

## **Empire: Age of Knights Game Rules**

### **1. Registration**

By registering for an Empire: Age of Knights account, the player accepts our Terms and Conditions, which can be found on the game's or Goodgame Studios webpage as well as in every set of rules associated with the game (app store, house rules etc.).

### **2. Bug Using, Game Errors, Exploits**

Empire: Age of Knights is a product that is always under development and cannot be considered a final product. Errors may occur within the game. In the interest of fairness, it is forbidden to exploit accounts, bugs or programming mistakes for personal gain and to disclose them to third parties for exploitative usage. Players who take advantage of such errors and who are caught by the system will have the unfairly obtained items/benefits removed from the game account. The player can also be banned from the game either temporarily or indefinitely. Goodgame Studios reserves the right to make a decision on actions to be taken. If errors or bugs are discovered in the game, these must be immediately reported to the Empire: Age of Knights Customer Support or Community Management team.

### **3. Automation**

The use of automated processes within the game is forbidden. The use of bots, scripts, macros and/or proxies is not allowed.

### **4. Behavior within the Community**

#### **4.1. Communication**

In all our games as well as in all the used channels of communication (for example, chat, in-game message system, our own social networks pages, App Stores, Support contact form) everyone should behave in a respectful and appropriate manner.

Insults, profanity, threats, bad behavior, as well as spam in any form are not allowed. Content as well as links to external pages with content which is sexist, pornographic, political, racist or unlawful in any other way are prohibited. This also applies to all channels of communication (chat, in-game message system, social networks, App Stores, Support contact form) provided by Goodgame Studios.

#### **4.2 Real-Life Extortion or Threats**

Any real-life threats or blackmail attempts within the game will be traced back to the perpetrator and will lead to their immediate suspension from one or all the games/areas of Goodgame Studios. Any contributions with the explicit intent of trying to track down other people or players, in order to do harm or cause damage to them or other third parties will be considered a real life threat as soon as they are mentioned (this includes: chats, in-game messaging systems, social networks, App Stores or via support contact form).

### **5. Account Usage**

#### **5.1 Account Data and Account Security**

The user is responsible for keeping their account data (login data, passwords, etc.) secret and secure. Under no circumstances is it allowed to pass this information onto third parties;

each player is personally responsible for the use and security of his/her account. No liability will be assumed for damages caused due to carelessness. This applies to access to the game account as well as the e-mail address or e-mail accounts attached to the game account and to which account data could be sent.

### **5.2. Selling, Trading, and/or Gifting Accounts**

Users are prohibited from operating accounts for commercial purposes, from selling accounts or from transferring accounts to third parties for other purposes. It is also forbidden to take over game accounts from third parties (whether they bought, lent or were given the account).

### **6. User and Alliance Names**

By registering for one of our games, players are obliged to select a socially correct username (and if necessary, alliance name). Any usernames or alliance names which are sexist, pornographic, political, racist or unlawful/offensive in any other way are prohibited.

### **7. Violation of the Rules**

Depending on the severity of the infringement as well as previously issued warnings, a violation of the above-mentioned rules can result in temporary suspension from the game to permanent expulsion from the game (account deletion). Support reserves the right to decide whether or not game rules have been violated.

### **8. Terms of Service**

These rules are an extension of the existing Terms & Conditions and as such must be adhered to in the same manner. The valid Terms and Conditions can be viewed at <https://goodgamestudios.com/>. In the event that a situation is not covered specifically by these game rules, then support reserves the right to make the final decision taking the Terms of Service into account.

### **9. Changes to the Rules**

Goodgame Studios may change these rules subject to an announcement detailing such at any time. A player is not eligible for a refund or reimbursement on premium currency and or premium services if they have been banned, if they delete their account or if accounts are deleted on their behalf.