



Terms & Conditions

LM Bookmaker Online Terms and Conditions

Please note the following rule regarding Related Bets:

4.21 Multiple bets will not be accepted where the outcome of one part of the bet contributes to the outcome of another part of the bet. Commonly known as a Related Bet (eg) Crusaders - 7.5 points and Crusaders to win the match. If you inadvertently or deliberately back a related contingency in a multiple bet and it wins as a whole, the bet will be recalculated by equally dividing the stake unit where the bet is related. This applies to winning multiple bets only. Any multiple bets that do not win as a whole will be treated as losing bets. LM Bookmaker reserves the right to cancel or modify any bet of this nature. The outcome of your win due to a related bet is now decided by single bets on the related legs where your stake is divided equally between the related legs. For example if you wager R1000 on a double - Sharks to win the match @ 5/10 / Sharks to win by 1-12 points @ 2/1. This is deemed a related bet which works out to 7/2 and the bet will be decided by dividing your stake equally on the related legs. Therefore your bet will become a single 250/500 Sharks to win the match and a single 1000/500 Sharks to win by 1-12 points.

Please note the following rule regarding Match Fixing:

In the event that LM Bookmaker should suspect that a specific sporting event has been manipulated (hereinafter referred to as "Match Fixing") then it shall be entitled to delay payment of all betting transactions which relate to the Match Fixing sporting event and/or a specific transaction within the sporting event.

LM Bookmaker shall be entitled to delay payment of successful betting transactions arising from the Match Fixing events indicated above for a period of 6 months or for such later period if the sporting event is the subject matter of continued investigations by the relevant sporting authority and/or gambling authority.

In the event that the relevant sporting authority and/or gambling authority determine the existence of Match Fixing then the betting transaction shall be void and the stake shall be refunded.

In the event that the relevant sporting authority and/or gambling authority does not determine the existence of Match Fixing within 6 months, or LM Bookmaker has not been successful in furnishing facts or evidence of Match Fixing then the betting transaction concerned shall be payable by it.

Introduction:

Any person viewing and/or using any section of the LM Bookmaker Online website, whether operating an account with LM Bookmaker Online or not, agrees to be bound by the current Terms and Conditions as they appear on this page.

1. General Terms:

- 1.1 It is Your responsibility to ensure that You are aware of the current terms and conditions in place at the LM Bookmaker Online website.
- 1.2 LM Bookmaker Online reserves the Right to change the Terms and Conditions at any time without notice.
- 1.3 Should any such changes materially affect Your rights, LM Bookmaker Online will attempt to notify You of the changes to the Terms and Conditions by Email.

2. Acceptance of the Terms and Conditions:

- 2.1 Whenever You view the LM Bookmaker Online website, play any game or make any wager or bet, You agree to be bound by, and such actions constitute acceptance of and agreement to, the Terms and Conditions as posted on the LM Bookmaker Online website at the time of the action.
- 2.2 Whenever You place any wager or bet, in any sports market or casino game offered by LM Bookmaker Online, You agree to be bound by, and such an action constitutes acceptance of and agreement to, the Rules, Terms and Conditions of that market or game.
- 2.3 The acceptance of any bonus, promotion, special offer, wager or bet settlement, or other credit to Your account constitutes acceptance of and agreement to the Rules, Terms and Conditions under which



that credit was provided.

3. Account Opening

3.1 In order to place any wager or bet at LM Bookmaker Online, you must open an account with LM Bookmaker Online. Only customers with a registered South African bank account will be permitted to open an account on the website. We do not accept any overseas customers who do not have a valid bank account in South Africa. Any accounts open by overseas clients will be suspended pending proof given of a local bank account.

3.2 LM Bookmaker Online does not permit accounts to be opened by, or used from, customers based in certain jurisdictions where online gaming and gambling is not legal. These jurisdictions may change from time to time without notice.

3.3 In order to be a client of LM Bookmaker Online You must be 18 years of age or of the age at which gaming and gambling are legal under the law or jurisdiction that applies to You.

