

Terms of Service

Effective: 26 May 2026 · Version 5 · ABN: 51 388 454 681

Please read these Terms carefully before using Krok Odds. By accessing or using the Krok Odds platform (including the website at krokodds.com.au, any associated applications, API services, push-notification channels, and all features therein) you agree to be bound by these Terms of Service. If you do not agree, you must not use the service.

1. ABOUT KROK ODDS

Krok Odds (“we”, “us”, “our”) is a sports betting analytics platform operated by a sole trader in Australia (ABN 51 388 454 681). The service provides tools and information for advantage bettors, including:

- Odds scanning and arbitrage (surebet) detection across the Australian sportsbook market
- Positive expected value (+EV) opportunity scanning based on sharp reference prices
- Middle betting and low-hold market detection for reduced-margin and asymmetric opportunities
- Australian racing arbitrage coverage across thoroughbred, harness, and greyhound codes, including dedicated pages for major carnivals (Melbourne Cup, Cox Plate, The Everest, Caulfield Cup)
- Player prop analysis with historical performance and hit-rate tracking
- Steam-move detection — alerts when multiple bookmakers shift prices in the same direction within a short window, subject to dispatch frequency limits and cooldowns described in Section 14
- Bet tracking and profit/loss analytics via the Bet Tracker, including server-side closing-line value (CLV) enrichment
- Account Health management to monitor bookmaker risk, restrictions, and limiting patterns
- Gameday — a per-fixtured card view aggregating odds, head-to-head form, line movement, EV bets, arbs and middles, player props, and AI-generated predictions and recommendations (subject to Section 13)
- Stats explorer with search across teams, players, matchups, and runners, and historical game-log pages
- Same-game multi (SGM) expected value tooling and a side-by-side odds comparison screen
- Trending markets view, opportunity replay, and a ladder predictor
- Bookmaker profile pages, head-to-head bookmaker comparison surfaces, and sport-specific odds pages (AFL, NRL, NBA, horse racing)
- Free betting tools and calculators (arbitrage, +EV, parlay, hedge, dutching, odds converter, bonus-bet converter) which do not require an account
- Telegram and Discord push notifications for high-value opportunities, alerts, and product announcements
- The Krok Odds Discord server, with paid Members Only channels (live arbs, low-hold opportunities, +EV value bets, SGM engine picks, AI racing tips, members chat) and a free community area — see Section 14A
- Editorial surfaces including the blog (with tag and category indexes), guides, glossary, methodology, responsible-gambling, learn, and tips pages
- Bonus converter and other dashboard tools to evaluate bookmaker promotions
- AI-assisted features including a win-probability estimator (“Krok Says”), a “Best Bet” personalised footer pick on Gameday cards, AI game analysis, and other generative outputs, all subject to Section 13
- A referral program described in Section 16
- REST API access for developers to integrate Krok Odds data into their own tools, subject to Section 6.1

2. ELIGIBILITY

To use Krok Odds (including the web dashboard, push channels, and API services), you must:

- Be at least 18 years of age
- Be legally permitted to engage in sports betting activities in your jurisdiction
- Have a valid email address and provide accurate registration information
- Not be accessing the service on behalf of a bookmaker or sportsbook operator for competitive intelligence purposes
- For API users: not use the API to build a competing product or service, or redistribute Krok Odds data without written permission

By creating an account or obtaining an API key, you represent that you meet these requirements. We reserve the right to suspend or terminate accounts where eligibility requirements are not met.

3. IMPORTANT DISCLAIMER: BETTING RISK

Betting involves significant financial risk. Krok Odds provides data and analytics — it does not guarantee profits, and no betting system or tool eliminates risk entirely. You are solely responsible for all betting decisions you make. We strongly encourage responsible gambling practices.

In particular, you acknowledge and accept that:

- **Opportunities may close instantly.** Arbitrage, EV, and middle opportunities can disappear in seconds. By the time you place a bet, odds may have moved and the opportunity may no longer be profitable.
- **Account limiting is a real risk.** Sportsbooks actively monitor for arbitrage and advantage betting activity. Using this tool may result in your sportsbook accounts being restricted, limited, or closed. This is entirely outside our control.
- **Calculated profits are estimates only.** Stake suggestions and profit projections displayed by Krok Odds are based on the odds at time of detection. Actual outcomes depend on odds accepted at time of placement, bookmaker rules, and whether bets are fully accepted.
- **Past performance is not indicative of future results.** Historical opportunity data does not guarantee future opportunity frequency or profitability.
- **You are responsible for your own bets.** Krok Odds provides information only. All betting decisions, stake sizes, and risk management are your sole responsibility.

