

TERMS AND CONDITIONS - OOREDOO NATION - INTER-OFFICE E-SPORTS CHAMPIONSHIP 2024

Overview

Please read these terms and conditions (referred to herein as the **"Terms"**) carefully as they are the general rules that govern the Tournament Series titled "Inter-office E-sports Championship 2024" on Ooredoo Nation which is the online gaming platform (referred to herein as the **"Ooredoo Nation"**) owned and operated by Ooredoo Maldives PLC (referred to herein as **"Ooredoo"**).

By registering and participating in the Tournament Series, Participants agree and accept to be legally bound by and abide by these Terms, specific Tournament Rules, and any other applicable terms and conditions as may be amended, modified or supplemented from time to time at the discretion of Ooredoo, and thereby form a valid contract between the Participants and Ooredoo. These Terms shall be effective from and including the date of submission for registration by the Participants via the Registration Portal (referred to herein as the **"Application Date"**) until and including the conclusion of the Tournament Series and any and all activities related thereto.

Definitions

1. In these Terms, unless inconsistent with the context or otherwise specified, the following words when capitalized, shall have the following meanings:
 - (a) **"Participant"** shall mean an individual who registers to partake in the Tournament Series as an individual or as part of a team as may be applicable;
 - (b) **"Registration Portal"** shall mean the registration portal owned and operated by Ooredoo for individuals to register as Participants in the Tournament Series by providing the required details and documents;
 - (c) **"Team"** shall mean any team participating in the Tournament Series and shall include all the Participants registered under the respective team;
 - (d) **"Tournament"** shall mean the specific tournaments conducted under the Tournament Series;
 - (e) **"Tournament Series"** shall mean collectively all Tournaments conducted under the series titled "Inter-office E-sports Championship 2024", as stated above in the introduction to these Terms; and
 - (f) **"Tournament Rules"** shall mean the specific rules that govern the Tournaments which shall be determined by Ooredoo at its sole and entire discretion.
2. References to the singular shall include the plural and vice versa and a gender shall include every other gender.
3. The word **"person"** shall include all entities including but not limited to natural persons, corporations and government entities.
4. A reference to these Terms or other terms and conditions, or documents specified herein shall include any variations, novation or replacement of or supplemented thereto from time to time.
5. Headings are inserted for the purpose of guidance only and do not affect the interpretation of these Terms.

Eligibility

6. Individuals shall be eligible to participate in the Tournament Series if they are as at the Application Date employed in an entity that is lawfully formed, registered or operating in the Republic of Maldives, and shall register for the Tournament Series by accurately submitting the relevant details and documents required via the Registration Portal in a manner and format specified and acceptable to Ooredoo.
7. If a group of individuals intend to participate as a Team, then one of the individuals from the group shall be appointed as a group leader who shall undertake and complete the registration process by submitting the relevant details and documents required in respect of all members of the Team. Applicants shall promptly provide any additional information as may be required and requested by Ooredoo. Each individual applying to participate in the Tournament Series whether in an individual capacity or as a member of a Team, shall have their own user accounts to enable them to play the game(s) in respect of which the Tournament(s) they wish to participate in is conducted.
8. Individuals shall apply to and/or participate in the Tournament Series to represent an entity only if the entity that the individual is representing explicitly authorizes and consents to it. Any individual representing an entity as such shall be required to provide a signed and stamped official documentation by an authorized representative of the respective entity (for example: Managing Director) in a manner and format acceptable to Ooredoo. Such documentation shall include (but not be limited to) the name and National Identity Card number of the individual and shall state that the entity explicitly authorizes and consents to being represented by the individual at the Tournament Series in accordance with all applicable terms of Ooredoo. If at any time a Participant's rights to represent the entity is revoked or changed for any reason whatsoever, then the Participant shall immediately notify the same to Ooredoo. Upon receipt of notification from the Participant as such or alternatively a similar notification

from the respective entity directly, Ooredoo may at its discretion take any actions as it deems appropriate, including but not limited to disqualification of the Participant and the respective Team.

9. Ooredoo reserves the right to reject any application to register made via the Registration Portal for any reason whatsoever or issue instructions to correct any issues observed during the registration period within a timeline specified by Ooredoo.

