Item Money, not with Gold Coins. Gold Coins represent real-money account balances and are used solely for competition entry fees.

6.2 Deposits, Gold Coins, Tickets, and Item Money

Gold Coins are not a currency that users purchase or acquire directly. Rather, Gold Coins function solely as a visual representation of a user's real-money deposit balance within the Platform — the number of Gold Coins displayed in your Account corresponds to the value of funds you have deposited. All deposits are made exclusively through the Company's website and are not processed through the Meta Horizon Store. Gold Coins are not available for purchase on the Meta Horizon Store. Users who have not made a deposit through the Company's website will have a Gold Coin balance of zero and may only access free practice modes.

The deposit-to-display process operates as follows: (i) the user visits the Company's website and purchases Gold Coins using fiat currency; (ii) the Gold Coins so purchased are credited directly to the user's Account balance (held, once integrated, in the user's Wallet as described in Section 4.8); and (iii) when the user enters the Game, that Account balance is visually displayed to the user as Tickets. Gold Coins and Tickets accordingly represent the same underlying balance at all times — Tickets are simply the in-Game user-interface representation of the Gold Coins credited to the user's Account, as set out in the definitions of "Gold Coins," "Tickets," and "Wallet" in Section 3.

Item Money (cosmetic currency) may be acquired by:

- Purchasing Item Money through the Company's website;
- Earning Item Money as a daily login bonus at the Company's discretion; or
- Earning Item Money as a reward through gameplay at the Company's discretion.

6.3 Item Money Purchases

All purchases of Item Money are made directly through the Company's website using fiat currency. Once the Company has integrated a licensed third-party payment provider for this purpose, such purchases may also be processed through that provider's platform. The Company processes, or arranges for the processing of, payment information for such transactions in accordance with its Privacy Policy. Any queries about your transactions, including any request for a refund, should be directed to the Company at support@altolussocasino.com. Should the Game in future become available for download through a Platform Store operated by a Platform Partner, the Company will update these Terms to describe the purchase and refund process applicable to any purchases made through that Platform Store.

6.4 Missing Virtual Items

If you do not receive Item Money or Virtual Items you were expecting to receive following a purchase made through the Company's website, please contact us at support@altolussocasino.com. You will need to provide your Account username and transaction details. The Company will investigate and, where appropriate, remedy the issue by crediting your Account with the relevant Item Money or Virtual Items, or by processing a refund of the purchase price, in each case in accordance with the Company's policies and applicable law.

6.5 Promotional Codes

The Company may, at its discretion, issue promotional codes that can be redeemed for 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. Promotional codes may not be redeemed for Gold Coins or used to obtain entry into paid competitions. 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 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 only. 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. Loot Boxes may not be purchased with Gold Coins.

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 Skill-Based Arcade Gameplay

ALTO LUSSO Skill Based Arcade is a skill-based arcade game. All competitions, tournaments, and matches are games of skill in which the outcome is determined by the relative skill and performance of the participants, not by chance. Winners are determined by objective performance criteria. All competitors within the same competition pay an identical pre-announced entry fee, and prize pools are pre-defined based on the number of registered participants. Players who have not deposited real money may only access practice game modes, which do not award Gold Coins, prizes, or any other item of value. The Platform is not a gambling product and the games available are not games of chance.

8.2 Multiplayer and Social Features

The Platform is a multiplayer experience. You may interact with other players in real time within the virtual reality game environment. 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, competition results, 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. In the event of a technical malfunction, system failure, server error, or exploit that affects the integrity of a competition or any gameplay session, the Company reserves the right to void, cancel, adjust, or reverse any affected competition, score, result, or Gold Coin transaction. Where a paid competition is voided due to a technical malfunction not caused by the user, the Company will endeavour to refund the applicable entry fee to the affected user's Gold Coin balance. The Company's decision in relation to any malfunction shall be final. 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. Entry fees paid in respect of a void competition are not redeemable for cash.

