The Result

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| --- | --- |
| original English sentence | Australian English sentence |
| How do I register on {casinoName} website? | How do I sign up on {casinoName} website? |
| To register, you will provide at least the following personal data: name, surname, date of birth, valid e-mail address, home address, country, currency, acceptance of the terms and conditions, and voluntary confirmation of age over 18 years. | To sign up, you will need to provide the following personal information: name, surname, date of birth, valid email address, residential address, country, currency, acceptance of the terms and conditions, and voluntary confirmation that you are over 18 years old. |
| How do I reset my password? | How do I reset my password? |
| You can use the password recovery function. | You can use the password recovery function. |
| To do this, you need to click the 'Log in' button and then 'Forgot password?' | To do this, you need to click the 'Log in' button and then 'Forgot password?' |
| Enter the email address you provided us during your registration and click 'Reset password'. | Enter the email address you provided us during your registration and click 'Reset password'. |
| We will send you an email with instructions how to reset your login details. | We will send you an email with instructions on how to reset your login details. |
| Click on the link and enter your new password twice in the newly opened window. | Click on the link and enter your new password twice in the newly opened window. |
| Click 'Save' to save your new login details. | Click 'Save' to save your new login details. |
| You are set! | You are set! |
| What deposit methods you have on {casinoName}? | What deposit methods do you have at {casinoName}? |
| Visa | Visa |
| Mastercard | Mastercard |
| Skrill | Skrill |
| Netteler | Netteler |
| Paysafe | Paysafe |
| EcoPayz | EcoPayz |
| Neosurf | Neosurf |
| Trustly | Trustly |
| Interac | Interac |
| Mifinity | Mifinity |
| Sofort | Sofort |
| Ideal | Ideal |
| Ethereum | Ethereum |
| Bitcoin | Bitcoin |
| Bank Transfer | Bank Transfer |
| What currencies can I use on your website? | What currencies can I use on your website? |
| You can deposit and play on {casinoName} using European Euro (EUR), Hungarian Forint (HUF), Norwegian Krona (NOK), Polish zloty (PLN), Canadian dollar (CAD), Brazilian Real (BRL), Swiss Franc (CHF), Czech Koruna (CZK), Japanese Yen (JPY), New Zealand Dollar (NZD). | You can deposit and play on {casinoName} using European Euro (EUR), Hungarian Forint (HUF), Norwegian Krona (NOK), Polish zloty (PLN), Canadian dollar (CAD), Brazilian Real (BRL), Swiss Franc (CHF), Czech Koruna (CZK), Japanese Yen (JPY), New Zealand Dollar (NZD). |
| Can I use another person's credit card? | Can I use another person's credit card? |
| We do not allow deposits to your account if the funds are not coming from your own payment method. | We do not allow deposits to your account if the funds are not coming from your own payment method. |
| Any payment method you use to deposit or withdraw must be registered in your name, this also means you are not able to use company accounts, however, shared accounts can be used, as long as your name is registered as one of the owners of the payment method. | Any payment method you use to top up or withdraw funds must be registered in your name. This also means you cannot use company accounts. However, shared accounts are acceptable as long as your name is registered as one of the owners of the payment method. |
| I want to top up my balance. | I want to add funds to my account. |
| How can I do that? | How can I accomplish that? |
| On the main page there is a button Deposit. | On the main page, you will find a button for adding funds. |
| You need to click it and you will be redirecting on the Deposit page. | You need to click it, and you will be redirected to the page to add funds. |
| After that, you may select your preferred payment method, fill out the required fields, specify the deposit amount and currency and click 'Deposit'. | After that, you can choose your preferred payment method, complete the necessary fields, specify the deposit amount and currency, and click 'Deposit'. |
| Once completed, the deposit will instantly appear in your balance. | Once done, the deposit will immediately show in your balance. |
| Please contact our support service if the deposit is not immediately shown in your balance. | If the deposit does not appear in your balance right away, please get in touch with our support service. |
| How can I withdraw my funds? | How do I cash out my funds? |
| To withdraw your funds, click on the 'Withdrawal' tab. | To cash out your funds, click on the 'Withdrawal' tab. |
