

## Young Person's Terms and Conditions

Below is a summary of the full terms and conditions to help young people between the ages of **13** and **18** understand the rules for using our website, playing our games and purchasing or using any of our other products or services.

Our games are not designed to be played by children under the age of **13**. You are not allowed to play our games if you are under **13**. If you are between **13** and **18** years old, you can only play our games if you have the permission of your parent or guardian and if you are above the age rating for the game you wish to play.

This document does not replace the full terms and conditions, which can be accessed [here](#) and your parent or guardian should ensure they read and agree to the full terms and conditions. In particular, we encourage you to make sure you have read the sections on "User Content" and "Online Safety and Abuse". All terms in capitals in this summary are defined in the full terms and conditions.

### Contents

1. Introduction
2. Who are we?
3. Accessing services.
4. Game Rules
5. Ownership of the games and services
6. User content
7. Online safety and abuse
8. Payment for services
9. Virtual Currencies and Micro Game Credits
10. Cancellations and refunds
11. Personal Information
12. Location Alerts and Notifications
13. Complaints

### Introduction

This document, along with the End User Licence Agreement and Privacy Policy (copies of which are available [here](#)) set out the rules under which we allow you to play our games and access our websites and other services. This covers all games made available by us, any software you use to access the games, and our websites. In this document, when we refer to the 'games' we are referring to all our games, services, software or websites.

We may need to update this document and change the terms. Where we make any important changes to these terms, the End User Licence Agreement or our Privacy Policy, we will notify you. By continuing to access our games, you will be treated as having agreed to any updates.

If you do not agree to these terms, you should stop using the games and delete them from your device.

Depending on how you are accessing the games, additional terms and conditions may apply. For example, if you are accessing the games via the Steam store, the Steam store's terms and conditions may also apply to you.

### **Who are we?**

We are a videogames company called Gamepires. Our address is Slavenska avenija 6a, 10000, Zagreb, Croatia.

### **Accessing services**

When you access our services, you will need to choose a name that will be used to identify you to other players.

Your name must not be:

- deliberately confusing;
- offensive;
- racist;
- obscene;
- hurtful;
- unlawful; or
- inappropriate in any other way.

Your name should also not include any intellectual property that belongs to anyone else – for example, your name should not include any trademarks or brand names that do not belong to you.

We may need to change a name or take other actions if it breaches any of the above rules.

When you play our games, we are granting you the right to do so. We refer to this right as your 'licence'. This licence is for your own personal and non-commercial use. The licence we grant you allows you to play the game and you should not try to use your access to the game for any other reason. For example, you are not allowed to:

- copy or alter any of our software or share it with anyone else;
- try and combine our software with anyone else's software or games;
- make any mods or other creations based on our software; or
- try and get round any of the security or technical measures which protect our software.

You must not allow anyone else to access the games through your device.

If you think that someone else has got access to your game or device , you should complete a customer service request via our website. You are responsible for anything that anyone else does using your game user name or device unless you notify us in this way.

Don't encourage or help anyone else to break these rules.

### **Game Rules**

You must obey the rules that are specific to the game you are playing, if there are any other than those set out in our Terms and Conditions or End User Licence Agreement.

We may use anti-cheating technology within our games. This software will monitor your game play and the software and files on your computer for the purposes of detecting and preventing cheating. If the technology detects that there has been any cheating, we may cancel your access to the game.

### **Ownership of the games and services**

We own the games including all names brands and logos associated with the games. This includes the computer code for the games, the themes, objects, characters, character names, stories, dialogues, catch phrases, locations, concepts, artwork images, animation, sounds, musical compositions and audio-visual effects.

You are only granted a licence to access and play the games and any game characters you create or Items that you purchase. You will not have any ownership over any of our property and you must not try and do anything to the games outside of what you are permitted to do in this document.

We do not guarantee that the game, or any features within the game will be available forever and we may remove them at any time. When we decide to remove any of these features, we will try and give you a reasonable period of notice before we remove them.

