

Terms & Conditions

Last Updated: 16/06/2026

1. Introduction

These terms and conditions and the documents referred to below (the "Terms") apply to the use of the current website (the "Website") and its related or connected services (collectively, the "Service"). You should carefully review these Terms as they contain important information concerning your rights and obligations concerning the use of the Website and form a binding legal agreement between you - our customer (the "Customer"), and us. By using this Website and/or accessing the Service, you, whether you are a guest or a registered user with an account ("Account"), agree to be bound by these Terms, together with any amendments, which may be published from time to time. If you do not accept these Terms, you should refrain from accessing the Service and using the Website. The Service is owned by Narnium Solutions Ltd, a company incorporated in Belize with company registration number 000050662, with a registered address at 2118 Guava Street, Belama Phase 1, Belize City, Belize ("Company"), licensed in the State of Anjouan under the Computer Gaming Licensing Act 007 of 2005.

These Terms incorporate by reference our [AML/KYC Policy](#), [Responsible Gaming Policy](#), [Payment Policy](#), [Bonus Terms & Conditions](#), [Refund Policy](#), [Privacy Policy](#) and [Complaints Procedure](#).

2. General Terms

We reserve the right to revise and amend the Terms (including any documents referred to and linked to below) at any time. You should visit this page periodically to review the Terms and Conditions. Amendments will be binding and effective immediately upon publication on this Website. If you object to any such changes, you must immediately stop using the Service. Your continued use of the Website following such publication will indicate your agreement to be bound by the Terms as

amended. Any bets not settled prior to the changed Terms taking effect will be subject to the pre-existing Terms.

3. Your Obligations

You acknowledge that at all times when accessing the Website and using the Service:

3.1. You age is over 18, or the legal age at which gambling, or gaming activities are allowed under the law or jurisdiction that applies to you. We reserve the right to request proof of age documents from you at any time.

3.2. You are of legal capacity and can enter into a binding legal agreement with us. You must not access the Website or utilize the Service if you are not of legal capacity.

3.3. You are a resident in a jurisdiction that allows gambling. You are not a resident of any country in which access to online gambling to its residents or to any person within such country is prohibited. It is your sole responsibility to ensure that your use of the service is legal.

3.4. You may not use a VPN, proxy or similar services or devices that mask or manipulate the identification of your real location.

3.5. You are the authorized user/account holder of the payment method you use.

3.6. You must make all payments to us in good faith and not attempt to reverse a payment made or take any action which will cause such payment to be reversed by a third party.

3.7. When placing bets you may lose some or all of your money deposited to the Service in accordance with these Terms and you will be fully responsible for that loss.

3.8. When placing bets you must not use any information obtained in breach of any legislation in force in the country in which you were when the bet was placed.

3.9. You are not acting on behalf of another party or for any commercial purposes, but solely on your own behalf as a private individual in a personal capacity.

3.10. You must not either attempt to manipulate any market or element within the Service in bad faith nor in a manner that adversely affects the integrity of the Service or us.

3.11. You must generally act in good faith in relation to us of the Service at all times and for all bets made using the Service.

3.12. You, or, if applicable, your employees, employers, agents, or family members, are not registered as an Affiliate in our Affiliate program.

4. Restricted use

4.1. You must not use the Service:

4.1.1. If you are under the age of 18 years (or below the age of majority as stipulated in the laws of the jurisdiction applicable to you) or if you are not legally able to enter into a binding legal agreement with us or you acting as an agent for, or otherwise on behalf, of a person under 18 years.

4.1.2. If you reside in a restricted jurisdiction where gambling is legally prohibited or requires a local license, including, but not limited to, Afghanistan, China, Cuba, Cyprus, Guinea-Bissau, Haiti, Iran, Iraq, Lebanon, Libya, Myanmar, North Korea, Russia, Saudi Arabia, Somalia, South Korea, South Sudan, Sudan, Syria, Tunisia, Turkey, Ukraine, the United Arab Emirates, the United States, and Yemen.

4.1.3. If you are subject to any sanctions regime, listed on any applicable international sanctions list, acting on behalf of a sanctioned person or entity, or located in a sanctioned or prohibited jurisdiction.

4.1.4. To collect nicknames, e-mail addresses and/or other information of other Customers by any means.

4.1.5. To disrupt or unduly affect or influence the activities of other Customers or the operation of the Service generally.