If you are experiencing gambling harm, please contact the National Gambling Helpline on 1800 858 858 or visit gamblinghelponline.org.au.

Krok Odds is an analytics and information tool only. We do not accept bets, hold funds, operate as a bookmaker, or provide licensed financial or gambling advice. We are not a gambling service provider as defined under applicable Australian law.

3.1 Data Sources, Accuracy & Latency

Odds, results, player statistics, and racing form displayed on Krok Odds or returned via the API are collected from publicly available bookmaker information, exchange markets, and official sporting bodies. Krok Odds does not guarantee the accuracy, completeness, currency, or timeliness of any data displayed on the platform or returned via the API. Bookmakers may change, withdraw, void, settle, or reprice markets differently from what appears on Krok Odds. You must always verify odds, markets, and house rules with the bookmaker before placing any bet. Krok Odds is not liable for losses arising from data errors, delays, missed updates, upstream service interruptions, or differences between displayed and actual bookmaker prices.

4. SUBSCRIPTIONS & PAYMENT

4.1 Web Dashboard Subscriptions

Access to the Krok Odds web dashboard requires a paid subscription after the free trial period. All prices are in Australian Dollars (AUD) and include GST where applicable.

- **Free trial:** New users receive a 14-day free trial with full access. A credit card is required to begin the trial. You will not be charged until the trial ends. If you do not cancel before the trial period expires, your subscription will automatically begin and you will be charged the applicable subscription fee.
- **Monthly subscriptions:** Billed monthly on your subscription anniversary date. You may cancel at any time before the next billing date to avoid the next charge.
- **Annual subscriptions:** Billed annually upfront. Your subscription covers 12 months from the date of payment. Cancellation stops renewal at the end of the current annual term — no partial refunds are issued for unused months.
- **Payment processing:** All payments are processed securely by Stripe, Inc. By subscribing, you agree to Stripe's terms of service. We do not store your full payment details.
- **Price changes:** We may change subscription pricing with at least 30 days' notice by email. Continued use after a price change takes effect constitutes acceptance of the new pricing.

4.2 API Access Plans

API access is billed separately from web dashboard subscriptions. API plans are available in three tiers:

Tier	Price (Monthly)	Rate Limit	Cache TTL	Monthly Quota	SLA
Hobby	A\$29	60 req/min	60 seconds	500 requests	Best effort
Pro	A\$99	300 req/min	30 seconds	10,000 requests	99.9% uptime
Enterprise	A\$249	1,000 req/min	15 seconds	100,000 requests	99.95% uptime

- No free trial for API plans. You are charged immediately upon selecting a plan.
- API keys are non-transferable. Each API key is tied to your account and may not be shared, resold, or transferred.
- **Rate limits are enforced per minute on a rolling window per API key.** Every API response includes `X-RateLimit-Limit`, `X-RateLimit-Remaining`, and `X-RateLimit-Reset` headers. Exceeding your per-minute limit returns HTTP 429 Too Many Requests until the window resets.
- **Endpoint scope by tier.** Hobby includes arbitrage and low-hold opportunities only, across up to 12 Australian-licensed bookmakers (Betfair Exchange pricing is excluded). Pro adds positive-EV, middles, player props, SGM, steam-move alerts, AI predictions, webhooks, and Betfair Exchange pricing. Enterprise adds Australian racing (thoroughbred, harness, greyhound — arbs, movers, meetings, results, runner form), the highest request volume, priority support, and a higher SLA.
- **Annual billing:** Annual API plans are available on request for Enterprise customers — contact support@krokodds.com.au. No partial refunds for unused months.
- **Plan changes:** You may upgrade or downgrade your API plan at any time. Upgrades take effect immediately. Downgrades take effect at the end of the current billing period.

- **Authoritative pricing.** Current API plan pricing, included features, and SLA targets are published on the API Access page, which controls in the event of any conflict with this table.

