LacNova Games

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REF LNG-FAIR-PLAY-V1.0

Fair play policy

Online matches are only fun when everyone plays the same game. Here is how we keep it fair, and what happens when someone doesn't.

Version v1.0 · Effective 14 November 2026 · 9 sections · 12 clauses

AT A GLANCE

A plain-language summary. The numbered sections below are what applies.

- Our server decides every roll and ball, so results can't be faked.
- No cheats, bots, exploits, match fixing or shared accounts.
- Keep names and messages friendly. Report anyone who doesn't.
- We can warn, void matches or suspend accounts, and every decision can be appealed.

1 Where this policy applies

1.1 This policy covers online play in our games: online squads in Ludo Fighters, private lobbies in NPL Cricket League, and online Ludo in Game Collection.

1.2 Each game's own terms also apply. If they say something more specific, the game's terms win.

2 The server decides

2.1 In online matches, our server, not your phone, decides dice rolls and balls and checks every move. Nobody can make a lucky roll happen, and a changed app can't change the result.

3 No cheating, hacking or exploits

3.1 Please don't use:

- modified or unofficial versions of our apps;
- bots, scripts, macros or tools that play for you or read hidden information;
- bugs or glitches to win, earn rewards or spoil someone else's match.

3.2 Found a bug that gives an unfair edge? Tell us at hello@lacspace.com instead of using it. Security issues belong on our disclosure page.

4 No match fixing or teaming up

4.1 Agreeing results in advance, losing on purpose to boost someone, or secretly teaming up against other players in a free-for-all all count as cheating.

5 One player, one account

5.1 Your account is yours. Don't share, sell, trade or buy accounts, and don't play on someone else's account to climb levels or leaderboards for them. Keep your sign-in details private.

6 Names, messages and conduct

6.1 Player names, team names and anything you type must be friendly enough for everyone. That means no:

- hate, threats, bullying or harassment;
- sexual, violent or shocking content;
- pretending to be our staff, another player or a real person;
- spam, scams or links to other services.

7 Reporting a player

7.1 Use the report option in the game where it is offered, or write to hello@lacspace.com. Please include:

- the game and the player's name;
- roughly when it happened;
- what happened, with a screenshot or recording if you have one.

7.2 We look at every report. We don't tell the other player who reported them.

8 What we may do

8.1 Depending on what happened and how often, we may:

- send a warning or rename an offensive name;
- void a match, or remove progress and rewards earned unfairly;
- suspend an account for a while, or for good in serious or repeated cases.

9 Appeals

9.1 Think we got it wrong? Write to hello@lacspace.com with your player name and what happened. We'll look at the case again and tell you the outcome.

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DOCUMENT CONTROL

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