

TERMS AND CONDITIONS (T&C) FOR LV CASINO ONLINE SHOP

1. OPERATOR INFORMATION

LV Investments AG, Wirtschaftspark 2, FL-9492 Eschen, Liechtenstein

Tel.: +423 390 09 99

E-Mail: office@lvcasino.li

Legal form: Aktiengesellschaft

Registered office of the company: Eschen

Commercial Register number: FL-0002.626.827-5

UID-Number: CHE-362.246.988

Trade regulations: Lichtenstein General Civil Code (ABGB), Liechtenstein Consumer Protection Act (KSchG) and Distance and Field Sales Act (FAGG)

2. GENERAL PROVISIONS

1. Scope of application

These Terms and Conditions (hereinafter referred to as "T&C") apply to the sale of all goods and services (hereinafter referred to as "Casino Shop Products") of LV Investments AG (hereinafter referred to as "LV Casino") offered via LV Casino's online shop at the website <https://www.lvcasino.li/en/shop/> (hereinafter referred to as "Online Shop") and to the resulting business relationship with the Purchaser.

2. Products catalogue

LV Casino offers customers the ability to purchase various Casino Shop Products in its Online Shop at <https://www.lvcasino.li/en/shop/>. Casino Shop Products are electronic or physical vouchers („Voucher"). Detailed descriptions of the offered goods and services that the Voucher contains can be found on our Online Shop.

Any information regarding the Casino Shop Products offered through the LV Casino's Online Shop is subject to change, is non-binding and may be changed by the LV Casino at any time.

The presentation of Casino Shop Products on the Online Shop does not constitute a legally binding offer by LV Casino but rather constitutes a non-binding online catalogue.

3. House Rules Governing Visits and Gaming

The House Rules of LV Casino on visits and gaming (hereinafter referred to as the "House Rules") must be complied with. They may be viewed at LV Casino or on LV Casino's website: www.lvcasino.li.

Casino Shop Products may only be passed on to persons who meet the personal criteria under the above-mentioned House Rules.

3. FORMATION OF CONTRACT

The Purchaser must be at least 18 years of age to purchase a Casino Shop Product.

Once the Purchaser has selected the desired Casino Shop Product from the Online Shop and its number, the total price in Swiss Francs (CHF) for the selected Casino Shop Product (excluding delivery costs) will be displayed. To start the ordering process, the Purchaser should click on the [Order and pay] button.

The following step is to select the form of the Voucher by clicking on the [Choose] button.

In order to realize the order, it is necessary to enter the Purchaser's personal data such as the full name of the Purchaser and his telephone number, email address, and birthdate. The Purchaser shall also select the method of delivery. If the Purchaser chooses home delivery, the exact address where the shipment is to be delivered must also be provided. These above-mentioned data are collected solely for the purpose of the ordering and delivering process. Failure to provide the aforementioned mandatory data or providing erroneous or false data makes it impossible to make an order.

By clicking the checkbox [Yes, I have read and accept the General Terms and Conditions] before placing an order means that the Purchaser has read our Privacy Policy, accepts these Terms and Conditions and is bound by them. By clicking the [Payment] button, the Purchaser places a binding order for Casino Shop Products, which requires the Purchaser to pay for them and is redirected to the website of the payment platform provider.

After the Purchaser has entered the payment data and this has been verified by the payment processing platform provider, the order process is completed. The Purchaser's order constitutes an offer to LV Casino to conclude a contract.

The text of the contract will be saved by LV Casino for invoicing and sent to the Purchaser in an order confirmation by e-mail.

Confirmation of receipt of the order is sent by e-mail, together with acceptance of the order, immediately after the order is sent. The contract is deemed to be concluded upon receipt of the e-mail confirmation (order confirmation/invoice) from LV Casino.

Orders will be processed within 7 working days.

Contact details of the LV Casino:

Telephone number: + 423 390 09 99

E-mail address: office@lvcasino.li

4. PRICES

All prices stated in the Online Shop are quoted as gross prices in CHF, including any statutory value-added tax (VAT), but excluding the separately stated shipping costs. The gross total price plus any shipping costs are shown at the end of the order before the Purchaser clicks on the [Pay] button. All prices are current prices and are valid until revoked.