3.4 The Opening of a LM Bookmaker Online account represents and warrants to LM Bookmaker Online that:

(i) You have made all requisite inquiries and have determined that online gaming is not prohibited in Your jurisdiction,

(ii) There are no legal or other restrictions on or prohibitions against You playing at LM Bookmaker Online,

(iii) You have full legal rights to play at LM Bookmaker Online.

(iv) You will comply fully with any laws or regulations applicable to Your use of LM Bookmaker Online.

3.5 You must provide the following information, which You certify to be true and accurate:

(i) First Name and Surname

(ii) Date of Birth

(iii) Full Residential Address or PO Box Address

(iv) Contact Email address

(v) Contact Telephone Number

3.6 LM Bookmaker Online may request copies of documents in support of Your personal information. This may take the form of, but is not exclusive to, copies of Your Passport, Photo ID, Driving Licence, Utility Bill, Bank Statement or other similar documents.

3.7 Failure to provide suitable documentation when requested may result in Your account being suspended or closed.

3.8 Your personal details (including your email address) will not be passed to any third party by LM Bookmaker Online. All account information data is held in a secure sever location operated by a Licenced 3rd Party and remains confidential.

3.9 Bookmaker Online will send a confirmation and verification email to the email address You supply.

4. Account Operation

4.1 You are solely responsible for keeping Your account number and password secure, and should take appropriate measures to protect that information.

4.2 If You misplace, forget, disclose, give away or lose Your account information, LM Bookmaker Online is not responsible for and will not be held liable for any amounts or claims related to that account.

4.3 You assume all risks while playing with LM Bookmaker Online and hereby acknowledge that there is a risk that You may lose money. You acknowledge that some people have an addiction to gambling and/or other inabilities to control their gaming and wagering. LM Bookmaker Online will not in any event be liable in any way for any losses, damages or other effects of such problems or activities.

4.4 You are responsible for verifying all deposits, withdrawals and any other transactions upon Your account.

4.5 Your account is solely for the purpose of gaming and gambling on the LM Bookmaker Online website, and has no other function or purpose.

4.6 Whilst every effort will be made to accommodate our clients, LM Bookmaker Online reserves the right to refuse to offer and/or refuse to accept any wager or bet.

4.7 Only the person named on the account may make wagers or bets.

4.8 It is Your responsibility to ensure that the details of any wager or bet is correct. LM Bookmaker Online is not responsible should a wager or bet be placed on any event, team, match, person, game, option, outcome or odds that You did not intend to make or made in error.

4.9 You agree that you are not and will not collude with any Third Party, use unfair external factors or take part in fraudulent or criminal activities in connection with Your access to and use of the LM Bookmaker Online website.

4.10 The use of any non-human system (e.g. machine or IT software or hardware) to place wagers or make bets is not allowed. If such systems are suspected, Your account will be suspended immediately and may be closed. All wagers or bets placed by such a system are null and void.



4.11 It is Your responsibility to notify LM Bookmaker Online if funds or winnings are credited to Your account due to human error, telecommunications error, technical malfunction (software, hardware or other), payout miscalculation or other error. Any winnings achieved after the error, whether related to the error or not, may be invalid and shall be retained by or returned to LM Bookmaker Online, whether You informed LM Bookmaker Online of the error or not.

4.12 The minimum stake per transaction is R10.00. The maximum payout for all transactions is R200 000.

4.13 All winning horse racing transactions are subject to a 6% government tax deduction. Sports transactions are not subject to any tax deduction.

4.14 In order to ensure that we are in a financial position to make payment of our betting obligations, we have lodged a financial guarantee with the Gauteng Gambling Board.

4.15 All bets must be made on the website or via the call centre. No bets will be accepted via fax or email and should such bets be received through such mediums, they will be classed as void immaterial of whether they win or lose. Only bets accepted via the website or call centre will be regarded as valid bets and should you have any doubts as to whether a bet is valid you should view your "pending" bets. Once a transaction has been logged it may not be changed by the bettor in any way.

4.16 All winnings shall be credited to the winning customer's account only. In the event that funds are credited to a customer's account in error LM Bookmaker Online reserves the right to cancel any transactions resulting from the error.