5. CANCELLATION & REFUNDS

5.1 Web Dashboard Subscriptions

You may cancel your web dashboard subscription at any time through your account settings or by contacting support@krokodds.com.au.

- **Monthly plans:** Cancellation takes effect at the end of the current billing period. You retain access until then. No refunds are issued for the current billing period.
- **Annual plans:** Cancellation stops automatic renewal. No partial refunds are provided for unused months in the current annual term.
- **Free trial cancellation:** Cancel before the trial ends and you will not be charged.
- **Exceptional refunds:** We assess refund requests on a case-by-case basis. If you believe you have been charged in error, contact us within 14 days of the charge and we will investigate promptly.

5.2 API Plans

API access is provided as a usage-based service. Once an API key is issued and requests are made, refunds are not generally issued for that billing period.

- **Cancellation:** You may cancel your API plan at any time. Access continues until the end of the current billing period (monthly or annual). No prorated refunds.
- **Exceptional circumstances:** If you experience a significant service outage that prevents API usage for more than 48 consecutive hours, contact us for account credit consideration.

Where you have a non-excludable right to a refund, repair, or remedy under the Australian Consumer Law (e.g. the service is not of acceptable quality or differs materially from its description), nothing in this section limits that right.

6. ACCEPTABLE USE

You agree to use Krok Odds only for lawful purposes and in accordance with these Terms. You must not:

- Share your account credentials or API keys, or allow others to use your account
- Attempt to scrape, copy, republish, or resell data or alerts from the platform beyond the scope of your API license (see Section 6.1 below)
- Use the platform to build a competing product or service
- Attempt to reverse engineer, decompile, or access non-public parts of the platform
- Use automated tools (bots, scripts) to access the web dashboard except as explicitly permitted (API usage is permitted within your plan limits)
- Use the platform in any way that could damage, overload, or impair our systems or servers
- Provide false information when registering or using the service
- Exceed your API rate limits or attempt to bypass rate limiting mechanisms
- Use the API to power a public-facing service that competes with Krok Odds without obtaining a custom commercial license
- Attempt to identify, deanonymise, contact, harass, or impersonate other Krok Odds users, contributors, or staff, including via the support channels, comments on editorial content, or our push channels
- Attempt to bypass, tamper with, or interfere with our authentication, App Check, abuse detection, or audit-logging systems

Breach of these conditions may result in immediate suspension or termination of your account and/or API key without refund.

6.1 API Data Usage & Redistribution

The Krok Odds API provides access to proprietary analysed betting market data. The opportunity detection algorithms, calculations, and data structures are confidential and proprietary to Krok Odds.

Permitted uses:

- Personal betting analysis and decision-making
- Internal use within your organisation (not for resale)
- Integration into private tools, spreadsheets, or betting trackers for personal use
- Integration into third-party applications provided the Krok Odds data is not the primary product being sold

Prohibited uses:

- Redistributing raw API data to third parties (e.g., reselling opportunities via Telegram, Discord, or other channels)
- Republishing Krok Odds data on competing websites, apps, or services
- Using the API to power a competing arbitrage/EV betting service without a custom commercial license
- Sharing your API key with others or allowing others to access the API via your key
- Caching API responses for longer than 24 hours (except for historical record-keeping of your own bets)

Enterprise custom licensing: If you require redistribution rights, white-label access, or integration into a commercial product, contact us at api@krokodds.com.au to discuss custom licensing terms.

Violations: Unauthorised redistribution or resale of API data will result in immediate API key revocation and account termination without refund. We reserve the right to pursue legal action for commercial misuse.

7. INTELLECTUAL PROPERTY

All content, software, design, algorithms, data, and materials on the Krok Odds platform (including but not limited to the opportunity detection engines, dashboard interface, API endpoints, alert system, blog, guides, glossary, and branding) are the exclusive intellectual property of Krok Odds and are protected by Australian copyright law.

Your subscription or API plan grants you a limited, personal, non-transferable, non-exclusive licence to access and use the platform for your own personal betting analytics purposes (or internal business use for API Enterprise customers with appropriate licensing). No ownership or broader rights are transferred to you.

The “Krok Odds” name, logo, and “Apex” branding are trademarks of the operator. You must not use these without prior written permission.

