

Entertainment Framework

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INTRODUCTION:

1. Nayax's wholly-owned subsidiary, Tigapo, provides certain Products (i.e., Nayax Units and Services) specifically designed for use in family entertainment centers, arcade bars, amusement routes, and similar entertainment venues (hereinafter "**Entertainment Customers**"), including cashless payment systems, player engagement platforms, self-service kiosks, ticket exchange systems, and cloud-based management platforms ("**Entertainment Products**"). For the avoidance of doubt, Products provided by Tigapo including Entertainment Products are not intended for and shall not be used for gambling or similarly regulated activities unless otherwise agreed between the Parties in writing. Given the business requirement and unique environment in which the Entertainment Products are intended to operate, specific requirements apply (in addition to all other terms and conditions of the Channel Partner Agreement) ("**Partner Policies**").

PARTNER QUALIFICATIONS AND UNDERTAKINGS

2. Representations and Warranties: The Partner represents and warrants that it has all the necessary and required specific know-how, expertise, experience, skilled manpower, infrastructure, business relations, financial and other means, to act as a distributor of the Entertainment Products in the Territory and to render services to Entertainment Customers, including familiarity with arcade, use of stored value and family entertainment center operations, payment card industry compliance requirements, and high-volume transaction processing environments.
3. Training and certification: All of the Partner's personnel (including technicians, installers and any person performing work involving the Entertainment Products) shall complete Nayax-approved training and hold valid certifications for the specific Entertainment Products serviced.
4. Regulatory compliance: The Partner is solely responsible, at its sole cost and expense, for obtaining, maintaining and renewing all entertainment venue, gaming and amusement device, data protection, consumer protection, and safety approvals, licenses, permits, and certifications required by applicable law for installation and operation in the Territory, and for ensuring that all installation, operation, and maintenance activities comply with such approvals and all applicable laws and regulations, including any local gaming regulations, age restrictions, and consumer protection laws applicable to entertainment venues, and all applicable stored value, prepaid access, gift card, and money transmission laws and regulations. Nayax will provide reasonable technical documentation needed for such approvals. The Partner shall provide Nayax with copies of all such approvals and permits as they become available.
5. Virtual Currency and Stored Value Compliance: Where Entertainment Products enable the sale, storage, use of stored value or use of virtual currency, game credits, tokens, points, or stored value, the Partner shall ensure that Entertainment Customers comply with all applicable stored value, prepaid access, gift card, and money transmission laws and regulations in the Territory, including any registration, licensing, disclosure, escheatment, or record-keeping requirements. The Partner shall ensure that Entertainment Customers provide clear and conspicuous disclosure to end users of: (i) credit or token values and exchange rates; (ii) expiration or dormancy policies, if any; (iii) refund and cancellation policies; and (iv) applicable terms and conditions of use. The Partner shall not configure, and shall not permit Entertainment Customers to configure, Entertainment Products to enable game credits, tokens, points, or virtual currency to be exchanged for cash, transferred to third parties for value, or used in a manner that would constitute unlicensed money transmission, except as expressly permitted by applicable law. The Partner shall maintain, and shall ensure Entertainment Customers maintain, records of credit issuance, loading, usage, expiration, and use of stored value as required by applicable law and Nayax policies and shall make such records available to Nayax upon reasonable request.
6. Minor Protection and Data Privacy: The Partner shall ensure that Entertainment Customers implement age-appropriate data collection practices if required by applicable law and, where required by applicable law, parental consent mechanisms beyond the implemented consent mechanism within the platform for users under the applicable age threshold (including compliance with the U.S. Children's Online Privacy Protection Act (COPPA), the EU General Data Protection Regulation (GDPR) provisions relating to children, and equivalent laws in the Territory). The Partner shall not alter, enable, configure, or permit Entertainment

Customers to configure Entertainment Products in a manner that circumvents or disables parental control, spending limit, or age-verification features. The Partner shall promptly report to Nayax any suspected violations of minor protection laws, unauthorized data collection from minors, or complaints and inquiries from parents or guardians regarding minor users at Entertainment Customer sites and data deletion. For clarity the Parties acknowledge that the Entertainment Products inherently involve limited Processing of children's Personal Data strictly for providing the Entertainment Products. The Partner shall ensure Entertainment Customers obtain any required parental consents and comply with applicable law. Breach notification and retention/minimisation obligations shall be governed by [Tigapo Data Processing Addendum](#), and this Framework shall be interpreted consistently with those requirements.

7. Communications capabilities: The Partner undertakes to ensure that the Entertainment Customer maintains adequate broadband internet connectivity and, where applicable, GSM SIM with active data contract per device or controller to facilitate real-time transaction uploads to Nayax Core or the Tigapo servers. Partner shall be responsible for any failures, delays, or losses resulting from inadequate connectivity or data services. Partner shall ensure that Entertainment Customers meet the minimum infrastructure standards set forth in the Partner Policies, including open network access for Entertainment Products, sufficient cellular signal as failover, and compliance with any bandwidth requirements for high-volume transaction environments.

MAINTENANCE AND SUPPORT

8. After-sales service and maintenance for Level 2 Partners. Anything to the contrary notwithstanding, it is agreed that the Partner shall not provide support services to the Entertainment Customers with respect to the Entertainment Products unless otherwise agreed in writing between the Parties. For avoidance of doubt, it is agreed that the provisions of Sections 3.7 and 3.8 of the Agreement shall not apply to the Partner insofar as they relate to the Entertainment Customers or Entertainment Products.
9. After-sales service and maintenance for Level 3 Partners. Notwithstanding the general provisions of Sections 3.7 (Customer Support Services) and 6.8 (Return Material Authorization) of the Agreement, for Entertainment Products provided by Tigapo, the specific [Entertainment SLA](#) and [Entertainment RMA](#) terms applicable to Tigapo Entertainment Products shall be as set forth in the [Support Framework](#) available on the [Partner Hub](#). Subject to the foregoing, the Partner undertakes to provide the Entertainment Customers with good and efficient after-sales services to enable them to properly and efficiently use the Entertainment Products. The Partner shall operate a service desk with adequate staffing during Entertainment Customer operating hours and field service capability for Entertainment Customers, maintain service records per site and device, and provide technical support for game integration, use of stored value system configuration, and player engagement platform issues.