Teams

10. Teams participating in the Tournament Series shall ensure that they have a sufficient number of Participants to compete in the Tournament Series as well as Participants to be used as substitutes if and when required. Ooredoo reserves the right to disqualify a Team at any point of time during the Tournament Series if the number of eligible registered Participants of a Team falls below the required number of Participants as may be decided by Ooredoo at its sole discretion.
11. Teams may be allowed to bring changes such as removing or replacing a Participant only after informing Ooredoo 24 (twenty-four) hours prior to the commencement of the Tournament and after complying with any instructions issued by Ooredoo regarding such change including but not limited to submission of any additional documentation required by Ooredoo. Ooredoo at its sole discretion reserves the right to reject any such changes proposed for any reason whatsoever.

Match rescheduling

12. The following terms shall apply to any match rescheduling requests made by Participants:
 - (a) Match rescheduling shall only be permitted up until the semi-final matches of the respective Tournament after which no rescheduling requests will be accepted by Ooredoo. For the avoidance of doubt, requests to reschedule semi-final matches and/or any other matches scheduled thereafter shall not be permitted.
 - (b) Any rescheduling requests from Participants shall be made directly to Ooredoo in writing by emailing to (hassan.mishal@ooredoo.mv) no later than 24 (twenty-four) hours prior to the respective match.
 - (c) Notwithstanding any other clause in these Terms, Ooredoo shall at its sole discretion for any reason whatsoever;
 - (I) reschedule any matches and inform Participants of such at the earliest opportunity; or
 - (II) reject any rescheduling requests made by Participants.
13. Actions taken by Ooredoo as specified in the above sub-clause (c) shall be binding on all Participants and where Participants do not agree or comply with the decisions made by Ooredoo, the Participants shall be deemed to have forfeited the rescheduled match or disqualified from the Tournament or Tournament Series as may be decided by Ooredoo at its sole discretion.

Match Forfeiture

14. Participants or Teams may forfeit a match at any point during a Tournament if they are unable to play the match for any reason whatsoever or have insufficient number of Participants present to compete in a match, by informing Ooredoo of the same immediately and in any case before the commencement of the match.
15. In case of forfeiture, the opponent of the forfeiting Participant or Team shall be deemed to have won the particular match and the result or score of the match may be determined by Ooredoo at its sole discretion.
16. The forfeiting Participant or Team may face penalties as may be determined by Ooredoo at its sole discretion, including but not limited to disqualification and reduction of points.

Conduct Relating to Participants

17. Participants shall conduct themselves in an ethical, professional and competitive manner when competing in the Tournament Series and Ooredoo at its sole discretion may take actions including but not limited to immediate disqualification and/or prohibition from participating or registering in current and future Tournaments and Tournaments Series, against Participants for any conduct by a Participant including but not limited to;
 - (a) physical harm to another Participant or Ooredoo staff;
 - (b) damage, vandalism, destruction or defacement of any equipment belonging to Ooredoo or another participant;
 - (c) unfair play, cheating, match fixing, lack of competitive effort and/or halting play during an ongoing match without reasonable cause;
 - (d) submission of untrue or inaccurate information via the Registration Portal;
 - (e) account sharing and/or inducing another Participant to compete with an account that is not theirs;
 - (f) gambling and/or betting on any aspect of the Tournament or Tournament Series;
 - (g) failure to follow or comply with any instructions issued by Ooredoo;

- (h) any action that results in the receipt of 3 (three) formal warnings on separate occasions by Ooredoo during an ongoing Tournament;
- (i) any unsportsmanlike behavior that may be not specified herein but determined by Ooredoo at its sole discretion; and/or
- (j) failure to uphold acceptable ethical standards, rules, applicable laws and regulations, use of words, actions, phrases, gestures or any other acts that may be regarded by Ooredoo at its sole discretion as:
 - (I) threatening, offensive or vulgar;
 - (II) racist, immoral or misleading;
 - (III) unethical or illegal;
 - (IV) inappropriate conduct and/or lack of respect towards Ooredoo staff or other Participants ;
 - (V) in breach of intellectual property rights of Ooredoo or a third party;
 - (VI) in conflict with the values of Ooredoo; and/or
 - (VII) representative or indicative of association with a competitor of Ooredoo or the content, products and/or services of a competitor of Ooredoo.