API users: You may reference “Powered by Krok Odds” or “Data from Krok Odds API” in applications that integrate our API, provided such usage does not imply endorsement or create confusion about the source of the service.

8. SERVICE AVAILABILITY & RELIABILITY

We work hard to maintain a reliable platform and target 99.9% uptime. However, we do not guarantee uninterrupted access. The platform (including push channels and API services) may be temporarily unavailable due to:

- Scheduled maintenance (we will endeavour to provide advance notice)
- Disruption to or pricing changes from upstream data, statistics, racing-form, or AI services we rely on
- Bookmaker changes to their platforms or APIs
- Outages affecting our hosting, payment, email, push-notification, monitoring, or rate-limiting providers
- Events beyond our reasonable control, including denial-of-service attacks, network failures, or regulatory action

We are not liable for losses, missed opportunities, or damages arising from platform downtime or data delays. If prolonged downtime significantly impairs the service, we may offer account credits at our discretion.

API-specific: API uptime is monitored separately. We do not provide uptime SLAs for Hobby or Pro tiers. Enterprise customers may negotiate custom SLAs.

9. LIMITATION OF LIABILITY

To the maximum extent permitted by Australian law:

- Krok Odds is provided “as is” without warranties of any kind, express or implied
- We are not liable for any betting losses, missed opportunities, or financial losses of any kind arising from your use of the platform, the API, or our push channels
- We are not liable for any sportsbook account restrictions or closures that may result from your betting activity
- We are not liable for the accuracy, completeness, or timeliness of odds, results, statistics, or AI-generated outputs
- Our total liability to you for any claim arising from these Terms or use of the platform is limited to the subscription or API fees you paid in the 3 months prior to the event giving rise to the claim

Nothing in these Terms excludes any consumer guarantee under the Australian Consumer Law that cannot be excluded by law.

10. TERMINATION

We may suspend or terminate your account or API key at any time if you:

- Breach these Terms
- Engage in fraudulent activity (including referral fraud — see Section 16)
- Exceed API rate limits repeatedly or attempt to bypass rate limiting
- Redistribute API data in violation of Section 6.1
- If we reasonably believe continued access creates legal or reputational risk

In cases of serious breach, termination is effective immediately without notice and without refund.

You may terminate your account at any time by cancelling your subscription and emailing support@krokodds.com.au to request deletion. Upon termination, your right to access the platform ceases immediately at the end of your paid period. API keys are revoked immediately upon cancellation. Data deletion is described in our Privacy Policy.

11. CHANGES TO THESE TERMS

We may update these Terms from time to time. We will notify you of material changes via email at least 14 days before they take effect. The updated Terms will be posted at krokodds.com.au/terms.

If you do not agree to the revised Terms, you must cancel your subscription and/or API access before the changes take effect. Continued use of Krok Odds after that date constitutes acceptance of the new Terms.

12. EDITORIAL STANDARDS & CONTENT DISCLAIMER

Krok Odds publishes editorial material across its blog, guides, glossary, and other informational surfaces. By accessing this content, you accept the following:

