

How do I open an account?

You will see the Join button located top right-hand corner of our website. Click Continue on the next stage once you have understood our Play Safe Tools then follow the simple 3 step registration process. Registering should take no longer than a couple of minutes.

What do I do if I forget my password?

1. Click Login in the top right-hand corner and select Forgot Password
2. You will need to enter your email address and date of birth.
3. Once done, click Continue and check your email inbox (including your spam or junk if the email is not in your inbox). You will be emailed a verification code which you would need to enter within 5 minutes of requesting.
4. Click Continue once the code is entered, then enter your new password and confirm before clicking Update. You will then be able to login with your new password.

Can I change my password?

You can change your password when you're logged into your account by clicking on your Username in the top right-hand corner, going to Personal Details and finding Password. Simply enter your current password, your new password and confirm your new password before clicking Change Password to confirm the change.

What do I do if I forget my Username?

Please contact Customer Support who will help you gain access to your account or use the Password Reset option.

I can't gain access to my account, what do I do?

If you receive a message stating that your Username & Password do not match, please use the Password Reset option or try Troubleshooting using the advice in Technical Support. Otherwise, please contact Customer Support for further assistance.

Please note if you have previously applied a Time-Out or Self-Exclusion on another TGP Europe Ltd brand, the restrictions will apply to all TGP Europe Ltd offerings & you will not be able to access your Sportpesa account during the Time-Out or Self-Exclusion period.

How do I close my account?

You can close your account at any time by clicking on your Username in the top right-hand corner and selecting Responsible Gaming, there is then an option for Account Closure. Select your reason for closure & confirm when done. You will be logged out once you have confirmed. Alternatively, you can close your account by contacting Customer Support

How do I reopen my account?

In order to reactivate your account, you will need to contact Customer Support. If your account has an active Self-Exclusion period, you will need to wait until the end of the selected period to make contact. Accounts under Time-Out will reactivate automatically once the period is over.

How do I update my personal details?

You can view your details by clicking on your Username in the top right-hand corner. Certain details can be amended but details such as your address can't be updated online due to our KYC process. To update your address details, please contact Customer Support with your request along with proof of address documentation.

Check the Account Verification section to see which documents we accept.

Can I open more than one account?

No, we only allow one account per player. If our system recognises any duplicate accounts, we will suspend it. Duplicate Accounts are defined in Clause 4.12 of our Terms & Conditions

How do I update my marketing preferences?

In order to update your marketing preferences, click on your Username in the top right-hand corner, go to Personal Details & find Emails and Notifications. Here you can switch your preferences and stay in control of what kinds of communications & personalised content you receive. Web Push notifications can be opted into when prompted and managed through your device settings.

What is KYC?

KYC (Know Your Customer) is a practice used in the gambling industry where we are required to identify all our players for regulatory purposes & ensuring you are over 18 years of age. Your full name, date of birth and address must be successfully verified prior to being able to make a deposit.

Where do I upload or send documents to?

You can upload your documents through your account once logged in. Simply click on your Username in the top right-hand corner and select Account Verification. Alternatively, these can be sent to support@sportpesa.uk

If required, you be prompted to upload your documents upon registration at the top of our website and via email soon after you sign up.

If you need to provide documentation to change your address or any other personal details, please send to support@sportpesa.uk

What documents are accepted to pass KYC checks?

To begin playing with us, we would need to receive two forms of verification. Proof of Identity This will be one of the following Government Issued ID's. Copies must be clearly photographed and be in date. Scanned copies will not be accepted.

- Passport - This must show both open pages with your photo and all corners in view
- Driving Licence - This must show the front side of the document with your photo and all corners in view

Proof of Address. This must be in your name and display the registered address on your account. The copy must state the billing date and be issued within the last 3 months. Copies must be fully unredacted PDF or photographed copies where possible.

The following documents are accepted:

- Bank Statement (If providing a virtual bank account statement, a secondary Proof of Address would be required)
- Utility Bill (Gas, Water or Electric)
- WIFI/Home Broadband bill
- Council Tax bill
- HMRC letter or statement

How do I amend details entered in error?

In order to amend personal details such as name and date of birth, we would require you to contact Customer Support

How long does it take to verify my documents?

We try to verify your documents within 24 hours but advise it can take up to 72 hours for documents to be verified. You will be unable to make a deposit until your account has completed the KYC Process. We will be in touch once your documents are reviewed.

What happens if my account is not verified?

You will not be able to deposit until we have fully verified your account. If you are not verified within 72 hours of registering your account, your account will be automatically closed. You will be able to reopen your account by providing the required documentation to support@sportpesa.uk

How do I deposit?

In order to make a deposit on desktop devices, simply login & click the Deposit button at the top of the website to make a quick deposit. This will then display a pop up where you can enter an amount to deposit with an existing payment method or register new payment details.

