

TERMS OF USE

SantaGroup

Last updated: February 20, 2026.

SantaGroup reserves the right to modify these Terms at any time by publishing a new version. If you continue to access, purchase any Virtual Item, or use the Services after these changes take effect, we will understand that you have fully accepted the updated Terms. Whenever we make significant changes, we will notify Users through a notice on the Site or Services themselves. The date of the last revision will always be indicated in the header of this document.

If you disagree with these Terms, or any of their provisions, immediately discontinue use of and access to the Services.

SantaGroup develops, operates, and maintains independent Grand Theft Auto V servers to offer a modified GTA V Online experience. SantaGroup has no affiliation, endorsement, or connection with Rockstar Games, Inc. or its subsidiaries.

1. Definitions

- **Account:** personal identification created when using the Services and interacting on a Server.
- **Communication Services:** emails, voice channels, forums, and other means for exchanging messages between users.
- **Company:** SantaGroup, its subsidiaries, and representatives.
- **Store:** environment where Services are purchased.
- **Notice:** notification sent by email or mail, valid from the date of receipt.
- **Server:** any multiplayer or RP instance of GTAV managed by the Company.

- **Services:** encompasses the Servers, the Website, and their related services.
- **Terms:** these Terms of Service and the End User License Agreement.
- **User:** any person who uses the Services.

2. Virtual items and their rights

“Virtual Items”/“Virtual Articles” refers to any type of digital currency, items, goods, enhancements, or effects within the game, including but not limited to: coins, points, gems, tokens, weapons, vehicles, cards, skins, power-ups, clothing, equipment, trophies, rewards, badges, or any other virtual goods available in the game. These items can be obtained through the Services.

SantaGroup reserves the right to change, remove, suspend, transfer, or delete any Virtual Items at any time without prior notice, and is not liable for any losses resulting from these actions.

The User acknowledges that they do not have any ownership rights over the Virtual Items or their Account.

3. Nature of Donations and Payments

3.1. All purchases of Virtual Items are considered voluntary donations for server maintenance and improvement.

3.2. We do not issue refunds after transaction confirmation and benefit activation, under any circumstances.

3.3. The products/services are digital, for immediate and irrevocable consumption, with no right of regret, exchange, or return.

4. Bans and Loss of Benefits

4.1. In case of a ban (temporary or permanent), there will be no refund of any donated amount, regardless of the reason or severity of the infraction.

4.2. Banning may occur without prior notice, according to the server rules and at the sole discretion of the administration.

4.3. Donations on the Servers do not exempt the User from following the Server rules; even when donating, the User may be banned in case of any breach of the Terms.

5. Sale and Transfer of Items/Benefits

5.1. The sale, exchange, or transfer of Virtual Items or Accounts to other players is prohibited.

5.2. Failure to comply will result in the immediate removal of Virtual Items and a permanent ban, without refund.

5.3. If the User does not log into the Server or make effective use of any "Exclusive" Virtual Item within 30 days, the Server administration may repossess and make them available in the Store again. The donated value will be converted into 40% of the Store credits.

5.4. If you implement a non-exclusive Virtual Item within a Server, you agree that other Users may have this item.

6. Package Acquisition and Disputes

6.1. Upon completing any payment, the user expressly waives any right to contest, chargeback, or dispute with the payment method.

6.2. If a dispute, chargeback, or outstanding balance is opened:

- The Account(s) will be blocked immediately;
- Blocks may be applied to related Accounts (same IP, email, family members, or borrowed accounts);
- The User must pay the full amount for release;

6.3. To receive the Virtual Items related to your donation, the User must enter the City.

7. Server Closure or Changes

7.1. In the event of permanent or temporary server/network closure (for technical, legal or administrative reasons), all Virtual Items automatically expire, without the right to refund, compensation or transfer.

8. Account Responsibility and Security

8.1. The Account and all actions performed on it are the sole responsibility of the account holder, even in cases of sharing, theft, hacking, or loss.

8.2. We are not responsible for losses, theft, exploited bugs, or failures resulting from user negligence (e.g., giving login/password to third parties).

8.3. There is no reimbursement for Virtual Items or any other lost property.

9. Abuse of Bugs and Reports

9.1. It is mandatory to report any bugs found (especially in the package activation system) immediately.

9.2. Failure to report and exploitation of the bug will be considered BugAbuse, subject to severe punishment (ban + removal of benefits).

10. VIP Time and Maintenance

10.1. The "VIP" Virtual Article time is continuous (consecutive), being deducted daily, regardless of use or login. Its duration is 30 days.

10.2. There is no pause, extension, or reimbursement for time lost due to maintenance, updates, or instability.

10.3. "Vehicle" Virtual Articles last until the next Server WIPE ("Reset"), and their metadata (speed, acceleration, stability, traction control, etc.) may be changed at any time without prior notice.

11. Review of Bans

11.1. The maximum period to request a ban review is 15 (fifteen) days from the date the punishment was recorded.

12. General Provisions

12.1. By clicking “buy”/“donate”, the User accepts these terms in full and agrees to comply with the server rules.

12.2. Any violation (including defamation, threats, undue disputes) may result in banning and legal action.

12.3. Accounts blocked due to multiple bans, outstanding balance, or exceeding the limit may be put up for internal sale; the amount raised remains with the server and the former owner loses all rights to the account.

12.4. For disputes, bans, or other questions regarding these Terms, the User may contact us via email at sg@santagroup.gg