



Queen-Ten (Pty) Ltd t/a ShuffleUp Poker is licensed by the Gauteng Gambling Board under license number COS-147

ShuffleUp Poker has its registered business address at 34A Riley Road, Bedfordview, Johannesburg, 2008.

#### Definitions

1. "SUP" mean Queen-Ten (Pty) Ltd trading as ShuffleUp Poker.
2. "Affiliates" includes any and all of SUP event partners.
3. "Comps" means any complimentary entries into tournaments, vouchers and accommodation and the like whether provided for free or at a discounted rate.
4. "Electronic reproductions" means photographs motion pictures; video footage and/or electronic sound recordings.
5. "Entry/ies" includes but is not limited to any hotel packages and/or accommodation packages and/or player packages and/or tournament packages and buy-ins to events paid directly to SUP.
6. "Event" means any tournament and/or satellite event.
7. "Players" means all participants in a tournament and/or satellite event.
8. "Packages" includes but is not limited to all buy-ins, tournament packages, hotel accommodation, satellite tournaments and/or any combination of buy-ins, tournament packages, hotel accommodation, satellite tournaments.

By attending a SUP event and/or engaging with any of our associated platforms, you agree, without reservation, to the following terms and conditions:

#### 1. Event Registrations

- 1.1. No person under the age of 18(eighteen) is permitted to gamble, therefore, SUP will not permit registration and/or use of Worldpokertour.com by anyone under the age of 18(eighteen). In order to play in any SUP event, a valid casino card held in the name of the participant will need to be presented in order to register and be seated. SUP may also request a valid form of identification from the participant.
- 1.2. Registrations can be done through the following methods:
  - 1.2.1. Winning of an official satellite seat;
  - 1.2.2. EFT to ShuffleUp Poker 24 hours prior to the start of the event;
  - 1.2.3. Card machine payment in venue or casino cash desk;
  - 1.2.4. Cash payment at the casino cash desk;
  - 1.2.5. Applied credit facility through ShuffleUp Poker.



2. Pay-outs

- 2.1. All pay-outs, will be made within 72 (seventy-two) hours of winning, subject to clause 11.3 below.
- 2.2. SUP does not condone any collusion between players and/or splitting of any prize monies between players in the tournament.
- 2.3. In the event that any player/s are suspected of collusion, SUP reserves its right and that of its affiliates to withhold any pay-outs pending the finalization of an investigation.
  - 2.3.1. Should it be determined that a player and/or players have colluded in whatsoever manner in any event, SUP will not proceed to pay-out any winnings to the player and/or players and may proceed to report this activity to the necessary authority.
- 2.4. In the event that any player/s decide to split their prize money and a dispute arises, SUP will not become involved in this dispute in whatsoever manner.
- 2.5. All guarantees are calculated before rake.

3. Satellite Terms

Seats won at a satellite are NOT TRANSFERABLE to another player and/or series. Initial satellite seat won WILL be registered to that specific event. Additional seats to the same event will be given in the form of ShuffleUp Poker credit only (NO CASH). ShuffleUp Poker credit can be redeemed up within 12(twelve) months.

4. Over-lapping of events

In the event that any player has elected to enter into an event, whether through buy-ins and/or packages, and is unable to participate in that event due to their on-going participation in another event at the same time, the player will be not be entitled to a cash refund but will receive a refund in respect of their entry and/or package for that event in the form of SUP credit, which credit can be redeemed for a period of 12(twelve) months.

5. Event postponement and/or cancellation by SUP

- 5.1. In the event of SUP deciding to postpone an event for whatsoever reason, save for the reason of force *majeure*, the following provisions will apply:
  - 5.1.1. In the event that an event is postponed to a period not more than 9(nine) months after the initial advertised event date, the player/s entry, will automatically be transferred to the new date of the event;
  - 5.1.2. In the event that SUP is unable to proceed with an event within a period of 9(nine) months from the initial advertised date and/or elects to cancel an event, the player shall be entitled to receive a full refund in respect of their entry within 30(calendar) days of the announcement of the indefinite postponement and/or cancellation of the event, alternatively, the player may elect to receive SUP credit, which credit is redeemable within 12(twelve) months.

6. Cancellation policy

- 6.1. In the event that a player is unable to attend an event, including a satellite tournament, for whatsoever reason they will be entitled to cancel their seat/entry,



in writing at [anastasia@shuffleuppoker.com](mailto:anastasia@shuffleuppoker.com), subject to the following reasonable cancellation penalty:

- 6.1.1. From the date of booking up to 1(one) week prior to the event, no cancellation penalty shall apply;
- 6.1.2. 48 hours prior to the event, shall result in a cancellation penalty equal to 20% of the entry fee;
- 6.1.3. 24 hours prior to the event, shall result in a cancellation penalty equal to 50% of the entry fee.
- 6.2. Any refunds will be paid within 30(thirty) calendar days of the end of the tournament.

### 7. Dispute Resolution

- 7.1. In the event of a dispute raised between players and/or between player/s and SUP and related directly to the services of SUP and/or its affiliates:
  - 7.1.1. The disputing party shall refer the dispute to SUP, in writing, within 7(seven) days of the dispute arising;
  - 7.1.2. SUP shall make all reasonable efforts to assist in reaching a resolution within 30(thirty) calendar days of the dispute being lodged;
  - 7.1.3. Any and all discussions and/or communications whether verbally and/or in writing the between parties and/or any nominated agent/s for the purposes of resolving any dispute shall be confidential and will not be made public knowledge by either SUP and/or the disputing party/s.
  - 7.1.4. In the event that SUP is unable to resolve the dispute, SUP will refer the dispute to an arbiter, whose decision will be final and binding upon the parties.
    - 7.1.4.1. In the event that either party fails to implement the decision by the arbiter, the Magistrates Court with the necessary jurisdiction may be approached.
    - 7.1.4.2. In this regard, the parties expressly agree to the jurisdiction of the Magistrates Court.

