

PLAYHUB USER AGREEMENT

Version 1.0 · Effective date: 30 June 2026

This English text is a translation provided for convenience. In the event of any discrepancy, the Russian version prevails.

This User Agreement (the "Agreement") governs the relationship between the operator of the PlayHub platform ("PlayHub" or the "Platform") and any individual using the PlayHub mobile application, website or other services (the "User").

Use of the Platform constitutes the User's full and unconditional acceptance of the terms of this Agreement.

1. General provisions

1.1. PlayHub is a technology platform enabling interaction between Users, gaming clubs and payment organizations.

1.2. PlayHub enables Users to:

- create an account;
- view information about gaming clubs;
- book gaming seats and personal computers;
- pay for gaming club services through integrated payment services;
- receive information about bookings and order status.

1.3. PlayHub is not a gaming club, does not itself provide gaming services and is not a party to the service agreement between the User and the relevant club.

1.4. The actual provider of the services is the gaming club selected by the User.

2. Registration and account

2.1. To use certain features of the Platform, the User must register.

2.2. When registering, the User undertakes to provide accurate and up-to-date information.

2.3. The User is responsible for keeping their account credentials secure.

2.4. All actions performed through the User's account are deemed to have been performed by the User until PlayHub is notified that access has been compromised.

2.5. PlayHub may request confirmation of the User's identity in matters relating to the security of the account or payment transactions.

3. Booking gaming seats

3.1. The User may book gaming seats through the Platform.

3.2. Information about seat availability, rates and opening hours is provided by the relevant gaming club.

3.3. Once a booking is confirmed, the User receives a notification through the Platform.

3.4. The User must arrive at the gaming club at the agreed time.

3.5. Specific rules for the use of gaming seats, visitor requirements and house rules are set by the gaming club.

4. Payment for services

4.1. Services are paid for through integrated payment services, including Payme, Click and other payment systems connected to the Platform.

4.2. PlayHub does not store Users' full bank card details.

4.3. Payments are processed by payment organizations in accordance with their rules and terms of service.

4.4. The User undertakes to use only payment instruments that belong to them or that they are lawfully entitled to use.

5. Booking cancellation and refunds

5.1. The User may cancel a booking in the manner and within the time limits set by the rules of the relevant gaming club.

5.2. Refund terms are determined by the club's rules, the booking conditions and the requirements of the payment system.

5.3. The time it takes for a refund to actually arrive depends on the User's bank and the payment organization.

5.4. PlayHub assists in handling refund-related requests but is not a party to the banking and payment relationship between the User and the payment organization.

6. Rights and obligations of the User

The User undertakes to:

- comply with the legislation of the Republic of Uzbekistan;
- provide accurate information;
- follow the rules of gaming clubs;
- not use the Platform for unlawful activity;

- not take actions that disrupt the operation of the Platform.

The User must not:

- use other people's accounts;
- attempt unauthorized access to the Platform;
- distribute malicious software;
- use automated tools to circumvent Platform restrictions;
- interfere with the operation of PlayHub software.

7. Rights and obligations of PlayHub

PlayHub may:

- change the functionality of the Platform;
- carry out maintenance work;
- request additional information to confirm the User's identity;
- restrict or terminate access to the Platform in the event of a breach of this Agreement.

PlayHub undertakes to:

- keep the Platform operational within reasonable limits;
- take measures to protect user information;
- consider user requests;
- comply with personal data legislation.

8. Intellectual property

8.1. All exclusive rights to the Platform, its software, databases, design, logos, graphic elements and other intellectual property belong to PlayHub or the respective rights holders.

8.2. The User acquires no ownership rights to PlayHub software or services.

8.3. The User must not copy, modify, decompile or otherwise use the software beyond its intended functionality.

9. Personal data

9.1. Personal data is processed in accordance with the PlayHub Privacy Policy.

9.2. By using the Platform, the User consents to the processing of their personal data to the extent necessary to provide the Platform's functionality.

9.3. Personal data may be shared with gaming clubs, payment organizations and other parties where necessary to fulfil a booking or where required by law.

10. Limitation of liability

10.1. PlayHub is solely a technology platform and is not responsible for:

- the quality of gaming club services;
- the actions or omissions of gaming clubs;
- the actions of payment organizations;
- technical failures beyond PlayHub's reasonable control;
- the content of information published by gaming clubs.

10.2. PlayHub does not guarantee that the Platform will operate entirely without interruption.

10.3. To the maximum extent permitted by law, PlayHub is not liable for indirect losses, lost profits, loss of data or other indirect consequences of using the Platform.

11. Suspension of access

11.1. PlayHub may temporarily restrict or terminate the User's access to the Platform in the event of:

- a breach of this Agreement;
- provision of inaccurate information;
- suspected fraudulent activity;
- a threat to Platform security;
- requirements of the law or competent authorities.

11.2. Restriction of access does not release the User from obligations that arose earlier.

12. Force majeure

12.1. PlayHub is not liable for failure to perform its obligations due to circumstances beyond its reasonable control, including communication failures, acts of state authorities, natural disasters, cyberattacks and other events outside PlayHub's reasonable control.

13. Dispute resolution

- 13.1. All disputes and disagreements shall be settled through negotiation.
- 13.2. The User may submit a claim to PlayHub using the contact details published on the Platform.
- 13.3. If no agreement is reached, the dispute shall be resolved in accordance with the legislation of the Republic of Uzbekistan.

14. Changes to the Agreement

- 14.1. PlayHub may amend this Agreement unilaterally.
- 14.2. A new version of the Agreement takes effect from the moment it is published on the Platform, unless a different date is specified.
- 14.3. Continued use of the Platform after changes take effect constitutes the User's acceptance of the new version of the Agreement.

15. Contact information

Company: PLAYHUB Limited Liability Company (OOO «PLAYHUB»)

Address: Republic of Uzbekistan, Tashkent, Mirzo-Ulugbek district, Zakovat mahalla, Farovon Hayot street 1, 77

Phone: +998 95 818 07 00

E-mail: support@playhub.uz