- **Editorial production.** Editorial material is produced by the Krok Odds editorial team and contributing voices, encompassing analysts, contributors, and editorial personae who collectively address the various subject specialisms covered (market analysis, quantitative strategy, sport-specific analysis, investigations, opinion). Attributed bylines reflect the editorial lens of a given piece. Names, roles, biographical material, and accompanying imagery presented in author profiles, byline cards, and similar attributions are part of Krok Odds' editorial framework and should not be relied upon as identifying any specific natural person or representing personal statements, opinions, autobiographical claims, or warranties of any individual contributor.
- **Voice, narrative form & illustrative material.** Editorial pieces may employ first-person narrative voice, dialogic framing, hypothetical scenarios, composite examples, illustrative dollar figures, illustrative win rates, illustrative drawdowns, anecdotal accounts, retrospective reflections, "case study" presentations, or other narrative devices commonly used in long-form editorial content. These are editorial and rhetorical instruments. Unless a piece specifies that data is drawn from a verified, audited, or independently reviewed dataset, all numerical examples, dollar amounts, percentage returns, win rates, account histories, drawdown sequences, betting outcomes, and similar particulars should be understood as illustrative material provided to demonstrate underlying mechanics, mathematics, or market behaviour. They are not, and should not be relied upon as, statements of historical fact, audited performance, or representations of any individual or specific outcome.
- **No advice; no recommendation; informational purpose only.** All editorial material on Krok Odds is published strictly for general informational and educational purposes. Nothing in any article, guide, glossary entry, FAQ, comparison, calculator output, scenario, example, or commentary constitutes financial advice, betting advice, investment advice, tax advice, legal advice, a recommendation to place any specific bet, a guarantee of any specific outcome, or any form of professional advice or service. The accuracy, completeness, currency, applicability, or suitability of any editorial material to your particular circumstances cannot be assumed and is not warranted by Krok Odds. Editorial material may become outdated, may contain errors or omissions, may reflect opinions which other reasonable persons would dispute, and may not apply to your specific situation. Bookmaker terms, regulatory frameworks, market conditions, pricing, and the other matters described or analysed in editorial pieces change over time and may have changed since any given piece was published or updated.
- **Third-party references.** Editorial material may name, describe, analyse, critique, or compare third parties, including without limitation bookmakers, exchanges, products, services, public figures, and competitors. Such references reflect the editorial perspective of the piece, are based on publicly available or otherwise observable information at the time of authorship, are not endorsed or sponsored by the named third parties (unless explicitly stated otherwise), and do not constitute representations or warranties about those third parties' current practices, terms, performance, or offerings.
- **Best-effort freshness; no warranty of accuracy at time of reading.** Krok Odds makes commercially reasonable efforts to keep market data, fixture details, form lines, prop edges, AI-generated commentary, and other content current and accurate, including by re-running scheduled data pipelines and regenerating analysis when underlying inputs change. Despite these efforts, content may at any time be stale, partial, mis-stated, inconsistent, or factually incorrect, including but not limited to as a result of

upstream provider outages, scheduling lag, caching, market movement between refresh cycles, late-breaking team news, model error, prompt drift, or human error. The fact that a piece of content is displayed does not constitute a representation that it is accurate or current at the moment you view it. You must independently verify any data point — including odds, lines, team news, and AI-generated claims — directly with the relevant bookmaker, league, or primary source before acting on it, and you must conduct your own independent research and form your own conclusions.

- **Sole responsibility for use.** You are solely responsible for evaluating editorial material in light of your own circumstances, conducting your own independent research, consulting qualified professionals where appropriate, and making your own decisions. Krok Odds and its operator accept no responsibility or liability for any decision made, action taken, loss suffered, or outcome experienced by you or any third party in connection with editorial material, whether or not such material is read, relied upon, partially relied upon, misinterpreted, or implemented in error.

This section operates in addition to, and does not limit, the disclaimers and risk acknowledgements set out elsewhere in these Terms, including without limitation Section 3 (Betting Risk).

13. AI-POWERED FEATURES

Krok Odds offers optional AI-assisted features, including but not limited to win-probability estimation, narrative match analysis, “Krok’s Best Bet” and “Value Play” commentary, the Gameday surface, and personalised betting suggestions (collectively, the “AI Features”). The AI Features are made available on an “as-is” and “as-available” basis, are editorial in character, and are subject without exception to the disclaimers set out in Sections 3 and 12 and the limitations of liability set out in Section 9. Your continued use of the AI Features constitutes your acknowledgement of, and agreement to, the terms of this Section 13 in full.

- **Inputs you submit are processed by a third-party AI provider.** When you use an AI feature, the inputs you provide (such as bookmaker odds, market type, sport, and any context you choose to add) are sent to Google’s Gemini API for processing. We do not knowingly send your name, email, or payment information to the AI provider.
- **Outputs are estimates only.** AI outputs are statistical estimates and rhetorical suggestions. They are not predictions, advice, or guarantees. They may be inaccurate, incomplete, biased, or out of date, and they may differ from actual market outcomes. The disclaimers in Sections 3 and 12 apply to all AI outputs.
- **No reliance on AI for stake decisions.** You must not rely solely on AI-generated suggestions to size, place, or settle bets. You remain solely responsible for every bet you place.
- **No training opt-in.** We do not authorise the AI provider to use your inputs to train its publicly available models, and we operate under API tiers that prohibit such training. You should not submit confidential or sensitive personal information to AI features.
- **Availability.** AI features may be rate-limited, paused, or removed at any time without notice, including in response to provider outages or pricing changes.