We shall try to ensure that the games continue to function normally at all times and will rectify any faults as quickly as possible. We may need to temporarily suspend access to the games in order to carry out maintenance or fix any errors.

### **User Content**

Some of our games allow you to post comments and communicate with other players, either in private in-game messages or in public forums. We refer to these posts and communications as "User Content".

You are responsible for all your User Content and you must ensure that it is appropriate and does not breach any laws or the rules set out in this document. You must also ensure that you own your User Content or have permission from the owner to use their content.

Your User Content must not:

- be rude, threatening, sexually explicit, misleading, untrue or bullying in any way;
- promote violence or discrimination;
- promote or approve of any illegal activity;

- attempt to damage someone else's reputation or be an invasion of an individual's right to privacy;
- contain any intellectual property that you do not own, for example, by including trademarks or brand names that belong to someone else;
- contain any other person's confidential information;
- pretend to be any person or attempt to trick people into thinking you are connected to any other person;
- contain any computer virus or any other harmful code designed to affect the operation of any computer system;
- contain any details that would enable you or anyone else to be identified or contacted outside of the game (e.g. last name, postal/email address or telephone number);
- have any commercial purpose (e.g. advertising any other products or attempt to make money outside of the game);
- involve junk mail or spam; or
- consist of any other content that, in our opinion, breaks or may break any of the above "must nots".

We may delete any of your User Content if it breaks any of our rules (including the Game Rules) or if we consider that it is necessary to protect other individuals.

If you wish to complain about another player's User Content, you can contact our [customer support team](#). You will need to provide us with:

- your contact details including full name, player name, postal address, telephone number and email address;
- details of the content you wish to complain about and the reason for your complaint;
- where possible, the URL to the content you are complaining about and/or a screenshot of the content; and
- if your complaint is that you own the content that another player has posted, you will need to provide some evidence that you are the real owner of that content.

By creating User Content, you agree that we have the right to use the User Content in any way including copying, modifying and making public use of such content. This includes any suggestions and ideas that you have for the games and we will not be required to make any payments to you for such use.

### **Online safety and abuse**

We cannot guarantee that all players will follow the rules we have set out or behave appropriately when playing our games. Do not assume that anyone is who he or she claims to be and for your own safety you should not attempt to contact any player outside of the games. If you are the victim of any offensive or inappropriate behaviour or any online bullying, you should report it to us using the "Report

Abuse" button in the game as well as reporting it to your parents or guardians. Alternatively, you can contact our [customer support team](#).

### **Payment for services**

You must make sure all the information that you provide is accurate (including the credit/debit card number and expiration date, and other payment details) and that you have parental or guardian consent if you are under 18. You must have the permission of the payment card holder before you apply make a purchase.

### **Refunds**

Unless required by law, we will not issue a refund:

- if you have been the victim of in-game scamming as there are warnings on how to avoid this on our websites and in our games;
- if your access has been suspended as a result of you breaking our rules (including the Game Rules or any of the rules referred to in this document);
- if you have been using unauthorised software to access the games; or
- if we stop providing any of the games;

### **Removal of Access**

If you have broken any of our rules or we believe you are going to break our rules, we may need to suspend, or permanently restrict your access to the game or certain features within the game. This includes where we believe:

- you are younger than the game's age rating;
- you are between 13 and 18 and do not have your parent's or guardian's permission to play the games;
- you have been cheating;
- your User Content is
  - the subject of an official complaint;
  - in breach of our User Content rules; or
  - in breach of the law,
- you have acted unlawfully or dishonestly; and/or
- it is necessary in order to prevent any harm to any other players or any damage to us.

### **Personal Information**

We will only use your personal information as described in our Privacy Policy which is available [here](#).

### **Complaints**

If you are not happy with a game, please contact our [customer support team](#).

If you are still not satisfied with the outcome of your complaint, please write to our Customer Support Complaints Team at Slavenska avenija 6a, 10000, Zagreb, Croatia. You must include your name, username, email address and provide details of why you are unhappy with our initial response.