

# Terms of Business

*These terms define the basic trading rules and principles of making deals in Real Trader Client terminal.*

1. All trading operations are made by the customer via the client terminal *Real Trader 4*. Opening of real trading account means that the Customer realizes principles of margin trading and steps of making deals in the trading platform *Real Trader 4*.
2. Trading hours start from 00:00 Mondays till 22:00 Fridays (+1 GMT, CET - Central European Summer Time). For instruments which are traded sessionally trading hours start from 15:30 till 22:00 daily excepting week-ends. The company can also declare some days as non-working at its own discretion. The announcement of non-working days should be published on a website of the company not later than 3 days before non-working days in section "News of the company". Claims about the notice ignorance are not accepted. If customer makes any operations during these working days, he accepts any possible losses on his own responsibility and the company won't accept any claims on it. The Customer accepts any possible losses or impossibility to make transactions during these working days on his personal responsibility, and any claims on it are not accepted by the company.
3. Company *Real Trade* is not responsible for any Customer's local technical failures. In case of unforeseen break in the quotes flow caused by software or hardware failure, *Real Trade* undertakes to provide reception of customers' orders on positions closing by phone +371-7284631.
4. The basic market conditions and trading instruments are available on the company's web site at [www.realtrader.org](http://www.realtrader.org) in the „Services” section.
5. Real Trade Company reserves the right to change trading spreads and swaps according to the market condition.
6. All positions which remain open from 23:59:45 to 00:00 (trading platform time zone) will be subject to storage charges. The table of swap points is published on the website of the company. Swaps from Wednesday to Thursday will be collected / added three times as much.
7. The ASK price is used to open long. The BID price is used to open short. The BID price is used to close long position (i.e. Sell). The ASK price is used to close short position (i.e. Buy).
8. There are two quotation mechanisms, which are used in order to trade: “Instant Execution” and “Pending Order”.
9. In order to open a position on instruments which are traded with “Instant Execution” quotation mechanism the Customer shall press «Buy» or «Sell» button at the moment he/she is satisfied with the prices in the quotes flow. Sometimes a quote changes while a dealer is processing Customer instruction. If it happens a dealer has the right to requote. In order to close a position via the client terminal the Customer shall press the «Close» button at the moment when he/she is satisfied with the price in the quotes flow.
10. In order to open a position the “Pending Order” may be used. Pending orders must be placed not closer than 10 points from the current market price. For positions opening following kinds of the postponed orders are used.

The following pending orders can be used:

“*Buy Stop*” - an order to open a Buy position at the price higher than the price at the moment of placing the order;

“*Buy Limit*” - an order to open a Buy position at the lower price than the price at the moment of placing the order;

“*Sell Stop*” - an order to open a Sell position at the price lower than the price at the moment of placing the order;

“*Sell Limit*” - an order to open a Sell position at the price higher than the price at the moment of placing the order;

In order to close a position the following kinds of pending orders may be used:

“*Stop Loss*” (*S/L*) - an order to close previously opened position at the price less profitable for the Customer than the price at the moment of placing the order;

“*Take Profit*” (*T/P*) - an order to close previously opened position at the price more profitable for the Customer than the price at the moment of placing the order.

If during the opening or closing the order a price break (gap) has been formed, and the price of pending order was placed inside the gap the company has the right to execute the pending order by the first price available on the market which may be different from the required price.

11. If the list of opened positions on a trading account contains two or more locked positions, then once an instruction or a request to close one of them has being generated in the drop down «Type» list the additional option «Close By» appears. If the Customer chooses this option a list of opposite open position(s) appears. Once the Customer selects the position it enables the «Close#... by#» button. By pressing this button the Customer closes the opposite positions of one size or «reduces» two opposite positions of different size. The smaller position and symmetrical part of the bigger position are being closed it generates a new open position with the same direction as the bigger position but with a new ticker.
12. Execution of the market and pending orders depends on market condition and activity of quotations:
  - 1) Execution of market and pending orders in normal market conditions

In normal market conditions when quotations do not have any price gaps all pending orders are executed at the specified prices. Market orders are executed at the specified prices. If the price has changed the dealer has the right to offer new price for Execution.
  - 2) Execution of market and pending orders in abnormal market conditions with price gaps

In abnormal market condition when quotations have price gaps all pending orders are executed at first available price. Market orders are executed at the specified prices. If the price has changed the dealer has the right to offer new price for Execution.
13. If a Dealer executes pending or market order by mistake, such transaction may be canceled or reexamined by the Dealer.
14. The Customer has not right in changing or removing the open or pending order if the price has reached a level of the order execution.
15. Under the normal market conditions Customer instructions or requests are usually executed within 1-30 seconds. The standby time for each instruction or request which has been queued up has a limit of 2 minutes at the time of the release of this document. If during this interim a dealer shall not accept a request or an instruction it is automatically deleted from the queue as deemed to be irrelevant.
16. The customer is obliged to maintain a *Margin level* of opened positions on his trading account. The Real Trade is entitled to close the customers opened must unprofitable positions without his/her consent or any prior notice if the *Margin level* has reached 30% level (*Equity* is lower than 30% of the necessary *Margin*).
17. Any customers claims connected with the trading transactions should be sent by e-mail on [info@realtrade.lv](mailto:info@realtrade.lv) address in 48 hours time from the moment of the claims reason occurrence.

The Claim should include the following information:

- 1) Name and Surname
- 2) Login in the trading platform
- 3) Order No.
- 4) Date & Time (in the trading platform time zone)
- 5) Order type
- 6) Lots
- 7) Symbol
- 8) Price
- 9) S/L
- 10) T/P
- 11) Description of the conflict situation
- 12) Copy the log file in e-mail (My Computer -> Local Disk (C:) -> Program Files -> Real Trade 4 -> Logs - log file of that particular day)

The subject of the e-mail should be "Claim from Login №, order ticket №".

On the company's forum the claims are not being processed.

18. The Real Trade company prohibits the usage of Expert Advisors, which are built on the following principles below :

- 1) Expert Advisor makes the trades using specific settings of the trading server;

2) Expert Advisor performs numerous requests to the trading server within a short period of time.

*In case these requirements have not been complied the Real Trade Company reserves the right on its sole discretion to cancel all or a part of orders, executed by the Expert Advisor.*

**19.** The Real Trade Company has the right to cancel customer's executed orders in the following circumstances:

19.1 Order was executed not at the market price, but at price, caused by the software or hardware failure, as result unforeseen spike in the quotes flow has been occurred.

19.2 Order was executed by the dealer's mistake who offered a wrong price.

19.3 Market order was closed in a 60 sec period or before the 5th tick from the moment of the opening the market order.

19.4 Order was executed with a delay of quote – at the price that has not been changed within a 30 second period and more in the trading terminal.

**20.** Server log-file is the main information source in case of any dispute arises. Server log-file has the absolute priority against other arguments including client terminal log-file.

**21.** The company reserves the right to change unilaterally the trading terms and rules, notifying about the changes on a website of the Company in section "News of the company". Customer's claims about the notice ignorance are not accepted.