| Choose your preferred payment method, fill out the required fields, specify the withdrawal amount, and click 'Withdraw'. | Select your preferred payment method, complete the necessary fields, indicate the amount you wish to withdraw, and click 'Withdraw'. |
| What documents I need to verify my account? | Which documents do I need to verify my account? |
| A proof of your identity | Proof of your identity |
| - color photograph of the identity card or your passport. | - colour photograph of your identity card or passport. |
| Proof of your current address by a color photo of an official document that includes: | Provide proof of your current address with a colour photograph of an official document that includes: |
| My games are not loading. | My pokies are not loading. |
| What should I do? | What should I do, mate? |
| If you having problems loading a game, we recommend that you refresh the page and attempt to reload the game. | If you're having trouble loading a pokie, we recommend that you refresh the page and try reloading the game. |
| If this action does not solve your problem, please try the following: | If this doesn't fix the issue, please try the following: |
| Try loading the game using a different browser (Google Chrome, Opera, Mozilla Firefox, Safari) | Try loading the game using a different browser (Google Chrome, Opera, Mozilla Firefox, Safari) |
| Clear your browser cache and cookies | Clear your browser cache and cookies |
| Deactivate your antivirus program (Kaspersky, NOD32) | Deactivate your antivirus program (Kaspersky, NOD32) |
| Disable all VPNs | Disable all VPNs |
| Disable all ad-blocking programs on your browser | Disable all ad-blocking programs on your browser |
| If the problem persists, please contact our support service. | If the problem persists, please contact our support service. |
| How can I close my account? | How can I close my account? |
| We are very sorry that you have made the decision to close your account. | We apologise for the inconvenience caused by your choice to close your account. |
| To deactivate your account, we ask you to contact our support service via email at support@{domainName} or our Live Chat service. | To deactivate your account, please contact our support service through email at support@{domainName} or our Live Chat service. |
| Can I reopen my account? | Is it possible to reopen my account? |
| If you have previously closed your account and want to reopen it, you can get in touch with our support service, and we will have a look for you. | If you have previously closed your account and wish to reopen it, please reach out to our support service, and we will assist you. |
| Depending on the reason for the closure or lock on your account the reopening time can variate. | Depending on the reason for the closure or lock on your account, the reopening time can vary. |
| For more information about closing or reopening your account, check out the Responsible gaming section on the bottom of our main page. | For more information about closing or reopening your account, check out the Responsible gaming section at the bottom of our main page. |
| Or contact us via Live chat or email: {1>{2>support@{domainName}<2}<1} | Or contact us through Live chat or email: {1>{2>support@{domainName}<2}<1} |
| Can I change my registered email address? | Can I change my registered email address? |
| No. Unfortunately, it's not possible to change your email address. | No. Unfortunately, it's not possible to change your email address. |
| Can I remove the offers and bonuses you gave me? | Can I remove the offers and bonuses you gave me? |
| You can decline any active or pending offers directly on the offer card. | You can decline any active or pending offers directly on the offer card. |
| Alternatively, just ignore your bonus and it will expire after a set amount of time. | Alternatively, just ignore your bonus and it will expire after a set amount of time. |
| What are wagering requirements? | What are wagering requirements? |
| A wagering requirement is something that all bonuses have attached to them, and what this means is that a bonus needs to be wagered (played for) x amount of times before the bonus funds are turned into real cash that can be withdrawn. | All bonuses come with a wagering requirement, which means you'll need to play through the bonus funds x number of times before they can be converted into real cash that you can withdraw. |
| As an example, most of our bonuses have a wagering requirement of 40x, meaning that the total wagering requirement of a bonus is 40 x the bonus amount that you received. | For instance, the majority of our bonuses have a 40x wagering requirement. This indicates that you must wager the bonus amount you received 40 times in order to fulfill the total wagering requirement. |