4.17 LM Bookmaker Online reserves the right to cancel any bets or correct any errors where one of our staff members have made a blatant mistake. This includes ANY price related error and in the event of bets being placed at an incorrect price, LM Bookmaker Online reserves the right to decide whether a general market average will be used or whether the bet will be cancelled.

4.18 Whilst every effort is made to carry out the correct information, we do not accept responsibility for any errors or omissions that may occur.

4.19 In the interest of staff and customers, all telephone calls will be recorded and these recordings will be used to settle wagering disputes. If any dispute cannot be settled satisfactorily between LM Bookmaker Online management and the customer, the matter shall be referred the Gauteng Gambling Board.

4.20 Multiple bets may consist of a maximum of 15 legs.

4.21 Multiple bets will not be accepted where the outcome of one part of the bet contributes to the outcome of another part of the bet. Commonly known as a Related Bet (eg) Crusaders - 7.5 points and Crusaders to win the match. If you inadvertently or deliberately back a related contingency in a multiple bet, the bet will be recalculated by equally dividing the stake unit where the bet is related. LM Bookmaker reserves the right to cancel or modify any bet of this nature. The outcome of your win due to a related bet is now decided by single bets on the related legs where your stake is divided equally between the related legs. For example if you wager R1000 on a double - Sharks to win the match @ 5/10 / Sharks to win by 1-12 points @ 2/1. This is deemed a related bet which works out to 7/2 and the bet will be decided by dividing your stake equally on the related legs. Therefore your bet will become a single 250/500 Sharks to win the match and a single 1000/500 Sharks to win by 1-12 points.

4.22 Any bets accepted in error (ie) after the correct start time of the event or after the event has been completed, shall be declared void. Any bets after the correct start time of the event shall be declared void, unless the event is covered as "In Running" or "Live Betting". In the event of a bet being declared void then multiples including that leg will stand with the void leg being excluded from the multiple and the outcome decided on the remaining legs of the bet.

4.23 If a match is called off in running and the outcome is postponed to a later date then LM Bookmaker Online's decision on whether bets should be voided or carried forward to the later date will be final. Bets shall stand on an event where the date has been changed to a later time due to an error by our staff, provided that the change of the date / time of the event is not due a postponement (ie) if the match was scheduled for that particular date but had to be postponed or abandoned for whatsoever reason. If the event is postponed for more than 24 hours bets shall be void. In the event of a dispute that it is not known whether a match was postponed or whether our staff had made a date related error then LM Bookmaker Online's decision on whether the bets are void or wether they stand shall be final.

4.24 LM Bookmaker Online reserves the right to cancel or modify any special or promotion offered, at any time without notice. If at any time, it is deemed by management, the spirit and intention of the promotion is violated or abused then LM Bookmaker Online reserves the right to refuse the account or withdraw the bonus at their discretion. Any bonus received by a client must be turned over completely before withdrawal of such a bonus

4.25 Rules pertaining to bets placed over the phone - All telephone calls will be recorded for the protection of the customers and this recording will be used to settle disputes. A customer must have an active account with necessary funds in the account to place a bet over the phone. After placing a bet over the phone LM Bookmaker Online shall orally confirm what he has keyed in and obtain authority from the customer to transmit the bet to the system. If the customer does not query or rectify the oral



confirmation of the bet he is deemed to have accepted the details as called back by LM Bookmaker Online as being correct and becomes bound by the call back.

4.26 Bets can only be accepted whilst the approved wagering system is operative.

4.27 LM Bookmaker Online shall not be liable for any loss incurred by a customer due to unauthorized use of his account.

4.28 LM Bookmaker Online reserves the right to void any or all bets made by any person or group of persons acting in an attempt to defraud LM Bookmaker Online. Where there is evidence of a series of bets each containing the same selection(s) having been placed by or for the same individual or syndicate of individuals, LM Bookmaker Online reserves the right to make bets void or withhold payment of returns pending the outcome of any subsequent investigation

4.29 LM Bookmaker Online reserves the right to close or suspend a customers account.

4.30 LM Bookmaker Online reserves the right to limit any bets placed by a customer on the website.

4.31 LM Bookmaker Online shall accept no liability for any damages or losses which are deemed to have arisen out of or in connection with LM Bookmaker Online's website or its content, including without limitation, delays or interruptions in operation or transmission, loss or corruption or data, communication or telephone lines failure, any persons misuse of the website or its content or any errors or omissions in content.