On mobile devices, simply login & click on the user icon in the top right corner, where you will be able to see the option to Deposit. This will then display a page where you can enter an amount to deposit with an existing payment method or register new payment details.

What payment methods can be used to deposit?

Debit Cards: VISA Due to a technical issue, we are unable to accept deposits and withdrawals from MasterCard. We are investigating further and hope to have this method reintroduced in the near future.

Can I use a Credit Card on my account?

New regulations meant that as of 14th April 2020, gambling operators were no longer able to offer Credit Card services. We are dedicated to Safer Gaming and endorse any changes that contribute towards a safer gaming environment. Where possible, any funds that have originated from a Credit Card will be withdrawn back to the same Credit Card, depending on your card issuer. For withdrawals, some Credit Cards (including international MasterCard and Visa cards issued in a restricted country) do not allow us to pay funds back to your card. If you experience any issues, please contact Customer Support

You can find out more information on Safer Gaming [Here](#)

What is the minimum deposit and withdrawal amount?

The minimum deposit and withdrawal amounts depend on which payment method is used. For more information, please refer to our Deposits and Withdrawals section.

Why can I not deposit?

Please ensure the payment details provided are correct, in date and you have available funds in your account. Refer to our Deposits and Withdrawals section to check which deposit methods & payment providers we accept. Check if you have reached your Deposit Limit but remember to play within your limits if you have a Deposit Limit on your account. If none of these tips work, we'd recommend contacting your card provider to review. Please contact Customer Support if any problems still persist.

How do I add or remove a payment method?

When you deposit, you will be given the option to add new payment methods. If you need a payment method removing, please contact Customer Support.

Can I use someone else's payment method to deposit?

No, the payment method(s) used must belong to the account holder.

How long does it take for a deposit to reflect in my account?

Deposits normally clear immediately but this depends on the method of deposit and whether you have used that method before. We may sometimes require you to provide identification before we accept your payments. This is a normal part of our KYC checks and will usually only take a short time providing you can supply the required documentation. Once the website has accepted your deposit successfully, you can start playing immediately.

Where does a deposit reflect in my account?

All deposits reflect on the Balance drop down box at the top of our website or via the Balance section which is found by clicking on your Username in the top right-hand corner. Cash & bonus balances for Sportsbook & Casino are displayed in full when you click on Balance.

Is there a fee to make a deposit or withdrawal?

There are no fees when depositing or withdrawing with Sportpesa however, your card provider may charge you to move or upload money. Please check with your provider.

How do I check my deposit & withdrawal history?

You can view this by clicking on your Username in the top right-hand corner and going to Transaction History. You are able to see your deposits, withdrawals & net deposits (Total deposits – Total withdrawals) for up to the last year. More information can be found [Here](#)

How do I make a withdrawal?

In order to make a withdrawal, click on your Username in the top right-hand corner and select the Withdraw button. A pop-up box will appear where you will be prompted to withdraw available cash funds.

How long does a withdrawal take?

How quickly the money is available in your account depends on the method of payment used and the card provider involved but clearing will usually take up to 5 working days for debit cards. In line with the terms of our Online Gambling Licence and Anti-Money Laundering Legislation, we may need to see further identification from you before approving a withdrawal from your account. As soon as we are satisfied with these requirements, we will process your request as quickly as possible.

Can I cancel a withdrawal?

No, once a withdrawal is requested, it can't be reversed. This was changed as part of tighter measures to protect consumers.

My bonus has not been offered to me, what do I do?

Please check that you have met the promotional Terms & Conditions for the relevant promotion. It can sometimes take up to 10 minutes for a bonus to appear in your account once accepted & after the relevant conditions have been met. If you believe you've met the conditions but haven't received your bonus, please contact Customer Support.

Where do I find my bonuses?

To see all of your Active Bonuses & Bonus History, simply click on your Username in the top right-hand corner & go to Bonus Information. You are able to see the status of the bonus, as well as the expiry and the remaining wagering requirements. If you have been issued with a Bonus Token, it will appear in the Bonuses tab on the header of our website when you log into your account. It is also visible in your betslip when you add qualifying selections. Bonus Credits will appear in your Sports or Casino Bonus Balance. If you have qualified to receive Free Spins, you will receive a pop-up on site or in the relevant casino slot game. If winnings from Free Spins are converted into a bonus with wagering requirements, they will appear in your Active Bonuses.

How do I use my Bonus Token?

Bonus Tokens can be used by adding a qualifying selection to your betslip. Simply select the Bonus Token when it becomes available within your betslip and place your bet.

Please note that Bonus Token's must be used in their entirety and the winnings will only be from the bet as the Bonus Token stake is not included in the bet returns.