| So, if you receive a bonus of 10 the wagering requirement is then 10 x 40 = 400. | So, if you receive a bonus of 10, the wagering requirement is then 10 x 40 = 400. |
| My Revolut deposit is not working. | My Revolut deposit isn't working. |
| How can I fix this? | How can I resolve this? |
| One possible cause is having the Gambling block enabled in the Revolut app. | One possible cause is having the Gambling block enabled in the Revolut app. |
| To disable this option, follow the next steps: | To disable this option, follow these steps: |
| Open Revolut app -> Click on your profile -> Go to Security & privacy -> Disable Gambling block. | Open the Revolut app -> Click on your profile -> Go to Security & privacy -> Disable the Gambling block. |
| I have not found the answer to my question here. | I haven't found the answer to my question here. |
| What should I do? | What should I do? |
| We will gladly answer all your questions at a convenient time for you. | We'll happily answer all your questions at a time that suits you. |
| Please contact us via email: support@domainName or our Live Chat. | Please get in touch with us via email: support@domainName or our Live Chat. |
| TermsAndConditions | Terms and Conditions |
| Introduction | Introduction |
| 1.1. | 1.1. |
| By using and/or visiting any section on {domainName} (hereinafter referred to as the Website/Casino/Web site), by opening an account and using the Website, you agree to: the Terms and Conditions, Privacy Policy, rules of all the games, Bonus Terms, AML and KYC policy, Refund policy that are posted on the Website. | By using and/or visiting any section on {domainName} (hereinafter referred to as the Website/Casino/Web site), by opening an account and using the Website, you agree to: the Terms and Conditions, Privacy Policy, rules of all the games, Bonus Terms, AML and KYC policy, Refund policy that are posted on the Website. |
| The above Terms and Conditions shall be hereafter referred to as the 'Terms'. | The above Terms and Conditions shall be hereafter referred to as the 'Terms'. |
| Be sure to read the Terms and Conditions before accepting them. | Be sure to read the Terms and Conditions before accepting them. |
| These Terms constitute an agreement between the online Casino and the player. | These Terms constitute an agreement between the online Casino and the player. |
| Casino players generally contract with SoftGenius N.V. | Pokies players generally contract with SoftGenius N.V. |
| Other group companies and their licenses may apply in specific jurisdictions and in accordance with information provided to the player. | Other group companies and their licenses may apply in specific jurisdictions and in accordance with information provided to the player. |
| Terms and Conditions govern your use of the Games via the Site(s). | Terms and Conditions govern your use of the Games via the Site(s). |
| These Terms and Conditions, the Game Rules and any document expressly referred to in them, as well as any guidelines or rules published on the Site, constitute the agreement and understanding between the Parties and govern the contractual relationship between them. | These Terms and Conditions, the Game Rules and any document expressly referred to in them, as well as any guidelines or rules published on the Site, form the agreement and understanding between the Parties and govern the contractual relationship between them. |
| We kindly ask you to read these Terms and Conditions carefully and make sure you understand them. | We kindly ask you to carefully read these Terms and Conditions and ensure you understand them. |
| If you do not agree with its content, refrain from continuing to use the Website. | If you do not agree with its content, please refrain from using the Website further. |
| 117 Registration and betting on the {domainName} implicate player's agreement with these Terms. | 117 Registering and betting on the {domainName} implies the player's agreement with these Terms. |
| 118 In case You do not agree with the Terms, do not use the Website, do not create an account and/or do not continue to use the Website, since the use of the services of the Website automatically implies your agreement with the Terms. | 118 If you do not agree with the Terms, please refrain from using the Website, creating an account, and/or continuing to use the Website, as the use of the services of the Website automatically implies your agreement with the Terms. |
| 119 The Terms shall come into effect on September 20, 2022 onwards. | 119 The Terms will take effect from September 20, 2022 onwards. |
| 120 1.2. | 120 1.2. |
