



TERMS AND CONDITIONS

Effective date: (05/05/2026)

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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

- 1.1 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.
 - 1.2 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.
 - 1.3 **Vilasani Gaming Competitions** will not be held responsible for any disadvantage, loss, or issues arising from the failure to comply with this requirement.
 - 1.4 Vilasani Gaming Competitions exclusively provides competitions in multiplayer gaming on **consoles** (PlayStation, Xbox, PC, and Nintendo Switch). By registering, you acknowledge that you meet this eligibility criterion and agree to be bound by this requirement.
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2. ACCOUNT SECURITY

- 2.1 You are solely responsible for maintaining the **confidentiality of your login details**.
- 2.2 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**.
- 2.3 Vilasani Gaming Competitions shall not, under any circumstances, request or solicit sensitive personal information from participants, including but not limited to **credit card details, account passwords, or any other confidential personal credentials**.
- 2.3.1. However, in the limited event that a participant reports an incident of abuse, the support team of Vilasani Gaming Competitions may request access to relevant evidentiary materials, including screenshots of chat communications, strictly in accordance with **Section 8, Sub-section 8.2** of this Policy. Such requests shall not extend to, nor include any **confidential personal credentials**.
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3. REGULATIONS OF COMPETITIONS/CHALLENGES

- 3.1. You are required to have a **stable and reliable internet connection** when participating in any gaming competitions.
- 3.2. 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**.
- 3.3. Participants scheduling competitions must use the **website's chat system** to plan match details, including but not limited to **match time, game type, duration of matches etc.**, Failure to do so may lead to issues such as forgetting to report results for confirmed competitions. (**Sub-section 3.6** of this section).
- 3.4. Competitors are strongly advised to compete **on separate gaming consoles** with unique **"PlayStation Network (PSN) IDs, Xbox gamertag, User IDs etc."** that are registered on their respective user profiles on the website.
- 3.5. Participation using a **console with a PSN ID or User ID** etc. not registered on the user's website profile is **strongly discouraged**. This policy is implemented to facilitate efficient **dispute resolutions**.

3.5.1. Vilasani Gaming Competitions will reserve the right to impose a penalty in a **dispute** involving a participant found to have utilized a gaming console with a unique ID (PSN, Gamertag etc.) **unregistered on their gaming profile on the website** (see **Section 4.5, Subsection 4.5.1 and Subsection 4.5.2**). Accordingly, participants who utilize more than one gaming console must ensure that the unique identification numbers (e.g. PSN ID, gamertags, User ID's) of all such consoles **are all registered** on their gaming profiles on the website.

3.6. Upon completion of each match, all competitors shall **promptly and accurately report the results** through the designated website reporting system prior to engaging in any subsequent competitions. Vilasani Gaming Competitions shall bear no responsibility or liability for **resolutions of any disputes** arising from **successive competitions** (those against the **same opponent**) for which results were not duly reported in accordance with this requirement.

3.7. If both competitors fail to report the match results **within three (3) hours of confirmation, the stake, excluding the commission**, shall be refunded to the respective gaming accounts of the competitors.

3.7.1. Accordingly, competitors are advised to confirm participation of competitions only when they are prepared to **compete immediately and report the results** promptly upon completion of the competition.

3.8. 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 competitor's report**.

3.9. If you do not agree with the verdict confirmed by the system after the results were 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.

3.9.1. However, disputing match results that have already been confirmed by the system, may not always yield the desired remedy, even where the plaintiff establishes that the opponent cheated. This limitation arises from the possibility that the opponent may have already withdrawn the funds. Therefore, competitors are **strongly advised**

to lodge any disputes immediately to facilitate prompt review and intervention by our support team.

3.10. In the event of a **dispute** where the **winning participant fails to report the match results** within the prescribed timeframe and the opposing participant falsely claims victory, the opposing participant, if found guilty, shall be penalized in accordance with **Section 5** of this policy.

3.10.1. The winning participant will be subjected to a penalty equal to **twenty percent (20%)** of the profit derived from the match for **failure to report** the results within the required timeframe.

3.11 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 reported results.

3.12 Competitors are advised to **record their matches** using their gaming consoles to provide evidence in cases of dispute of match results. Competitors may contact our support team for guidance on how to record matches using their gaming consoles.

4. MATCH COMMISSION AND MEDIATION OF DISPUTES

4.1. A **commission fee of 5%** will be charged individually for every competition you have confirmed to take part in, e.g. 0.50 NAD for a 10 NAD fee). This commission will be **automatically deducted** from your account upon confirmation of a competition/challenge.

4.2. Vilasani Gaming Competitions shall only facilitate mediation and resolution of disputes strictly concerning **match results** or the **determination of a winning participant**. For general match-related disputes such as scheduling of a match, match duration etc., participants are advised to utilize the website's chat system to agree upon such arrangements prior to the commencement of a match to mitigate the risk of such disputes.