13.1 Prompt-Construction Methodology & Editorial Workflow

AI outputs presented to you are not free-form responses to a single user query. Each output is generated by a deterministic server-side pipeline that programmatically composes a structured prompt comprising: (i) a fixed Krok Odds system instruction defining tone, output schema, refusal posture, and Australian regulatory guardrails; (ii) machine-collected market data, including bookmaker prices, line movement, implied probabilities, no-vig fair lines, market consensus, and event metadata; (iii) optional sport- and event-specific context derived from public sources (form, head-to-head, ladder position, venue, weather where applicable); and (iv) where relevant, anonymised aggregate parameters such as your subscription tier or selected sport. The composed prompt is dispatched to the model via an authenticated server-to-server channel; the resulting completion is parsed against a typed schema, validated, sanitised, and rendered to you as editorial commentary. The model does not have access to your account, password, payment instrument, ledger, bet history, identity documents, communications with our bots, or any other personally identifying information.

13.2 Model Identity, Provider Stack & Data Residency

The AI Features are powered by large language models in the Google Gemini family, operated by Google LLC and / or Google Cloud EMEA Limited and accessed via Google Cloud Platform and / or Firebase services under the applicable Google Cloud Data Processing Addendum and Cloud Master Agreement. The specific model variant, model version, decoding parameters, safety configuration, region of execution, and underlying serving infrastructure are determined by us in our sole discretion and may be substituted,

upgraded, downgraded, deprecated, or rolled back at any time without notice and without any obligation to preserve the prior behaviour, output style, or perceived “personality” of any AI Feature. Reference in our user interface to “Krok”, “Krok Says”, “Krok’s Best Bet”, or any similar persona is a stylistic device only and does not denote a natural person, registered tipster, licensed financial adviser, or fiduciary; it denotes the output of an automated statistical process governed by this Section 13.

13.3 Informational & Illustrative Character; No Advice

All AI outputs — including but not limited to win probabilities, projected margins, confidence ratings, recommended selections, “best bets”, “value plays”, narrative previews, prop suggestions, and any associated copy — are provided strictly for general informational, educational, and illustrative purposes. Nothing in any AI output constitutes, and nothing in any AI output should be construed as, financial product advice, personal advice, gambling advice, tipping in the sense of any applicable racing or wagering legislation, an inducement to gamble, an offer or solicitation to enter into any wagering contract, a representation as to outcome, a guarantee of profit, or a representation that any wager is fit for any particular purpose. AI outputs do not take into account your personal financial circumstances, objectives, bankroll, risk tolerance, or regulatory status, and you must not treat them as if they did. To the maximum extent permitted by law, we disclaim all warranties — express, implied, statutory, or otherwise — including warranties of accuracy, completeness, currency, merchantability, fitness for a particular purpose, and non-infringement, in respect of all AI outputs.

13.4 Stochasticity, Hallucination Risk & Known Failure Modes

You acknowledge that generative AI systems are probabilistic and non-deterministic by design and are subject to documented and undocumented failure modes including, without limitation: factual confabulation (commonly described as “hallucination”), arithmetic and probabilistic error, internal inconsistency, prompt-injection susceptibility, sample bias, distributional drift, training-data staleness, mis-calibrated confidence, schema deviation, partial output, repetition, and refusal to respond. Identical or near-identical inputs may yield materially different outputs. Outputs may reference players, teams, statistics, fixtures, venues, weather conditions, injuries, suspensions, or markets that do not exist, are out of date, are mis-stated, or are otherwise materially incorrect. Mitigations applied by us — including schema validation, range clamping, content filters, and post-processing — reduce but do not eliminate these risks. You assume the entire risk associated with any reliance, and you agree that we owe you no duty of care to detect, correct, retract, or pre-screen any individual AI output prior to its display.