Penalties

18. Ooredoo reserves the right to take any one or more of the actions as specified below or any other actions that may be decided by Ooredoo at its sole discretion, against Participants and/or Teams that may have violated these Terms, specific Tournament Rules or any other applicable terms and conditions:
 - (a) Formal Warning: issue a formal warning to the respective Participants or Team.
 - (b) Forfeiture: enforce a forfeiture of the match on the Participant or Team, and award the match as a win to the opponent with a score determined by Ooredoo.
 - (c) Disqualification: disqualify the respective Participant or Team from the Tournament or Tournament Series with immediate effect.
 - (d) Ban: ban a Participant or team from any future Tournament Series with immediate effect for a period that may be determined by Ooredoo.
19. Any action taken by Ooredoo regarding a violation may be communicated as specified below;
 - (a) by informing the respective Participant or Team;
 - (b) by informing the Team leader;
 - (c) by making an announcement to the Participants during the Tournament; and
 - (d) by informing the respective entity that the Participant or Team represents.
20. For the avoidance of doubt, Ooredoo shall have the right and discretion to; determine the severity of the violation; the action to be taken; and the time of effect. The aforementioned shall however not limit Ooredoo from taking any further, additional or alternate action against Participants or Teams as it may see fit at its sole discretion for any violations of these Terms, specific Tournament rules, and any other applicable terms and conditions.

Intellectual Property

21. Ooredoo reserves to copyrights and other intellectual property rights pertaining to information, materials and content displayed or generated during the Tournament Series including but not limited to text, graphics, logos, images, except where the intellectual property rights pertaining to specific information, materials and content displayed during the Tournament Series are owned by Ooredoo's partners or affiliates or is otherwise displayed during the Tournament Series with the consent of the owner of such intellectual property (or as allowed as per applicable terms and conditions); and Ooredoo does not transfer to any Participant any associated rights or any titles to any copies, documents or any other information, materials or content regarding the Tournament Series. Any use or reproduction without consent or permission of the owner of such intellectual property is strictly prohibited.

Limitation of Liability

22. The Tournament Series and Tournaments may include content that may be provided by third-parties such as game and/or content creators that may or may not be affiliated with Ooredoo in any way and which may be objectionable or sensitive. Participants agree and confirm that Ooredoo is in no way responsible or in control of the content displayed in such circumstances.
23. Each Participant shall at all times be solely responsible and liable in respect of their own conduct, content, behavior, action, and words.
24. Ooredoo shall not be liable to any Participant or the entity which they represent or purport to represent, for any kind of special, incidental, indirect or consequential loss or damage or any loss of profit, loss of revenue or loss of opportunity arising out of or in connection with these Terms, the Tournament Series and/or Tournaments.

25. To the maximum extent permitted by applicable law, Ooredoo excludes all representations and warranties relating to the Tournament Series or Tournaments.
26. Nothing hereunder is intended to limit or exclude the liability of a party;
- (a) for death or personal injury;
 - (b) for fraud or fraudulent misrepresentation; and/or
 - (b) in any way that is not permitted under applicable laws.
27. Participants agree that they will not bring or participate in a class, collective or representative legal action against Ooredoo.

Force Majeure

28. Ooredoo shall be excused from performing its obligations under these Terms due to events beyond its reasonable control including but not limited to acts of God, default or failure of a third party, natural causes (such as severe weather, storms, hurricanes, typhoons, tsunamis, earthquakes, lightning, floods, widespread fires or any other natural disaster), epidemics of infectious diseases, war (whether declared or not), riots, industrial action, civil unrest, acts of terrorism, rebellion, revolution, insurrection, military or usurped power or confiscation, blockage, embargo, labor dispute, strike, lockout or interruption or failure of electricity, equipment failure including equipment belonging to Participants or the equipment of any third party, computer or software malfunction, interruption or disruption of Ooredoo's network or the networks of other internet service providers, nationalization, governmental action or any act or decision made by a court of competent jurisdiction. If such an event continues for more than one (1) month, Ooredoo shall be entitled to terminate these Terms without any liability to the Participants or any other person.

