

Dispute Resolution

Chillbet (WUNGroup)—chillbet.net

Chillbet brand is owned and operated by WUNGroup B.V., a limited liability company incorporated in Curaçao under the company number 160576, with registered business address at Chuchubiweg 17, Willemstad, Curaçao. WUNGroup B.V. has applied for the Gaming license with reference number OGL/2024/1382/0969 to be issued by the Curaçao Gaming Control Board. Under this license, WUNGroup B.V. provides casino games and live casino games, as well as other gaming entertainment. Curacao Gaming Control Board (Gaming Control Authority) is the regulatory body responsible for supervising the operations of WUNGroup B.V. on chillbet.net (hereinafter “Site” or “Website”).

“WUNGroup B.V.” hereinafter—“Chillbet”, “We”, “Us” or “Our”;

User hereinafter—“User”, “You” or “Your”;

Together—“Parties”.

In case of any dispute with the Chillbet that in player’s opinion is not handled correctly, there are multiple ways to resolve the issue:

- It is possible to send a complaint to the Management by sending an email to contact@chillbet.net. Before contacting Management, it is strongly advised to get in touch with our Customer Support first, and send a complaint only if Customer Support was unable to resolve the issue. In your complaint, please include the transcript of your dialog with Customer Support and explain in detail the issue at hand.
- The final option is to make a complaint with any independent dispute resolution service. You can contact us via Customer Service or email: contact@chillbet.net to get information on the appropriate authorities and parties.