13.5 Availability, Throttling, Variation & Withdrawal

The AI Features are subject to per-account, per-tier, per-event, per-minute, per-day, and per-cycle quotas, cooldowns, and rate limits that may be adjusted at any time. The AI Features may be paused, throttled, masked, partially degraded, or fully withdrawn — globally or for individual accounts — without notice and without compensation, including in response to provider outages, pricing changes, regulatory direction, suspected abuse, integrity concerns, or product redesign. The presence, ordering, styling, and labelling of any AI surface (including but not limited to the Gameday board, “Krok Says” cards, “Best Bet” footers, and the win-probability estimator) is not guaranteed and may be re-arranged or removed in our sole discretion. No refund, pro-rata credit, or service-level remedy arises from the temporary or permanent unavailability, redesign, or behavioural change of any AI Feature, save where required by non-excludable Australian Consumer Law.

13.6 Your Acknowledgements

By interacting with any AI Feature you represent and warrant that you are of lawful gambling age in your jurisdiction, that you understand the AI Features are not a substitute for your own analysis or for advice from a licensed professional, that you will not present AI outputs to third parties as fact or as professional advice, and that you indemnify Krok Odds in accordance with Section 11 in respect of any claim arising from your use of, or reliance on, any AI output. If you do not accept the terms of this Section 13, you must immediately cease use of the AI Features; continued use is taken as fresh acceptance.

14. TELEGRAM & DISCORD CHANNELS

Connecting your Telegram or Discord account to Krok Odds is optional and grants us a limited ability to:

- Send opportunity alerts and account notifications
- Send service announcements, product updates, and occasional promotional messages from Krok Odds (which you can disable in Settings while keeping opportunity alerts on)
- Receive and respond to slash commands you send to our bots, including `/start` , `/pause` , `/resume` , `/status` , `/settings` , `/disconnect` , and `/help`

Push delivery is governed by anti-spam controls including per-event cooldowns, daily caps, minimum-edge thresholds, pre-event cutoffs, and per-cycle send limits. You may receive fewer alerts than the underlying market activity would suggest, and you may not receive every opportunity that appears on the dashboard.

Disconnecting at any time via Settings, or by sending `/disconnect` to either bot, removes your chat or DM identifier from active alert dispatch. Past message metadata held by Telegram or Discord on their own systems is governed by their respective terms and privacy policies.

14A. KROK ODDS DISCORD SERVER (MEMBERS SUBSCRIPTION)

Separate from the optional push channel described in Section 14, Krok Odds operates a paid members area on its Discord server. The members area is sold as a recurring subscription distinct from the web dashboard and API plans described in Section 4.

14A.1 Pricing & Free Trial

- **Krok Odds Discord:** A\$19.95 per month, including GST where applicable.
- **3-day free trial:** New subscribers receive a 3-day free trial on their first subscription. A valid payment method is required to begin the trial. If you do not cancel before the trial ends, your subscription begins automatically and you will be charged the monthly rate.
- **Full platform pricing:** Pricing for the krokodds.com.au web platform is set out in Section 4 and may differ from Discord pricing. Bundled “Discord + Full Platform” pricing is to be confirmed and, where offered, will be published on krokodds.com.au.

14A.2 What’s Included

An active members subscription provides ongoing access to the “Members Only” channels on the Krok Odds Discord server, which include:

- Live arbitrage alerts
- Live low-hold opportunities
- Positive expected value (+EV) value bets
- Same-game multi (SGM) engine picks with confidence tiers
- AI-assisted racing tips across thoroughbred, harness, and greyhound codes
- A members-only community chat

Free, public channels on the Discord server (general chat, betting education, sample arbitrage previews, and introductions) remain available without payment and do not require a subscription. The exact composition of the free and paid channel lists may change from time to time at our discretion. Alerts and picks delivered through the Discord server are subject without exception to the disclaimers in Sections 3, 9, 12, and 13 of these Terms.

14A.3 Billing, Cancellation & Failed Payments

- **Billed via Whop:** Discord subscriptions are billed and access-controlled by Whop, Inc. (“Whop”), our third-party subscription and access-management provider. By subscribing you also agree to Whop’s terms of service and privacy policy. Whop’s relationship with the Krok Odds Discord server is described further in our Privacy Policy.
- **Cancellation:** You may cancel at any time through your Whop dashboard. Access to Members Only channels continues until the end of the current paid billing period, after which your member role is revoked automatically.
- **Failed payments:** If a renewal payment fails and is not cured, your access to Members Only channels is revoked immediately. Restoring access requires updating your payment method through Whop.
- **No partial refunds:** No refunds are issued for partial months or for unused access following cancellation, except where required by non-excludable Australian Consumer Law (see Section 5.2).