| The methods of using the Casino services, including a personal computer, mobile devices, as well as other types of software and / or equipment, do not affect the scope of the Terms. | The methods of using the Casino services, including a personal computer, mobile devices, as well as other types of software and / or equipment, do not affect the scope of the Terms. |
| The Terms and Conditions are published in multiple languages to make it easier for players to understand. | The Terms and Conditions are published in multiple languages to make it easier for players to understand. |
| The English version of these terms and conditions is the final version that will apply in all circumstances. | The English version of these terms and conditions is the final version that will apply in all circumstances. |
| In any case of discrepancy regarding a translation of any kind, the English version of these Terms and Conditions is final and the legal version to apply. | In case of any inconsistency or discrepancy in the translation, the English version of these Terms and Conditions will prevail as the final and legally binding version. |
| If any of the Terms becomes void, illegal or in any degree loses its validity, such term, condition or provision will be, to the appropriate extent, severed from the other provisions, terms and language, which will fully maintain their validity, as provided by law. | If any of the Terms becomes void, illegal or loses its validity to any degree, the relevant term, condition or provision will be appropriately removed from the other provisions, terms and language while preserving their validity in accordance with the law. |
| Parties | Parties |
| 2.1. | 2.1. |
| This website is owned and operated by SoftGenius N.V., registered under the laws of Curacao under registration number 161182 having its registered office at: | This website is owned and operated by SoftGenius N.V., registered under the laws of Curacao under registration number 161182 with its registered office at: |
| Zuikertuintjeweg z/n (Zuikertuin Tower) Curacao, which holds an e-gaming sublicense 365/JAZ issued by Gaming Services Provider N.V. with registration number 77207. | Zuikertuintjeweg z/n (Zuikertuin Tower) Curacao, which holds an e-gaming sublicense 365/JAZ issued by Gaming Services Provider N.V. with registration number 77207. |
| Any agreement and any relationship under these Terms and Conditions will be governed by the laws of Curacao and any dispute shall be submitted to the Courts of Curacao. | Any agreement and any relationship under these Terms and Conditions will be governed by the laws of Curacao and any dispute shall be submitted to the Courts of Curacao. |
| Payments are handled by Softgenius Applications Limited incorporated under the laws of Cyprus, registration number HE436468, having its registered address at 19 Eleftherias street, Lakatamia, 2312, Nicosia, Cyprus. | Payments are handled by Softgenius Applications Limited incorporated under the laws of Cyprus, registration number HE436468, having its registered address at 19 Eleftherias street, Lakatamia, 2312, Nicosia, Cyprus. |
| The Company provides services through the following websites: {domainName}. | The Company provides services through the following websites: {domainName}. |
| Extracts from the Terms containing the pronouns 'us', 'our', 'we' or 'Company', '{casinoName}' refer to the relevant company with which you enter into a contract under the above paragraph. | Extracts from the Terms containing the pronouns 'us', 'our', 'we' or 'Company', '{casinoName}' refer to the relevant company with which you enter into a contract under the above paragraph. |
| In case of questions please contact support at {1>{2>support@{domainName}<2}<1}. | If you have any questions, please contact support at {1>{2>support@{domainName}<2}<1}. |
| Restrictions in Website using and clients' guaranties | Restrictions on website usage and client guarantees |
|  |  |
| By registering and accepting the terms of this agreement, you agree that you participate in the games for your own discretion and risk. | By registering and accepting the terms of this agreement, you acknowledge that you participate in the games at your own discretion and risk. |
| You confirm that you know and understand the rules of the games offered by the site. | You confirm that you are aware of and understand the rules of the games offered by the site. |
| It is up to you to know the payout percentage for each game. | It is your responsibility to be aware of the payout percentage for each game. |
| You hereby agree to fully indemnify and hold harmless Casino, its directors, employees, partners and service providers from and against any costs, expenses, losses, damages, claims and liabilities, regardless of cause that may arise in connection with your use of the Site or participation in the Games. | You hereby agree to fully indemnify and hold harmless Casino, its directors, employees, partners and service providers from and against any costs, expenses, losses, damages, claims and liabilities, regardless of cause that may arise in connection with your use of the Site or participation in the Games. |