5. Account Deposits and Withdrawals

5.1 To participate in wagering, betting, gaming or gambling on the LM Bookmaker Online website You must deposit monies into Your LM Bookmaker Online account and operate Your account with a positive balance.

5.2 Your account with LM Bookmaker Online is not a bank account and therefore is not protected by any deposit or insurance system. Monies deposited in Your account do not attract any interest. No credit is provided on Your account.

5.3 All monies deposited with LM Bookmaker Online are held in bank accounts on Trust for You or any person so entitled. As such LM Bookmaker Online is not Your banker or debtor. LM Bookmaker Online will act as a Trustee and as such You acknowledge that there is no obligation upon LM Bookmaker Online to repay monies to You as Your debtor.

5.4 You agree that any cleared deposit balance on Your account may be used to offset any and all amounts owing to LM Bookmaker Online.

5.5 You may only make a Withdrawal request for the cleared funds in Your account. Funds which have not cleared, or any bonus/promotional and other balances for which you have not fulfilled the relevant Terms and Conditions are not available for withdrawal.

5.6 Unless otherwise specified all Credit Card deposits have a minimum 30 day hold period before a Withdrawal can be made.

5.7 Withdrawal requests will only be approved if the Identity information requested during the account opening process has been completed and verified to the satisfaction of LM Bookmaker Online.

5.8 You must provide sufficient accurate information as to how any Withdrawal from Your account is to be transferred to You.

5.9 Withdrawals or changes to payment details are subject to clearance by LM Bookmaker Online's Risk Department. This review can take up to 5 business days at which time You will be informed via email of the payment processed date.

5.10 LM Bookmaker Online may limit the amounts that may be withdrawn in any one day, week, or month, depending on account activity, currency and banking limits or any other such restrictions.

5.11 LM Bookmaker Online will make every attempt to ensure that all withdrawals are paid out in a timely fashion. Certain factors beyond the control of LM Bookmaker Online, including, but not limited to, limitations imposed by financial institutions, may result in withdrawals taking longer to process.

5.12 Whilst LM Bookmaker Online will attempt to accommodate any reasonable request regarding the method and currency of the Withdrawal, this cannot be guaranteed. LM Bookmaker Online reserves the right to use any method of payment provision, bank draft or wire, in any currency, to fulfill the Withdrawal request.

5.13 You are solely responsible for reporting Your winnings or loses at LM Bookmaker Online, and for paying any and all resulting taxes, if such reporting and taxes are required by Your jurisdiction's authorities.

6. Account Closure

6.1 LM Bookmaker Online reserves the right to close Your account for any reason.

6.2 LM Bookmaker Online reserves the right to cancel any wager or bet settlement, bonus, promotional or other payout and to suspend or close Your account if:

(i) You have more than one account with LM Bookmaker Online for any reason.

(ii) The name on Your account does not match the payment method used to make Deposits into or Withdrawals from Your account.



- (iii) You provide incorrect or misleading account and/or identity information.
- (iv) If LM Bookmaker Online believes that You are not legally allowed to use the LM Bookmaker Online website in Your place of jurisdiction.
- (v) If You allow or permit, either intentionally or unintentionally, a Third Party to access and/or use Your LM Bookmaker Online account.
- (vi) If You participate in a LM Bookmaker Online promotion and do not fulfill the requirements or You abuse the terms of that particular promotion.
- (vii) If You are found to be cheating, colluding, or otherwise engaged in unfair, fraudulent or criminal activity on the LM Bookmaker Online website or any website, bookmaker or casino offering similar gaming or gambling services, whether in association with a Third Party or not.
- (viii) If You make use of any system (including machines, computers, software, hardware or any other automated system) designed specifically to gain an unfair advantage.
- (ix) If You breach any of the representations and warranties expressed or implied in these Terms and Conditions.