### 8. Community Guidelines

- 8.1. You will be held personally liable for all activities conducted by yourself and SUP will not be held liable for any actions of any of its players and/or affiliates.
- 8.2. The following conduct, which list is in no way exhaustive, may result in SUP terminating and/or suspending your access to any event poker room and/or tournament and/or any online or digital platforms.
  - 8.2.1. Harassing, threatening, embarrassing and/or causing distress or discomfort to any other player and/or other individuals and/or entities;
  - 8.2.2. Transmitting any user content in any forum that is considered to be disruptive; unlawful; harmful; threatening; abusive; harassing; defamatory; vulgar; obscene; hateful, whether racially, gender-based and/or ethnically motivated and/or otherwise objectionable;
  - 8.2.3. Disrupting the normal flow of service or otherwise acting in a manner that negatively affects other players and/or SUP and its affiliates;
  - 8.2.4. Posting and/or transmitting any unsolicited advertising and/or promotional material;
  - 8.2.5. Intentionally or unintentionally violating any applicable local, national or international law/s;
  - 8.2.6. Collecting contact information and/or personal information and/or official information from SUP forums without authorization, in writing, from SUP and/or any affected person/s;



- 8.2.7. Suspicion of cheating and/or colluding at the table by other player/s and/or the dealer and/or the tournament director.

## 9. Communication and marketing

- 9.1. By submitting your information to SUP and using the SUP website you confirm your consent to the use of your personal information as follows:
- 9.1.1. Setting up and managing your account;
  - 9.1.2. Complying with our regulatory duties;
  - 9.1.3. Building up player profiles;
  - 9.1.4. Providing you with information about our promotional offers; new features, products and services and upcoming events and/or communications regarding how we can tailor our services to better suit your needs.
- 9.1.4.1. If you do not wish to receive communications from us, you may opt out at any time, by following the unsubscribe instructions or by contacting the SUP offices via our website at [www.shuffleuppoker.com](http://www.shuffleuppoker.com).
- 9.2. From time to time, SUP may share e-mail addresses and all other information with our affiliates and with carefully selected companies who we think may be able to offer you services and/or products of interest to you. In the event that you no longer wish to have your information shared, please inform us, in writing, at [anastasia@shuffleuppoker.com](mailto:anastasia@shuffleuppoker.com).

## 10. Media consent and image use

By participating and/or entering a SUP venue, you consent to and authorize SUP and/or any of its affiliates to take make any electronic reproductions of you. SUP and/or any of its affiliates may use any such electronic reproductions of you for any appropriate purpose, including, but not limited to educational purposes, promotional purposes and any other public media as may be deemed appropriate by SUP from time to time, and its affiliated partners. You understand that you may be identifiable from such photographic and/or electronic reproduction. These electronic reproductions will remain the sole intellectual property of SUP and/or its affiliates and you shall receive no benefit, whether financial or otherwise, from the use and/or distribution of the electronic reproductions.

## 11. ShuffleUp Poker Account Facility

- 11.1. Players may deposit, at their discretion, money with SUP to be utilised at the player/s discretion throughout a tournament.
- 11.2. Credit may be made available only through written request to [anastasia@shuffleuppoker.com](mailto:anastasia@shuffleuppoker.com) a minimum of 7(seven) working days prior to the start of a series.
- 11.2.1. The extension of any credit by SUP to a player will be at the sole discretion of SUP;
  - 11.2.2. A clear credit limit will be stipulated by SUP in accordance with the means of the player;
  - 11.2.3. Clear payment terms will be agreed to, in writing, between SUP and the player.
  - 11.2.4. Should any money owing to SUP not be paid by the client upon the agreed upon payment date, ShuffleUp Poker reserves the right to hand the collection over to its attorneys.



- 11.2.4.1. The player will be charged interest at a rate of 2 points above prime;
- 11.2.4.2. The player will be liable for all fees on the attorney and client scale and all collection commission.
- 11.3. In the event that a player, who holds an account with SUP, wins money in any event, is indebted to SUP and/or any of its affiliates the full amount owing to SUP and/or any of its affiliates will be deducted prior to the pay-out of the winnings.
  - 11.3.1. Any money owing to the player after the series will be held in credit for future events unless otherwise requested, in writing, by the player.
  - 11.3.2. Should a withdrawal request be made, local payments will be effected within 1 (one) week after the balancing of the account in respect of monies owing to SUP and/or any of its affiliates;
  - 11.3.3. Should a withdrawal request be made, international payments will be effected within 1 (one) month after the balancing of the account in respect of monies owing to SUP and/or any of its affiliates;

12. Force majeure

Should any event be cancelled or postponed for reasons of force *majeure*, or circumstances beyond the reasonable control of SUP and/or any of its affiliates, or for decisions taken to protect the interest and health of the players, the player/s will not be entitled to a reimbursement of any of the expenses incurred in respect of any entry and/or related expenses but will be credited with the amount paid to SUP which credit can be utilized in respect of any future event, within the following 12 (twelve) months of force *majeure* being invoked.

- 13. Any and all communication and/or suggestions are welcomed and players can submit feedback, complaints and suggestions to [anastasia@shuffleuppoker.com](mailto:anastasia@shuffleuppoker.com).
- 14. These terms and conditions, including any area in which an event will be held, are subject to change at the sole discretion of ShuffleUp Poker without any prior notice.