4.1.6. To promote unsolicited commercial advertisements, affiliate links, and other forms of solicitation.

4.1.7. In any way which, in our reasonable opinion, could be considered as an attempt to cheat the Service or another Customer, or collude with any other

Customer to obtain a dishonest advantage.

4.1.8. To scrape our odds or violate any of our Intellectual Property Rights.

4.1.9. For any unlawful activity whatsoever.

4.2. You cannot sell or transfer your account to third parties, nor can you acquire a player account from a third party.

4.3. You may not, in any manner, transfer funds between player accounts.

4.4. We may immediately terminate your Account if you use the Service for unauthorised purposes.

4.5. Employees of Company, its licensees, distributors, wholesalers, subsidiaries, advertising, promotional or other agencies, media partners, contractors, retailers and members of the immediate families of each are NOT allowed to use the Service for real money without prior consent from the Company Director or Authorised Representative.

5. Registration

5.1. We reserve the right to refuse to accept a registration application from any applicant at our sole discretion and without any obligation to communicate a specific reason.

5.2. Before using the Service, you must personally complete the registration form and read and accept these Terms.

5.3. You have to provide accurate contact information, inclusive of a valid email address ("Registered Email Address"), and update such information in the future to keep it accurate.

5.4. You are only allowed to register one Account with the Service.

5.5. In order to ensure your financial worthiness and to confirm your identity, we may ask you to provide us with additional personal information.

5.6. You must keep your password for the Service confidential.

5.7. You must not at any time transmit any content or other information on the Service to another Customer or any other party by way of a screen capture.

5.8. When registering, you will receive possibility to use all currencies available on the website.

5.9. We are under no obligation to open an Account for you.

5.10. Upon receipt of your application, we may be in touch to request further information and/or documentation from you.

5.11. If you deposit or play with us logging in with any form of electronic verification, you automatically authorise us to collect the necessary identification information.

5.12. By registering an account on our website, the customer expressly acknowledges and agrees to the following declaration:

I declare that I am of legal age, not politically exposed and will transact on my behalf and risk. I also declare that any provided personal information is complete, accurate and true and I understand that I am liable for providing incorrect or misleading information. I agree to notify the administration in case of any change in the above circumstances within 7 days of it becoming effective.

6. Your Account

6.1. In order to start betting on the Service or withdraw your winnings, we may require you to become a verified Customer which includes passing certain checks. This procedure is done in accordance with the applicable gaming regulation and the anti-money laundering legal requirements.

6.2. Accounts could use several currencies, in this case all Account balances and transactions appear in the currency used for the transaction.

6.3. We do not give credit for the use of the Service.

6.4. We may close or suspend an Account if you are not or we reasonably believe that you are not complying with these Terms.

6.5. We reserve the right to close or suspend any Account without prior notice and return remaining eligible funds, subject to verification, bonus conditions, and compliance checks.

6.6. We reserve the right to refuse, restrict, cancel or limit any wager at any time for whatever reason.

6.7. If any amount is mistakenly credited to your Account it remains our property and when we become aware of any such mistake, we shall notify you and the amount will be withdrawn from your Account.

6.8. If, for any reason, your Account goes overdrawn, you shall be in debt to us for the amount overdrawn.

6.9. You must inform us as soon as you become aware of any errors with respect to your Account.

6.10. Please remember that betting is purely for entertainment and pleasure and you should stop as soon as it stops being fun. We offer a self-exclusion option. Just send a message to our Customer Support Department at info@Hell Slots.com using your Registered Email Address that you wish to SELF-EXCLUDE. See our [Responsible Gaming Policy](#) for full details.

6.11. You cannot transfer, sell, or pledge Your Account to another person.

6.12. Should you wish to close your account with us, please send an email from your Registered Email Address to our Customer Support Department.

6.13. Any Account with no gameplay or other transactions for 12 months or more, is considered dormant. If there is balance left on the account, an admin fee up to \$10 USD will be deducted monthly as long as the balance remains positive.

7. Deposit of Funds

7.1. All deposits should be made from an account or payment system or credit card that is registered in your own name.

7.2. You may only use your own personal credit/debit card or other payment method to fund your Account.

7.3. Fees and charges may apply to customer deposits and withdrawals.

7.4. We are not a financial institution and we use third-party electronic payment processors to process credit and debit card deposits.