Dispute Resolution

29. Participants may submit Dispute Claims regarding the Tournament Series (referred to herein as "**Dispute Claims**") to Ooredoo by emailing (hassan.mishal@ooredoo.mv). Ooredoo shall verify the facts of the Dispute Claim and carry out an investigation, within a maximum of 2 (two) business days from the date of receipt of the Dispute Claim. During this process, Ooredoo may from time to time request for additional information, documents and other support required in relation to the resolution of the Dispute Claim and Participants shall promptly facilitate such. The aforementioned timeline shall exclude any time taken for the Participants to provide any such information, document and other support. Participants shall at all times provide accurate and true information and shall not withhold any relevant information which may be required by Ooredoo. In an event, where Participants fail to provide any information, document and other support requested and/or fails to respond within 24 (twenty-four) hours it shall be deemed that the Participants do not wish to further pursue the Dispute Claim and has waived any and all rights they may have in relation to the respective Dispute Claim; the Participants shall not be entitled to re-claim or raise the same Dispute Claim in the future; and subsequently, Ooredoo will consider the Dispute Claim as resolved. Upon the completion of the investigation, Ooredoo shall notify the Participants of the outcome of the investigation and the result of the investigation will be notified to the Participants in writing or via e-mail which shall be final and binding upon the Participants.

General

30. The Tournament Series and the Tournaments conducted hereunder shall be subject to and governed by these Terms, Tournament Rules as well as any other applicable terms and conditions and where there is a conflict these Terms shall take precedence over any other applicable terms and conditions.
31. Participants represent and confirm that; they have taken any and all necessary actions, permissions and authorizations required in order to comply with these Terms; any information or documents provided by the Participants in respect of these Terms or the Tournament Series are true and accurate; and Participants shall immediately inform if any authorizations granted to the Participants for the Tournament Series are revoked during the Tournament Series (for example: revocation of authorization granted to a Participant to represent an entity).
32. Notwithstanding any other provision, all provisions of these Terms which are expressly stated to and/or intended to survive the expiry of these Terms shall remain in full force and effect after such expiry or termination.
33. Ooredoo may at its sole discretion choose to suspend, cancel, or terminate the Tournament Series without any liability whatsoever to Participants at any time.
34. These Terms and Tournament Rules and any other applicable terms and conditions shall override any other communication made to Participants in relation to the subject matters contemplated herein.
35. Ooredoo reserves the right to amend these Terms at any time and publish them on the Ooredoo Nation website which shall become effective within 24 (twenty-four) hours of being published. Participants are required to regularly check these Terms to ensure compliance and the continued participation in the Tournament Series shall be deemed as acceptance of these Terms as may be amended from time to time.

36. Failure by Ooredoo to exercise or enforce in any instance any of these Terms, or to insist upon strict performance by Participants of any of the provisions of these Terms, shall not constitute or be deemed a waiver of Ooredoo's rights under these Terms.

37. Participants may not assign these Terms or any obligations under these Terms or any part thereof to any other party. Ooredoo may assign these Terms or any part thereof to any party at its discretion, provided that prior notice is given to Participants through a medium of communication decided by Ooredoo at its sole discretion such as including but not limited to email communication to the email provided during registration or publishing such notice on Ooredoo Nation website.

38. Unless otherwise stated herein these Terms, all notices, requests, demands or other communications to be given or made under these Terms shall be deemed to have been duly given or made when delivered personally, by registered post or by email; for Ooredoo at the addresses set out below and for the Participant at the physical address or email address provided by the Participant during registration; or at such other address/details as the Party concerned may thereafter specify to the other.

The address/details for notices to Ooredoo hereunder shall be as follows:

FOR OOREDOO MALDIVES PLC

Ooredoo Maldives Headquarters, Ground Floor

Bageechaa Hingun, 23000

Hulhumalé, Republic of Maldives

Tel: +960 9611000

Email: legal@ooredoo.mv

For attention of the **Chief Executive Officer**

39. If any of the provisions of these Terms are deemed to be invalid, illegal or unenforceable under any applicable law, the legality and enforceability of the remaining provisions of these Terms shall not be affected or impaired in any way and such invalid, illegal or unenforceable provision shall be deemed deleted.

40. These Terms shall be subject to and governed by the laws of the Republic of Maldives.

Need more help? For any assistance, dial 929, anytime, any day.

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