14A.4 Community Rules

Use of the Krok Odds Discord server (free and paid channels alike) is conditional on compliance with the following rules, which form part of these Terms and operate alongside Section 6 (Acceptable Use):

- No promotion of tipping services, paid touts, bookmaker referral or affiliate links, or any related spam.
- Discussion is restricted to Australian-licensed bookmakers. Promotion of unlicensed or offshore operators is prohibited.
- No harassment, hate speech, personal attacks, or sharing of other members' personal information.
- No redistribution of Members Only content — including alerts, picks, screenshots, exports, or any derived material — outside the server. Redistribution is a serious breach of these Terms and may give rise to legal action under Section 6.1.
- No fabricated odds, doctored screenshots, or knowingly misleading content.
- English only in all channels.
- Moderators may remove content at their discretion. Repeated or serious violations result in permanent removal from the server, with no refund and no right of appeal.

14A.5 Discord Data Handling

When you join the server, your Discord username and user ID are made available to us by Discord and are visible to server administrators and moderators. Activity within the server (messages, reactions, voice-channel events) is logged by Discord and may be reviewed by moderators where necessary for enforcement of these Terms and these Community Rules. We do not sell or share this information with third parties for marketing purposes. Discord's own privacy policy and terms govern data held by Discord on its own systems. The full Krok Odds privacy treatment of Discord server data — including the role of Whop — is described in our Privacy Policy.

14A.6 Liability

All alerts, picks, tips, AI racing commentary, and other material delivered through the Discord server (including Members Only channels) are data-driven outputs and editorial commentary; they are not financial advice, are not betting advice, are not guaranteed to be profitable, and are provided strictly subject to Sections 3, 9, 12, and 13. You bet at your own risk and remain solely responsible for the size and outcome of every bet you place. The server is intended for adults aged 18 or over in jurisdictions where sports betting is lawful. If you are experiencing gambling harm, please contact the National Gambling Helpline on 1800 858 858 or visit gamblinghelponline.org.au.

14A.7 Platform Dependencies

Discord server access — including role assignment, role revocation, and Members Only channel visibility — is managed automatically through Whop. Krok Odds is not responsible for outages, downtime, account suspensions, region blocks, or feature changes imposed by Discord (Discord, Inc.) or Whop, and no refund or credit arises from any such interruption save where required by non-excludable Australian Consumer Law.

15. ADMINISTRATIVE ACCESS & IMPERSONATION

For support, security investigations, fraud prevention, abuse handling, and bug reproduction, authorised Krok Odds personnel may need to access your account, including by signing in as you (“impersonation”). When this happens:

- Every impersonation is recorded in an internal audit log capturing the administrator, the affected account, the action taken, the timestamp, and the originating IP address.
- Impersonation is performed via a server-issued custom token; it does not expose your password and does not give administrators access to any payment data held by Stripe.
- Sessions opened under impersonation carry an internal flag identifying the originating administrator.
- Impersonation is used only where necessary and proportionate to resolve a support, security, or compliance issue.

If you do not consent to administrative impersonation, you may request its exclusion in writing — in which case some support requests may be declined as they cannot be safely investigated without it.

16. REFERRAL PROGRAM

Krok Odds operates a referral program that may reward you when people you refer subscribe to a paid plan. By participating, you agree that:

- Your referral code is personal to your account and is non-transferable.
- Self-referrals, fake accounts, payment-method recycling, click-fraud, and other manipulation are prohibited and will result in forfeiture of any referral entitlements and may lead to account termination.
- Referral entitlements accrue only after the referred user’s subscription has been paid and any applicable refund or chargeback window has elapsed.
- We may modify or end the referral program, change reward amounts, or change qualification criteria at any time, on notice through the dashboard or email.
- Tax obligations on any referral payouts are your responsibility.

17. GOVERNING LAW

These Terms are governed by the laws of Victoria, Australia. You agree to submit to the exclusive jurisdiction of the courts of Victoria for any dispute arising under or in connection with these Terms, without prejudice to any right to seek urgent injunctive or other equitable relief.

CONTACT

Questions About These Terms?

Krok Odds · ABN: 51 388 454 681

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API Licensing Enquiries: api@krokodds.com.au