6.3 If you do not use Your account for any consecutive period of 365 days Your account will be deemed to have become inactive. Using your account is defined as placing a wager or bet on any event or game with LM Bookmaker Online. Once an account is deemed to be inactive, You agree that any balance is forfeit and that LM Bookmaker Online is entitled to close the account without notice.

6.4 LM Bookmaker Online reserves the right to close Your account in the event that you are found to be engaging in unfair activity which includes placing bets at blatantly incorrect prices. In the event of Your deliberately placing bets on incorrect prices, Your funds will be returned to you and your account will be closed.

7. Information Technology, Hardware and Software

7.1 LM Bookmaker Online will not be liable for, as a result of, or directly or indirectly in connection with, any of the following, howsoever caused or arising:

- (i) the failure of, or damage to, or the destruction of, LM Bookmaker Online's hardware, software, servers or server records or any part thereof.
- (ii) winnings resulting from any software, hardware or related problems with the gaming servers, associated software, other servers or other infrastructure associated with LM Bookmaker Online
- (iii) delays, losses, errors or omissions resulting from failure of any telecommunications or other data transmission systems
- (iv) any force majeure event or circumstances.

7.2 All wagers and bets must be placed by the account holder using the user interface provided by LM Bookmaker Online on its website. Any wagering through other means, or the placing of wagers or bets using a method not intended by LM Bookmaker Online, is strictly prohibited.

7.3 In the event that use of non-approved client software is detected, LM Bookmaker Online reserves the right to invalidate all wagers, suspend and/or close the account, or take any other appropriate counteractions. The use of multiple browsers and/or attempting to manipulate or ascertain information concerning LM Bookmaker Online's software or hardware will forfeit all winnings and their accounts will be closed.

7.4 You must not misuse or abuse the LM Bookmaker Online website nor introduce, whether intentionally or not, any material which is otherwise malicious or harmful. You must not attempt to gain unauthorized access to the LM Bookmaker Online's website, servers or any other infrastructure associated with LM Bookmaker Online, nor subject the website to any type of denial-of-service operation.

7.5 LM Bookmaker Online are not responsible for any loss or damage caused to Your computer hardware or software due to Your use of the LM Bookmaker Online website or to Your downloading of any material or any website linked to the website.

7.6 LM Bookmaker Online's server software shall be the official register of all gaming transactions. In the event of a discrepancy between the result showing on any web browser and in LM Bookmaker Online's server software, the result showing in LM Bookmaker Online's server software shall be the official record and shall govern the result of wager or bet. LM Bookmaker Online shall not be liable for any amount resulting from any such discrepancy.

7.7 In the event of a dispute regarding any matter relating to the use of LM Bookmaker Online, customer accounts, eligibility for winnings or any other related matter, the decision of the LM Bookmaker Online Management shall be final and binding.

8. Legalities

8.1 You understand and acknowledge that the names, logos and other intellectual property displayed on or associated with LM Bookmaker Online are the trademarks, service marks, and trade names of LM Bookmaker Online and that all rights associated with them are reserved. No rights to such trademarks or



names, or to any other terms, graphics, text, concepts or methodologies are granted by Your use of the LM Bookmaker Online website.

8.2 LM Bookmaker Online does not allow its licensees, distributors, wholesalers, affiliates, subsidiaries, advertising, promotion or other agencies, media partners, retailers and members of the immediate families of each to participate in any activity of this site.

8.3 You agree to hold LM Bookmaker Online, its employees, officers, directors, licensees, distributors, wholesalers, affiliates, subsidiaries, advertising, promotion or other agencies, media partners, agents and retailers harmless and shall fully indemnify the same from any and all costs, expenses, liabilities and damages whatsoever that may arise as a result of Your:

(i) use of the LM Bookmaker Online website

(ii) use of any materials at or obtained from the LM Bookmaker Online website

(iii) participation in any event, promotion, bonus, wager, bet, gaming or gambling service provided by LM Bookmaker Online

(iv) the acceptance of any bonus, promotion, prize, wager or bet settlement provided by LM Bookmaker Online

(v) use of the LM Bookmaker Online hardware or software

8.4 You further and specifically indemnify and hold harmless LM Bookmaker Online, its employees, officers, directors and any and all associated or affiliated persons or organizations against any and all costs, expenses, liabilities and damages arising from any legal or other action either taken by You or against You arising from any and all interactions with LM Bookmaker Online and/or its employees, officers, directors and any and all associated or affiliated persons or organizations.