I can't see my active Bonus Token in my betslip, what do I do?

If you are unable to see your Bonus Token in your betslip, please check the qualifying conditions (e.g. whether it applies to certain markets, events or has minimum odds/selection requirements).

My bonus does not work, what do I do?

Please ensure your bonus is valid & you check the bonus requirements & conditions. You can find more information by clicking on your Username in the top right-hand corner and going to Bonus Information. Click on More Info (the 3 horizontal dots located in the bottom right of your active bonus) to see the Terms & Conditions of the bonus.

What is the wagering requirement on my bonus?

The wagering requirement is how many times the bonus must be turned over before the winnings can be withdrawn (e.g. a £10 bonus with 50x wagering would have £500 left to roll). You can find the status of your bonus by clicking on your Username in the top right-hand corner and going to Bonus Information. You can also check by contacting Customer Support if you are unsure about your bonus and its wagering requirement status.

Why are the wagering requirements not changing when wagering through my bonus?

Certain bonuses can only be wagered on certain games, events or markets. Please check the wagering conditions on a promotion, including what games the bonus can be wagered on and its contribution towards the wagering requirements.

My bonus has expired or is no longer available, what do I do?

Unfortunately, Sportpesa can't reissue any bonus that has expired. This includes but is not limited to Bonus Tokens & Free Spins. Bonuses are also non-transferrable. Please note that Bonus Tokens are valid for 5 days from issue date, unless otherwise stated on the relevant promotional Terms & Conditions.

Can I opt out of a bonus?

Once a bonus has been accepted, you cannot opt-out without forfeiting any winnings won from the bonus. Provided cash funds haven't already been wagered, only the actual deposit amount can be returned in these circumstances.

What are the advantages of betting with Sportpesa?

At Sportpesa, you can expect a premium sports betting experience. Not only is there a range of events to choose from, including thousands of live events each month, but you will also receive a variety of betting options, markets, enhanced odds, and fabulous features. There are also virtual sports ranging from the top football competitions, virtual tennis, basketball, and baseball. Sportpesa have a range of features to enhance your experience right here.

Sportpesa offer a wide range of sports & betting markets, plus thousands of live betting events each month, & a variety of bet types. All bet types will be available in your bet slip or on the event/market. For more information on certain sports & market rules, please see our Betting Rules

How do I place a bet?

To place a bet, choose your desired selection(s). You will then see the option for Single, Combo or System above your selections in your bet slip. Simply enter your stake(s), check the number of bets you're about to place, the total stake & the winnings before clicking on Place Bets. You will receive confirmation with a reference number once your bet is accepted and your bet will appear in Open Bets.

What are the minimum and maximum stakes I can place?

The minimum and maximum bets will depend on the event, market and any wagering restrictions on your account as enforced by our traders. The minimum and maximum bet will display in your betslip if you try to place a bet outside of these thresholds.

How do I see my open and settled bets?

Open and settled bets can be viewed by clicking on your Username in the top right-hand corner & going to the History section. There is an option to view Open Bets which will show all of your unsettled bets & ones that can be cashed out. Open Bets can also be found on your betslip or at the header of our website. The other option is to view Betting History where you can view all of your settled Sportsbook bets in the last year.

How do I Cash Out?

See our Cash Out guide and Terms & Conditions Here

Why can't I Cash Out?

Although we try to ensure that Cash Out is available on as many events & markets as possible, it is worth noting that Cash Out is not available on all bet selections, events & markets. Cash Out may also not be available for short periods when a market suspends due to a development in the event(s) or when you place a bet using a Bonus Token. Please check your Open Bets regularly to see if you have a Cash Out offer.

Why are my selections not applicable for ACCA Boost?

If your selections qualify for ACCA Boost, you will see a gift box with the percentage boost (%) next to your fold(s) in the betslip. Before placing your Combo bet, please ensure you check the [Terms & Conditions Here](#)

What are Fast Markets and how do I know they are available?

Fast Markets allow you to place a bet on an outcome that will occur within a certain interval in a match e.g. A goal within the next 10 minutes. They will be available within the event you wish to bet on. Select Fast Markets once you are in your event, which will be available alongside all other markets.

How do I know if Bet Builder is Available?

Available on selected football matches. Click on the event you want to bet on & if Bet Builder is available, it will display next to all available markets. Click Bet Builder to see the available markets & start adding your selections. For more information, click [Here](#).

How long does a bet take to settle?

We aim to settle bets immediately after the event has finished however, please allow up to 1 hour for the funds to appear in your account – usually this is a lot quicker! Outright bets may take longer to settle. If your bet has not settled within 24 hours of an event finishing, please contact us via Customer Support

Can I place bets by contacting Customer Support?

We are not able to place any bets on your behalf but our Customer Support team is happy to assist you in case you are having difficulties.