| The sentences above are sentences with the same content. Adapt the content from US English to Australian English, maintaining the original context. For general content, maintain a friendly tone; for legal content, ensure a professional tone. Avoid overly colloquial terms like 'mate'. Adapt casino terminology, e.g., 'slots' to 'pokies' and 'VIP' to 'high rollers'. Provide the results in JSON format as follows: [ {'original English sentence':'', 'Australian English sentence':'' }, ] | The statements above have the same meaning. Adapt the content from US English to Australian English, while keeping the original context. Maintain a friendly tone for general content, and ensure a professional tone for legal content. Avoid using overly colloquial terms like 'mate'. Modify casino terminology, such as 'slots' to 'pokies' and 'VIP' to 'high rollers'. Provide the results in JSON format as shown: [ {'original English sentence':'', 'Australian English sentence':'' }, ] |
| You acknowledge and warrant that you have reached the age of 18 or the age that gives you the right to participate in gambling in accordance with the laws of your jurisdiction ('Allowed age'). | You acknowledge and warrant that you have reached the age of 18 or the age that gives you the right to participate in gambling in accordance with the laws of your jurisdiction ('Allowed age'). |
| 'Your Jurisdiction' means the jurisdiction in which you are domiciled, reside or work. | 'Your Jurisdiction' means the jurisdiction in which you are domiciled, reside or work. |
| 3.3. | 3.3. |
| The Company reserves the right to request documentary evidence of Your age at any stage to ensure that persons who have not reached the Allowed age do not use the services of the Website. | The Company reserves the right to request documentary evidence of your age at any stage to ensure that persons who have not reached the allowed age do not use the services of the Website. |
| The Company shall have the right to suspend Your account and refuse Your use of the services if You do not provide the proof of majority age, or the Company suspects violation of this clause. | The Company shall have the right to suspend your account and refuse your use of the services if you do not provide the proof of majority age, or the Company suspects violation of this clause. |
| You represent, warrant and agree that your use of the services of the Website complies with all applicable laws, statutes and regulations. | You represent, warrant and agree that your use of the services of the Website complies with all applicable laws, statutes and regulations. |
| It is not the Company's intention to provide services in any manner contrary to applicable law in your jurisdiction. | It is not the Company's intention to provide services in any manner contrary to applicable law in your jurisdiction. |
| The Company shall not be liable for any illegal or unauthorized use of the services of the Website. | The Company shall not be liable for any illegal or unauthorised use of the services of the Website. |
| 3.5. | 3.5. |
| You represent, warrant and agree that You are the rightful owner of the money in your account. | You confirm, warrant and agree that you are the legal owner of the money in your account. |
| The information provided by You to the Company during registration and/or later, including through any transaction requiring depositing money is true, actual, accurate and relevant with the name on the credit/debit payment card(s) or other current accounts that will be used to deposit or receive funds to/from Your account. | The information provided by you to the Company during registration and/or later, including through any transaction requiring depositing money is true, actual, accurate and relevant with the name on the credit/debit payment card(s) or other current accounts that will be used to deposit or receive funds to/from your account. |
| 3.6. 3.6. 99 | 3.6. 3.6. 99 |
| You understand and agree that the Player is responsible for independent learning about the existing laws and regulations regarding the age limit for participating in online gambling. | You acknowledge and agree that it is the Player's responsibility to independently learn about the current laws and regulations regarding the age limit for participating in online gambling. |
| The Company is not in a position to provide you with legal advice or guarantees regarding the legality of using the Website. | The Company is unable to give you legal advice or guarantees regarding the legality of using the Website. |