7.5. You agree to fully pay any and all payments and charges due to us or to payment providers in connection with your use of the Service.

7.6. If you decide to accept any of our promotional or bonus offers, you agree to the Terms of Bonuses and terms of each specific bonus.

7.7. Funds originating from criminal and/or illegal and/or unauthorized activities must not be deposited with us.

7.8. If you deposit using your credit card, it is recommended that you retain a copy of Transaction Records and a copy of these Terms.

7.9. We reserve the right to request proof of payments to the Account at any moment.

8. Withdrawal of Funds

8.1. You may request a payout from the existing balance of your Account provided that all payments have been confirmed and all amounts deposited, all wagering requirements and all other terms and conditions have been met.

8.2. Deposited funds must complete a full gaming cycle before they become eligible for withdrawal: you must wager an amount at least equal to twice (2x) the deposited value through genuine gameplay.

8.3. We reserve the right to request photo ID, address confirmation or perform additional verification procedures prior to granting any withdrawals from your Account.

8.4. All withdrawals must be made to the original debit, credit card, bank account, method of payment used to make the payment to your Account.

8.5. Should you wish to withdraw funds but your account is either inaccessible, dormant, locked or closed, please contact our Customer Service Department.

8.6. Please note that we cannot guarantee successful processing of withdrawals or refunds in the event if you breach the Restricted use policy stated in Clauses 3.3 and 4.

8.7. While we are not responsible for any delays in payment processing, we strive to complete withdrawal requests within 1-3 business days following the verification of

the required documents.

8.8. Withdrawal limits, minimum/maximum amounts, and processing rules are set out in our Payment Policy and may vary by method, jurisdiction, and account tier.

8.9. In accordance with our [AML Policy](#), deposits cannot be withdrawn immediately after being made. Each deposit must be wagered at least twice (2x) through genuine gameplay before a withdrawal can be processed.

9. Payment Transactions and Processors

9.1. You are fully responsible for paying all monies owed to us. We reserve the right to impose an administration fee of \$50 USD, or currency equivalent per charge-back, denial or reversal of payment you make.

9.2. We reserve the right to use third-party electronic payment processors and/or merchant banks to process payments made by you.

9.3. All transactions made on our site might be checked to prevent money laundering or terrorism financing activity.

10. Errors

10.1. In the event of an error or malfunction of our system or processes, all bets are rendered void. You are under an obligation to inform us immediately as soon as you become aware of any error with the Service.

10.2. We have the right to recover from you any amount overpaid and to adjust your Account to rectify any mistake.

11. Communications and Notices

11.1. All communications and notices to be given under these Terms by you to us shall be sent by contacting Customer Support at info@Hell Slots.com.

11.2. All communications and notices to be given under these Terms by us to you shall be either posted on the Website and/or sent to the Registered Email Address we hold on our system for the relevant Customer.

11.3. The governing language of these Terms and all formal communications shall be English.

11.4. From time to time, we may contact you by email for the purpose of offering you information about betting, games, unique promotional offerings, and other information from the Company.

12. Matters Beyond Our Control

We cannot be held liable for any failure or delay in providing the Service due to an event of Force Majeure which could reasonably be considered to be outside our control.

13. Liability

13.1. To the extent permitted by applicable law, we will not compensate you for any reasonably foreseeable loss or damage you may suffer if we fail to carry out our obligations under these terms unless we breach any duties imposed on us by law.

13.2. In the event that we are held liable for any event under these terms, our total aggregate liability to you shall not exceed (a) the value of the bets and/or wagers you placed via your account in respect of the relevant bet/wager or product that gave rise to the relevant liability, or (b) \$500 USD in aggregate, whichever is lower.

13.3. We strongly recommend that you take care to verify the suitability and compatibility of the service with your own computer equipment prior to use.

14. Gambling By Those Under Age

14.1. If we suspect that you are or receive notification that you are currently under 18 years or were under 18 years when you placed any bets through the Service your Account will be suspended (locked).

14.2. This condition also applies to you if you are over the age of 18 years but you are placing your bets within a jurisdiction which specifies a higher age than 18 years for legal betting.