5. DELIVERY AND SHIPPING

1. The Purchaser may choose from three possible delivery methods:

a) Electronic delivery: Vouchers can be delivered by e-mail. The Voucher will be sent to the e-mail address provided by the Purchaser. Immediately after the contract is concluded, the Voucher may be saved and printed out by the Purchaser (print-at-home) and/or downloaded on the Purchaser's mobile phone.

b) Home delivery: Vouchers can be delivered by post. Shipping is effected via standard delivery. The delivery charge for standard delivery by post is a flat rate of 9,99 CHF per order. Normally, delivery will be made within seven (7) working days of the order.

c) Pickup at the LV Casino: Vouchers can be collected in person at the LV Casino by showing proof of purchase.

2. Passage of risk upon delivery

When a Casino Shop Product is shipped, the risk of loss or damage shall not pass to the Purchaser until the Casino Shop Product is delivered to the Purchaser or to a third party designated by the Purchaser who is other than the carrier.

6.

PAYMENT

Payment is made through the payment processing platform, indicated on the LV Casino's Online Shop website, which is Stripe Technology Europe Limited, with company number 599050, and with its registered address at 3 Dublin Landings, Dublin D01C 4E0, Ireland („STRIPE“). STRIPE's terms of use and privacy policy are available to Purchaser here.

Payment for Casino Shop Products is due in advance.

All costs of the monetary transaction (bank transfer) or other chosen means of payment and payment service shall be borne by the Purchaser.

7. REDEMPTION OF VOUCHERS

Each Voucher purchased by the Purchaser(s) from the Online Shop is redeemable within one (1) year from the date of issue (hereinafter referred to as the “Redemption Period”). After the expiry of the Redemption Period, the Purchaser shall contact LV Casino staff. The cash redemption of

a voucher not redeemed within the Redemption Period is not permitted. After the expiry of the Redemption Period, the voucher can no longer be used.

All Vouchers are bearer vouchers and have their unique QR code. In addition, electronic Vouchers have an individual serial number.

In order to redeem the Voucher, it is necessary to contact the LV Casino staff in advance (by phone, email or personally at the LV Casino) to determine the details of its redemption, that is, among other things: the date and time of the guided tour and the dinner, the number of guests and any requests regarding the menu (allergies, medical contraindications). In order to use the LV Wheel, it is necessary to scan the QR code.

LV Casino accepts no liability for spelling mistakes in the e-mail address of the voucher recipient.

LV Casino accepts no liability in the event of loss, theft, illegibility, damage, misuse or unauthorised use of a voucher. In such cases, there is no entitlement to replacement.

The purchased vouchers are not intended for resale. Unlawful behaviour on the part of the customer will result in liability for damages.

8. RIGHT OF CANCELLATION AND EXCEPTIONS

1. Exercise of the right of cancellation

As a Consumer within the meaning of the Liechtenstein Consumer Protection Act (KSchG), the Purchaser has the statutory right to cancel/resile from the contract with LV Casino within 14 days from the date on which the Purchaser or third party named by the Purchaser who is not the carrier has received the Casino Shop Product.

It is only possible to cancel an order in its entirety.

However, there shall be no right of cancellation in the event that, on the basis of an express request by the Purchaser pursuant to section 10 of the Distance and Field Sales Act (FAGG) and confirmation by the Purchaser of his knowledge of the loss of the right of cancellation where the contract has been fully performed by LV Casino, performance of the contract was commenced prior to expiry of the cancellation period and was then performed in full.

In order to exercise the right of cancellation, the Purchaser must inform LV Casino (address: LV Investments AG, Wirtschaftspark 2, FL-9492 Eschen, Liechtenstein, office@lvcasino.li) of the decision to resile from the contract by a clear declaration (e.g. letter sent by post, fax or e-mail). The Purchaser may also use the model cancellation form available under the link Cancellation form, but this is not mandatory. The declaration of cancellation is not bound to any particular form. The cancellation period shall be deemed to have been complied with if the Purchaser sends the declaration of cancellation to LV Casino during the cancellation period.

2. Consequences of cancellation

If the Purchaser cancels the contract within the cancellation period, LV Casino shall refund any payments made by the Purchaser. In the event of cancellation, LV Casino shall reimburse all payments made by the Purchaser, including shipping costs (with the exception of additional costs arising from the fact that the Purchaser has chosen a form of delivery other than the most favourable standard delivery offered by LV Casino), promptly, but within 14 days at the latest from the date of receipt of the notice of cancellation by LV Casino. The same method of payment shall be used for refund as the Purchaser used for processing his or her payment. LV Casino may refuse to make refund until the Casino Shop Product has been returned to LV Casino or until proof has been provided that the Casino Shop Product has been returned, whichever is earlier.