| 3.7. | 3.7. |
| Players from Afghanistan, Albania, Algeria, American Samoa, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bonaire (Sint Eustatius and Saba), Bosnia and Herzegovina, Botswana, Bouvet Island, British Indian Ocean Territory, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Christmas Island, Cocos (Keeling) Islands, Colombia, Comoros, Congo (Democratic Republic of Korea), Cook Islands, Costa Rica, Ivory Coast, Croatia, Cuba, Curacao, Cyprus, Czech Republic, Democratic People's Republic of Korea, Denmark, Djibouti, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands (Malvinas), Faroe Islands, Fiji, France, French Guiana, French Polynesia, French Southern Territories, Gabon, Gambia, Germany, Ghana, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Heard Island, Holy See (State of the Vatican), Honduras, Hong Kong, Hungary, Iran, |
| Players from Afghanistan, Albania, Algeria, American Samoa, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bonaire (Sint Eustatius and Saba), Bosnia and Herzegovina, Botswana, Bouvet Island, British Indian Ocean Territory, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Christmas Island, Cocos (Keeling) Islands, Colombia, Comoros, Congo (Democratic Republic of the Congo), Cook Islands, Costa Rica, Côte d'Ivoire, Croatia, Cuba, Curaçao, Cyprus, Czech Republic, Democratic People's Republic of Korea, Denmark, Djibouti, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands (Malvinas), Faroe Islands, Fiji, France, French Guiana, French Polynesia, French Southern Territories, Gabon, Gambia, Germany, Ghana, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Heard Island and McDonald Islands, Holy See (Vatican City State), Honduras, Hong Kong, Hungary, Iran, |
| Kong, Hungary, Iran, Iraq, Israel, Italy, Jamaica, Jordan, Kazakhstan, Kosovo, Kuwait, Kyrgyzstan, Laos People's Democratic Republic, Latvia, Lesotho, Liberia, Libya, Lithuania, Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Montenegro, Montserrat, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Oman, Pakistan, Puerto Rico, Reunion , Romania, Rwanda, Saint Barthélemy, Saint Helena, Saint Helena, Saint Kitts & Nevis, Saint Lucia, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, San Marino, Saint Thomas and Prince, Senegal, Seychelles, Sierra Lioness, Singapore. Players from Afghanistan, Albania, Algeria, American Samoa, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bonaire (Sint Eustatius and Saba), Bosnia and Herzegovina, Botswana, Bouvet Island, British Indian Ocean | Kong, Hungary, Iran, Iraq, Israel, Italy, Jamaica, Jordan, Kazakhstan, Kosovo, Kuwait, Kyrgyzstan, Laos People's Democratic Republic, Latvia, Lesotho, Liberia, Libya, Lithuania, Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Montenegro, Montserrat, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Oman, Pakistan, Puerto Rico, Reunion, Romania, Rwanda, Saint Barthélemy, Saint Helena, Saint Kitts and Nevis, Saint Lucia, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, San Marino, Saint Thomas and Prince, Senegal, Seychelles, Sierra Lioness, Singapore. Players from Afghanistan, Albania, Algeria, American Samoa, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bonaire (Sint Eustatius and Saba), Bosnia and Herzegovina, Botswana, Bouvet Island, British Indian Ocean |
| British Indian Ocean Territory | British Indian Ocean Territory |
| Bulgaria | Bulgaria |
| Burkina Faso | Burkina Faso |
| Burundi | Burundi |
| Cambodia | Cambodia |
| Cameroon | Cameroon |
| Cape Verde | Cape Verde |
| Cayman Islands | Cayman Islands |
| Central African Republic | Central African Republic |
| Chad | Chad |
| Christmas Island | Christmas Island |
| Cocos (Keeling) Islands | Cocos (Keeling) Islands |
| Colombia | Colombia |
| Comoros | Comoros |
| Congo (Democratic Republic of Korea) | Congo (Democratic Republic of Korea) |
| Cook Islands | Cook Islands |
| Costa Rica | Costa Rica |
| Ivory Coast | Ivory Coast |
| Croatia | Croatia |
| Cuba | Cuba |
| Curacao | Curacao |
| Cyprus | Cyprus |
| Czech Republic | Czech Republic |
| Democratic People's Republic of Korea | Democratic People's Republic of Korea |
| Denmark | Denmark |
| Djibouti | Djibouti |
| Dominica | Dominica |
| Dominican Republic | Dominican Republic |
| Ecuador | Ecuador |
| Egypt | Egypt |
| El Salvador | El Salvador |
| Equatorial Guinea | Equatorial Guinea |
| Eritrea | Eritrea |
| Estonia | Estonia |
| Ethiopia | Ethiopia |
| Falkland Islands (Malvinas) | Falkland Islands (Malvinas) |
| Faroe Islands | Faroe Islands |
| Fiji | Fiji |
| France | France |
| French Guiana | French Guiana |
| French Polynesia | French Polynesia |
| French Southern Territories | French Southern Territories |