8.5 Such legal or other action shall include (but not be limited to) any legal or other action that arises as a result of the illegality of online gambling or gaming within Your legal jurisdiction.

8.6 You confirm that You understand and agree that:

(i) LM Bookmaker Online is licensed by the Gauteng Gambling Board

(ii) all and any wagering, betting, gaming or gambling takes place in, and is subject to the laws of the Gauteng Gambling Board

9. Entirety of Agreement

9.1 These Terms and Conditions represent the complete, final and exclusive agreement between You and LM Bookmaker Online, and supersede any and all prior agreements, representations and understandings between You and LM Bookmaker Online.

9.2 In consideration for being permitted to participate in gaming activities provided by LM Bookmaker Online, You acknowledges to LM Bookmaker Online that You fully understands, agree to and is willing to become a party to and shall abide by these Terms and Conditions. You agree to review the Terms and Conditions periodically to ensure that You are aware of any changes and additions.

9.3 The Terms and Conditions contained herein may be modified and/or amended by LM Bookmaker Online posting such modification and/or amendments in the "Terms and Conditions" section of the LM Bookmaker Online website.

9.4 You agree not to open, use or reuse any account at LM Bookmaker Online, participate in LM Bookmaker Online, or accept any bonus, promotion, special offer, wager or bet settlement, or other credit to Your account, if You do not fully understand, agree to and comply with these Terms and Conditions.

9.5 Information in these Terms and Conditions are subject to change without notification. Should any such changes materially affect Your rights, LM Bookmaker Online will attempt to notify You of the changes to the Terms and Conditions by Email.

Deposits and Withdrawals

LM Bookmaker Online reserves the right to claim back any funds that have been credited to a clients account by mistake.

Deposits To Betting Account:

All **cheque** deposits will be subject to a clearance of 7 banking / working days. The client's account will only be credited once the cheque has been cleared.

Withdrawals From Betting Account:

Withdrawals will not be processed until the relevant FICA documentation has been received.

If a deposit is not played through before a withdrawal is requested, LM Bookmaker reserves the right to charge a 5% admin fee on the withdrawal to cover all reasonable costs relating to the deposit and withdrawal.



The value of the withdrawal will be reduced according to the admin fee charge.

Betting Vouchers

- 1 - You need to rollover your voucher amount 5 times before making a withdrawal (eg) If you receive a R300 voucher you will need to spend R1500 before you can withdraw any funds. (R300 x 5 = 1500)
- 2 - Where any term of the promotion is breached or there is any evidence of a series of bets placed by a customer or group of customers, which due to the deposit bonus or promotional offer results in guaranteed customer profits irrespective of the outcome, LM Bookmaker reserves the right to reclaim the bonus element of such offers and in our absolute discretion either settle the bets at the correct odds, void the free bets or any bet funded by the deposit bonus. We reserve the right to apply an administration charge on the customer up to the value of the deposit bonus to cover any administrative costs. We further reserve the right to ask any customer to provide sufficient FICA documentation for us to be satisfied as to the customers identity prior to us crediting any bonus, free bet or promotional offer to their account.
- 3 - All customer offers are limited to one person. We reserve the right to withdraw the availability of any promotional offer to any customers or group of customers.
- 4 - LM Bookmaker reserves the right to amend, cancel, reclaim or refuse any promotion at its own discretion.

Privacy Policy

LM Bookmaker Online would like to assure all clients that any "Personal Information" submitted to us, will be treated as being Strictly Confidential (ie) your name and address, date of birth, payment card details, details of betting transactions and account transfers etc. LM Bookmaker Online strives to ensure that such "Personal Information" is treated according to the Privacy Laws of the country or countries in which we operate.