If the Customer withdraws from the contract, the Casino Shop Product does not have to be returned to LV Casino after the withdrawal declaration, but it will lose its validity.

If the customer cancels the purchase of a Casino Shop Product during the cancellation period and if the customer has already made use of services from that product, the customer shall pay the *pro rated* amount due for the service already utilised. The amount shall consist of the service already rendered and the total scope of the intended service.

9. RESERVATION OF TITLE

The Casino Shop Product shall remain the property of LV Casino until full payment of LV Casino's claims. If the Casino Shop Product is passed on to a third party, the reservation of title must be pointed out separately and thus remains valid.

10. LIABILITY

LV Casino shall only be liable for damages caused by intentional acts or gross negligence. Liability for slight negligence is hereby disclaimed. LV Casino shall not provide any compensation for indirect damages, lost profits, financial losses, consequential damages, failing to achieve savings and damages resulting from claims of third parties against the Purchaser. These limitations of liability do not apply to consumers within the meaning of the Consumer Protection Act (KSchG) for personal injury and damages arising from a breach of the primary contractual obligation.

11. DATA PROTECTION AND PRIVACY POLICY

The controller of your personal data is LV Investments AG, Wirtschaftspark 2, LI-9492 Eschen, Liechtenstein. Data protection queries should be submitted to our Data Protection Officer in writing by post to the above address or by e-mail to the following address: datenschutz@lvcasino.li

When you purchase through our website, we collect your personal information which includes your name, surname, address, email address, and phone number.

The information you provide when making a purchase through our website will be used only to process your request, and it will not be used for any other purpose or linked to other data. The data you enter in the form is transmitted in an encrypted format.

The processing of personal data is carried out following Article 6(1) DSGVO based on the necessity of the performance of the contract, e.g. to be able to identify you as our customer, for correspondence with you, and to realise your order.

When you provide us with personal data for making a purchase, we will delete it one year after our services end, unless there are other reasons to keep it.

We may share your information with third parties if it is required for providing our service or mandated by law, such as payment providers (see section 6 of this Terms and Conditions), couriers, banks, authorities, state institutions, police, and courts. However, we will never sell, rent, or disclose your personal data to any third party.

Please note that we may transfer personal data to countries where our service providers, such as software suppliers and IT service providers, are located. A transfer of your data to recipients in a third country or to another international organisation will only take place (in addition) if the proper guarantees are met.

As a data subject, you have the following rights: the right to information (Art. 15 DSGVO), to rectification (Art. 16 DSGVO), erasure (Art. 17 DSGVO), restriction of processing (Art. 18 DSGVO), and data portability (Art. 20 DSGVO). In addition, you have the right to lodge a complaint with a data protection supervisory authority if you believe that your personal data is not being processed lawfully. See www.datenschutzstelle.li and our Privacy Policy for more details.

12. APPLICABLE LAW

All transactions are governed by Liechtenstein law. It is expressly agreed that the conflicts-of-law provisions of Austrian law and the provisions of the UN Convention on Contracts for the International Sale of Goods shall not apply.

If the Purchaser is a consumer within the meaning of the Consumer Protection Act (KSchG), jurisdiction for actions against the consumer shall be vested in the court in whose district the consumer's domicile, habitual residence or place of employment is located. In all other cases, the exclusive jurisdiction is agreed to be vested in the court with subject-matter jurisdiction thereof at the place of LV Casino's registered office.

The consumer has a right to use non-judicial means of processing complaints and investigation of claims. For this purpose, he can file a complaint through the EU platform ODR online platform available at: <http://ec.europa.eu/consumers/odr/>

13. SEVERABILITY CLAUSE

Should any of the provisions of these T&C, for whatever reason, be found invalid or void in whole or in part, this shall not affect the validity of the remaining provisions hereof. The fully or partially invalid provision shall be deemed replaced by a provision whose economic effect comes as close as possible to that of the invalid provision. The same shall apply to any contractual gaps.

T&C version, valid as of 01/12/2023