14.3. In the event we suspect you are in breach of the provisions of this Clause or are attempting to rely on them for a fraudulent purpose, we reserve the right to take

any action necessary.

15. Fraud

We will seek criminal and contractual sanctions against any Customer involved in fraud, dishonesty or criminal acts. We will withhold payment to any Customer where any of these are suspected.

16. Intellectual Property

16.1. Any unauthorised use of our name and logo may result in legal action being taken against you.

16.2. As between us and you, we are the sole owners of the rights in and to the Service, our technology, software and business systems as well as our odds.

16.3. You may not use our URL, trademarks, trade names and/or trade dress, logos and/or our odds in connection with any product or service that is not ours.

16.4. Except as expressly provided in these Terms, we and our licensors do not grant you any express or implied rights, license, title or interest in or to the Systems or the Marks.

17. Your License

17.1. Subject to these Terms and your compliance with them, we grant to you a non-exclusive, limited, non-transferable and non-sub-licensable license to access and use the Service for your personal non-commercial purposes only.

17.2. Save in respect of your own content, you may not under any circumstances modify, publish, transmit, transfer, sell, reproduce, upload, post, distribute, perform, display, create derivative works from, or in any other manner exploit, the Service.

17.3. Any non-compliance by you with this Clause may also be a violation of our or third parties' intellectual property and other proprietary rights.

18. Your Conduct and Safety

18.1. For your protection and protection of all our Customers, the posting of any content on the Service which is in any way unlawful, inappropriate or undesirable is

strictly prohibited ("Prohibited Behaviour").

18.2. If you engage in Prohibited Behaviour, your Account and/or your access to or use of the Service may be terminated immediately without notice to you.

18.3. Prohibited Behaviour includes, but is not limited to, accessing or using the Service to promote false or misleading information, conduct unlawful activity, harm minors, transmit objectionable content, interfere with the Service, or impersonate another Customer.

19. Links to Other Websites

The Service may contain links to third party websites that are not maintained by, or related to, us, and over which we have no control.

20. Complaints

20.1. If you have any concerns or questions regarding these Terms you should contact our Customer Service Department at info@Hell Slots.com.

20.2. Notwithstanding the foregoing, we take no liability whatsoever to you or to any third party when responding to any complaint.

20.3. If a Customer is not satisfied with how a bet has been settled then the Customer should provide details of their grievance to our Customer Service Department. We shall use our reasonable endeavours to respond within 28 days of receipt.

20.4. Disputes must be lodged within fourteen (14) days from the date the wager or event in question has been decided.

20.5. In the event of a dispute arising between you and us our Customer Service Department will attempt to reach an agreed solution.

20.6. Should all efforts to resolve a dispute to the Customer's satisfaction have failed, the Customer has the right to have the dispute settled via arbitration.

21. Assignment

Neither these Terms nor any of the rights or obligations hereunder may be assigned by you without the prior written consent of us. We may assign all or any portion of our rights and obligations hereunder to any third party.

22. Severability

In the event that any provision of these Terms is deemed by any competent authority to be unenforceable or invalid, the relevant provision shall be modified to allow it to be enforced in line with the intention of the original text.

23. Breach of These Terms

Without limiting our other remedies, we may suspend or terminate your Account and refuse to continue to provide you with the Service, in either case without giving you prior notice, if, in our reasonable opinion, you breach any material term of these Terms.

24. General Provisions

24.1. Term of agreement. These Terms shall remain in full force and effect while you access or use the Service or are a Customer or visitor of the Website.

24.2. Gender. Words importing the singular number shall include the plural and vice versa.

24.3. Waiver. No waiver by us of a breach or threatened breach by you of any term or condition of these Terms shall be effective unless made in writing and duly signed by us.

24.4. Acknowledgement. By hereafter accessing or using the Service, you acknowledge having read, understood and agreed to each and every paragraph of these Terms.

24.5. Language. In the event of there being a discrepancy between the English language version of these rules and any other language version, the English language version will be deemed to be correct.

24.6. Governing Law. These Terms are governed exclusively by the law in force in the state of Anjouan in the Union of Comoros. Any dispute arising under these Terms shall be subject to the exclusive jurisdiction of the courts of Anjouan.

24.7. Entire agreement. These Terms constitute the entire agreement between you and us with respect to your access to and use of the Service.

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