4.3. Competitors in a dispute concerning match results are advised, in the interest of the **expeditious resolution** of such disputes, to not compete against the same opponent until the dispute has been formally resolved. During the pendency of the dispute, and upon proper submission of evidence in accordance with Section 4.4

of this Section, the parties are encouraged **to continue participation by competing against different/other opponents.**

4.4. In the event of a dispute concerning match results, competitors shall be required to submit, **via email (support@vilasanigaming.com)**, all evidence supporting their claims immediately. Competitors are advised to capture clear and legible images of their gaming console's **match history**, prominently displaying both their own digital identifier (including, but not limited to, an Xbox Gamertag or PlayStation Network ID (PSN ID)) and that of their opponent, together with the relevant match results.

4.4.1. Our mediation team reserves the right to request such images and any **additional supporting documentation or evidence** as may be deemed necessary for the proper adjudication of disputes relating to match outcomes.

4.5. In the event of a **dispute** concerning match results where an opponent is found to have utilized a gaming console's unique ID (PSN ID etc.) that is **unregistered** on their gaming profile, such a participant shall be subjected to a **twenty percent (20%) penalty** of the amount **won from the stake** associated with that match. Provided that the participant is proven to be the winner of that match.

4.5.1. Where a participant is found to have **falsely claimed** a win while utilizing a gaming console **not registered to their gaming profile**, such participant shall be subject to a penalty equal to **twenty percent (20%) of the total stake amount**, which shall be deducted from their gaming account. This will be a subsequent intervention of Section 5 of this policy,

4.5.2. If the participant's account balance is insufficient to cover the **applicable penalty**, the account may be placed into a **negative balance**, and the deficit shall remain payable until fully settled by the participant.

4.5.3. The use of gaming consoles with **unique identification IDs** that are not registered to a participant's profile materially hinders and imposes significant administrative burdens on the Mediation Committee in the **effective handling and resolution** of disputes.

4.6. 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.

4.7. Both competitors **will be notified via email** of the verdict rendered by Vilasani Gaming Competitions, to ensure fairness and transparency throughout the mediation process.

4.8. If found guilty of reporting untruthful match results; **section 5** of this terms and conditions will be applied.

5. CHEATING, FRAUD AND MISCONDUCT

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

5.1.1. **First offence:** A **30% commission deduction** will apply to all matches you play for **thirty-one (31) days**.

5.1.2. **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.

5.1.3. **Third offence:** Your account will **permanently be terminated**.

5.2. The competitor whom you disputed with will be **notified of the final decision taken by Vilasani Gaming Competitions**.

6. DEPOSITS, WITHDRAWALS AND PAYMENT PROCESSING

6.1. Deposits to your gaming wallet may only be made through **card transactions**.

We do not accept other deposit methods other than **card transactions**.

6.2. 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, Sub-section 2.1.1** of our **Cancellation Policy**. The withdrawal threshold limit is in accordance with our bank transaction charges.

6.3. However, for withdrawals to destinations outside the Southern African Development Community (SADC) and outside Common Monetary Area (CMA),

the minimum withdrawal amount is **NAD 200**. This minimum applies because international payment processing fees may equal or exceed **NAD 172** per transaction. To ensure withdrawals remain economically viable, requests below NAD 200 cannot be processed.

- 6.4. Vilasani Gaming Competitions reserves the right to **temporarily withhold any withdrawal request pending the investigation** of a match dispute, suspicious account activity, or any other matter deemed relevant. However, in the case of a dispute concerning match results, any amount withheld shall be limited to the proceeds **derived from the stake** associated with the disputed match.
- 6.5. 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. For international withdrawals, the support team may require additional information, such as the SWIFT code, Currency, Zip code etc.
- 6.6. Withdrawal requests will be processed within **four (4) working days**. However, the timeframe may vary for **international withdrawal transactions**.
- 6.7. The duration of the withdrawal may be affected, depending on **your bank service provider**.
- 6.8. Vilasani Gaming Competitions will not be held responsible for delays caused by your **bank service provider**.
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7. MINIMUM ACCOUNT BALANCE

- 7.1. 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**).
- 7.2. 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

- 8.1. You agree to **not use offensive language, hate speech, or racial slurs** in any form while interacting with other users or staff.
- 8.2. 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.

8.3. Violation of this policy may lead to **immediate account termination**.

9. COMMUNICATION AND SUPPORT

9.1. 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.

9.2. Our support team will endeavour to return any of your missed calls or voicemail messages within **twenty-four (24) hours** of receipt.

9.3. By signing up, you agree to adhere to this timeframe for all communication-related expectations.

10. NOTIFICATIONS AND PROMOTIONS

10.1. 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.

11. AMMENDMENT OF TERMS AND CONDITIONS

11.1. Vilasani Gaming Competitions reserves the right to **modify or update** these Terms at any time.

11.2. Changes will become effective immediately upon posting on the website. Continued use of the platform constitutes acceptance of the revised Terms.

12. LIMITATION OF LIABILITY

12.1. To the fullest extent permitted by law, Vilasani Gaming Competitions shall **not be liable for any indirect, incidental or consequential damages** arising from your use of the website or gaming services.

13. GOVERNING LAW

13.1 These terms and conditions shall be governed by and construed in accordance with the **laws of Namibia**.

❖ FROM THE WHOLE VILASANI GAMING COMPETITIONS TEAM, WE WISH YOU A HAPPY GAMING CAREER. AND WE'RE PLEASED TO HAVE YOU AS ONE OF US!!