



TERMS AND CONDITIONS

Effective date: (We will insert at a later stage)

Last updated: (we will insert at a later stage)

WELCOME TO VILASANI GAMING COMPETITIONS!!!!!!

By creating an account or using the services provided by **Vilasani Gaming Competitions**, you acknowledge that you have read, understood, and agree to be bound by these **Terms and Conditions** below:

1. ELIGIBILITY

- By registering or using this website, you confirm that you are **18 years of age or older** or of adult age as defined by your jurisdiction.
- If you are under 18 years of age, you may only use the website under the **supervision of a parent or legal guardian** who is over 18.
- **Vilasani Gaming Competitions** will not be held responsible for any disadvantage, loss, or issues arising from the failure to comply with this requirement.

2. ACCOUNT SECURITY

- You are solely responsible for maintaining the **confidentiality of your login details**.
- Vilasani Gaming Competitions will **not be held liable** for unauthorized access to your account resulting from your **negligence or failure to secure your login details**.

- Please note that Vilasani Gaming Competitions will never request your sensitive information, including but not limited to your **credit card details, passwords,** or any other **confidential credentials**. An exception may apply where our support team requests access to screenshots of your chat communications in the event that you report an incident of abuse (see Section 8, point 2 of this policy).
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3. REGULATIONS OF COMPETITIONS

- You are required to have a **stable and reliable internet connection** when participating in any gaming competitions.
- Vilasani Gaming Competitions will **not be held accountable** for any losses, forfeitures of matches, or negative outcomes resulting from poor internet connectivity or any other technical issues on your end.
- Participants scheduling competitions must use the website's chat system to coordinate match details, including but not limited to **match time, game type, and duration of matches**. Failure to do so may lead to issues such as forgetting to report results for confirmed competitions. (Consider the sixth point of this section).
- Competitors are strongly advised to compete **on separate gaming consoles** with "PlayStation Network (PSN) IDs or Xbox gamertag" that are registered on their respective user profiles on the website. Participation using a console or account not listed on the user's profile is strongly discouraged. This policy is implemented to facilitate efficient **dispute resolutions** should any issues arise during or after matches.
- Upon completion of each match, competitors should **report their results** before continuing to participate in any further competitions and maintain accurate records of match outcomes.
- If both competitors fail to report match results within **three hours (3), the stake, excluding the commission,** will be refunded to both gaming accounts.
- If only one competitor submits match results and the other fails to confirm the results within **3 hours (3)** of confirming a challenge, the system will automatically confirm the match result based on one person's report.
- If you do not agree by the verdict reported by your opponent, you can **dispute** the verdict, and our support team will respond to such disputes within a period of **24 hours**. The dispute resolution will be guided by section 4 of this policy.

- No results should be disputed after you have confirmed results reported by your opponent. This is an exception in a case when the confirmation is automatically done by the system after 3 hours of you not confirming the results.
 - Competitors may record their matches for **additional evidence** if they wish. However, a “PSN ID or Xbox gamertag” that is uniquely associated with a specific gaming console is generally considered sufficient proof of gameplay activity conducted on the console.
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4. MATCH COMMISSION AND MEDIATION OF DISPUTES

- A **commission fee of 10%** will be charged for every competition you have confirmed to take part in, e.g. 1 NAD for a 10 NAD fee). This commission will be **automatically deducted** from your account upon challenge confirmation.
 - In case of a dispute of match results, you will be required to submit your evidence supporting your claim by email. You are advised to capture clear images of your gaming console’s match history, clearly displaying both your digital identity (Xbox Gamertag or PSN ID) and that of your opponent alongside the match results. Our team may request these images as supporting evidence when reviewing or verifying match outcomes.
 - The decision taken by Vilasani Gaming Competitions after solving of a dispute will be rendered as final. Such a decision may take between **48 to 72 hours to** finalize. However, the duration of the decision may exceed the former stated duration, depending on the volume of disputes. Our team will nevertheless keep you updated on the progress of the mediation.
 - Both competitors **will be notified via email** of the verdict rendered by Vilasani Gaming Competitions, to ensure fairness and transparency throughout the mediation process.
 - If found guilty of reporting untruthful match results; **section 5** of this terms and conditions will be applied.
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5. CHEATING, FRAUD AND MISCONDUCT

- Any form of **cheating, fraudulent activity** (e.g. falsely claiming victory of matches) is strictly prohibited and will carry penalties below if found guilty:

- **First offence:** A **30% commission deduction** will apply to all matches you play for **thirty-one (31) days**.
 - **Second offence:** Your account will be **suspended for two (2) months**. Hence, for the period of the suspension, you will not be able to use any gaming services provided by Vilasani Gaming Competitions.
 - **Third offence:** Your account will **permanently be terminated**.
 - The competitor affected by your misconduct will be **notified of the final decision taken by Vilasani Gaming Competitions**.
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6. DEPOSITS, WITHDRAWALS AND PAYMENT PROCESSING

- Deposits to your gaming wallet may only be made through card transactions. We do not accept other deposit methods other than card transactions.
 - You will not be permitted to withdraw an amount less than the minimum withdrawal threshold of fifty Namibian dollars (NAD 50), except in circumstances where you elect to cancel your account in accordance with Section 2.1 of our Cancellation Policy. The withdrawal threshold limit is in accordance with our bank transaction charges.
 - You will be required to provide your banking account details (e.g. account number, bank service provider's name etc.) to facilitate the transfer of funds to your designated account. **Vilasani Gaming Competitions will never request any of your passwords for any reason.**
 - Withdrawal requests will be processed within **four (4) working days**.
 - The duration of the withdrawal may be affected, depending on **your bank service provider**.
 - Vilasani Gaming Competitions will not be held responsible for delays caused by your **bank service provider**.
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7. MINIMUM ACCOUNT BALANCE

- You will only be able to **place or accept challenges** if your account balance exceeds **1 NAD**. However, this will only work if you find competitors challenging you at the same amount (**1 NAD**).

- Your remaining balance (less than 1 NAD) will be retained in your account wallet until you choose to top-up your wallet balance.
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8. CODE OF CONDUCT

- You agree to **not use offensive language, hate speech, or racial slurs** in any form while interacting with other users or staff.
 - Should you suffer the above, you may contact our support team and report the matter. Our support team may request that you provide clear screenshots as supporting evidence if any form of misuse or abuse is suspected while using our services.
 - Violation of this policy may lead to **immediate account termination**.
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9. COMMUNICATION AND SUPPORT

- Vilasani Gaming Competitions will respond to all **email or WhatsApp enquiries** as soon as receipt of such enquiries to a duration of **twenty-four (24) hours**. This may be an exception in terms of direct phone calls.
 - Our support team will endeavour to return any of your missed calls or voicemail messages within **twenty-four (24) hours** of receipt.
 - By signing up, you agree to adhere to this timeframe for all communication-related expectations.
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10. NOTIFICATIONS AND PROMOTIONS

- By registering, you agree you agree to receive **promotional email notifications** from Vilasani Gaming Competitions. This may happen monthly, rarely weekly, unless such need arises.
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11. AMMENDMENT OF TERMS AND CONDITIONS

- Vilasani Gaming Competitions reserves the right to **modify or update** these Terms at any time.
- Changes will become effective immediately upon posting on the website. Continued use of the platform constitutes acceptance of the revised Terms.