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 10 — RESPONSIBLE PLAY

Although the Platform features skill-based competitions rather than gambling, competitive gaming may be engaging for some users. The Company supports responsible gameplay and encourages players to set personal time and spending limits. You may request a time-out or self-exclusion from the Platform at any time by contacting support@altolussocasino.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 set out in Section 4.2, the Company requires all users to complete KYC (Know Your Customer) identity verification before accessing paid competitions or making any deposit. The Company further reserves the right to request additional identity documentation or user information at any time for legitimate purposes including fraud prevention, legal compliance, dispute resolution, or Account security. Failure to complete KYC verification or to provide requested information within a reasonable time will result in Account restrictions, suspension, or termination.

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@altolussocasino.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@altolussocasino.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 interaction, including competition-related communication. You must use these features in compliance with these Terms and solely for their intended purposes. You may not use in-game communications to harass other players, engage in illegal activity, distribute unsolicited commercial messages, share strategy or information in a manner intended to facilitate collusion or match manipulation, or engage in any prohibited conduct. The Company reserves the right to monitor, moderate, and log in-game communications for the purposes of safety, fraud prevention, and enforcement of these Terms, 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.
- Access or participate in any paid competition while located in, or as a resident of, a jurisdiction where skill-based cash competitions are prohibited by applicable law;
- Attempt to transfer, sell, trade, or exchange Item Money outside of channels expressly provided within the Platform, or exploit Item Money awarded through errors or system malfunctions.

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 15 or Annex A.

Upon suspension or termination, your license to use the Platform ends immediately. All Virtual Items, Item Money, game progress, and in-game assets associated with a terminated Account are forfeited and non-recoverable. Where an Account is terminated by the Company due to a breach of these Terms, fraud, cheating, or prohibited conduct, any Gold Coin balance in that Account shall also be forfeited and the Company shall have no obligation to return or compensate the user for any such balance. Where an Account is terminated by the Company for reasons unrelated to user fault, the Company will endeavour to facilitate return of any remaining Gold Coin balance in accordance with its internal policies and applicable law. You will be liable for any losses, costs, or damages 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. The company does not guarantee that any competition will be free from cheating or that other players will comply with these terms. All game mechanics, skill assessments, scoring systems, and competition 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 total amount you deposited or paid to the Company (or, where applicable, any Platform Partner) in connection with the platform in the thirty (30) days immediately preceding the event giving rise to the claim, or (b) one hundred us dollars (USD \$100).

The company is not liable for: (a) personal injury or adverse health effects from your 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 wilful 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 Platform, 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@altolussocasino.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 California, Los Angeles County, 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@altolussocasino.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@altolussocasino.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 Delaware, 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 determining, reporting, and paying any taxes applicable to prizes, winnings, or any other amounts received through your use of the Platform. Depending on your jurisdiction and the amount of prizes received, you may be required to report competition winnings as taxable income. In the United States, the Company may be required by law to report certain prize payments to the Internal Revenue Service and to issue applicable tax forms (including IRS Form 1099-MISC or W-2G) where thresholds are met. By participating in competitions, you consent to the collection of any tax information the Company may require to comply with applicable reporting obligations. The Company does not provide tax or legal advice, and you should consult a qualified tax professional regarding your obligations.

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@altolussocasino.com

Legal Notices / Privacy / DMCA: policy@altolussocasino.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 & Match Manipulation.** Coordinating with other players to manipulate competition outcomes, including intentionally underperforming, sandbagging, or sharing strategy for unfair advantage. Deliberate loss of competitions or matches for any purpose is prohibited.
- 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.
- 17. Prohibited Jurisdiction Participation.** Accessing or participating in any paid competition, making a deposit, or otherwise using the Platform's real-money features while physically located in, or as a legal resident of, a jurisdiction where skill-based cash competitions are prohibited by applicable law, including by using a VPN, proxy server, or any other means to mask or misrepresent your actual location.

18. Item Money Abuse. Attempting to sell, trade, transfer, or exchange Item Money outside of channels expressly provided within the Platform; exploiting errors, bugs, or system malfunctions to obtain Item Money to which you are not entitled; or using Item Money obtained through any unauthorized means.