| Gabon | Gabon |
| Gambia | Gambia |
| Germany | Germany |
| Ghana | Ghana |
| Gibraltar | Gibraltar |
| Greece | Greece |
| Greenland | Greenland |
| Grenada | Grenada |
| Guadeloupe | Guadeloupe |
| Guam | Guam |
| Guatemala | Guatemala |
| Guinea | Guinea |
| Guinea-Bissau | Guinea-Bissau |
| Guyana | Guyana |
| Haiti | Haiti |
| Heard Island | Heard Island |
| Holy See (State of the Vatican) | Holy See (State of the Vatican) |
| Honduras | Honduras |
| Hong Kong | Hong Kong |
| Hungary | Hungary |
| Iran | Iran |
| Iraq | Iraq |
| Israel | Israel |
| Italy | Italy |
| Jamaica | Jamaica |
| Jordan | Jordan |
| Kazakhstan | Kazakhstan |
| Kosovo | Kosovo |
| Kuwait | Kuwait |
| Kyrgyzstan | Kyrgyzstan |
| Laos People's Democratic Republic | Laos People's Democratic Republic |
| Latvia | Latvia |
| Lesotho | Lesotho |
| Liberia | Liberia |
| Libya | Libya |
| Lithuania | Lithuania |
| Madagascar | Madagascar |
| Malawi | Malawi |
| Malaysia | Malaysia |
| Maldives | Maldives |
| Mali | Mali |
| Malta | Malta |
| Marshall Islands | Marshall Islands |
| Martinique | Martinique |
| Mauritania | Mauritania |
| Mauritius | Mauritius |
| Mayotte | Mayotte |
| Mexico | Mexico |
| Micronesia | Micronesia |
| Montenegro | Montenegro |
| Montserrat | Montserrat |
| Montserrat, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Oman, Pakistan, Puerto Rico, Reunion , Romania, Rwanda, Saint Barthélemy, Saint Helena, Saint Helena, Saint Kitts & Nevis, Saint Lucia, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, San Marino, Saint Thomas and Prince, Senegal, Seychelles, Sierra Lioness, Singapore. | Montserrat, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Oman, Pakistan, Puerto Rico, Reunion, Romania, Rwanda, Saint Barthélemy, Saint Helena, Saint Helena, Saint Kitts & Nevis, Saint Lucia, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, San Marino, Saint Thomas and Prince, Senegal, Seychelles, Sierra Lioness, Singapore. |
| 164 Saint Maarten, Slovakia, Slovenia, Solomon Islands, Somalia, South Georgia and the South Sandwich Islands, South Sudan, Spain, Sri Lanka, State of Palestine, Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Switzerland, Syria, Taiwan , Tajikistan , Tanzania, East Timor, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan Turks and Caicos, Tuvalu, US Virgin Islands, Uganda, United Kingdom, United States Minor Outlying Islands, United States of America (and its dependencies), Uzbekistan, Vanuatu, Venezuela, Virgin Islands, Wallis and Futuna, Western Sahara, Yemen , Antarctica, Macedonia, Moldova, Mongolia, Kenya, Kiribati, Lebanon are prohibited from playing real money gambling at {domainName}. | 164 Saint Maarten, Slovakia, Slovenia, Solomon Islands, Somalia, South Georgia and the South Sandwich Islands, South Sudan, Spain, Sri Lanka, State of Palestine, Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Switzerland, Syria, Taiwan, Tajikistan, Tanzania, East Timor, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan Turks and Caicos, Tuvalu, US Virgin Islands, Uganda, United Kingdom, United States Minor Outlying Islands, United States of America (and its dependencies), Uzbekistan, Vanuatu, Venezuela, Virgin Islands, Wallis and Futuna, Western Sahara, Yemen, Antarctica, Macedonia, Moldova, Mongolia, Kenya, Kiribati, and Lebanon are prohibited from playing real money gambling at {domainName}. |
| Saint Maarten, Slovakia, Slovenia, Solomon Islands, Somalia, South Georgia and the South Sandwich Islands, South Sudan, Spain, Sri Lanka, State of Palestine, Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Switzerland, Syria, Taiwan , Tajikistan , Tanzania, East Timor, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan Turks and Caicos, Tuvalu, US Virgin Islands, Uganda, United Kingdom, United States Minor Outlying | Saint Maarten, Slovakia, Slovenia, Solomon Islands, Somalia, South Georgia and the South Sandwich Islands, South Sudan, Spain, Sri Lanka, State of Palestine, Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Switzerland, Syria, Taiwan, Tajikistan, Tanzania, East Timor, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan Turks and Caicos, Tuvalu, US Virgin Islands, Uganda, United Kingdom, and United States Minor Outlying |
| States Minor Outlying Islands, United States of America (and its dependencies), Uzbekistan, Vanuatu, Venezuela, Virgin Islands, Wallis and Futuna, Western Sahara, Yemen , Antarctica, Macedonia, Moldova, Mongolia, Kenya, Kiribati, Lebanon are prohibited from playing real money gambling at {domainName}. | The States Minor Outlying Islands, United States of America (and its dependencies), Uzbekistan, Vanuatu, Venezuela, Virgin Islands, Wallis and Futuna, Western Sahara, Yemen, Antarctica, Macedonia, Moldova, Mongolia, Kenya, Kiribati, Lebanon are not allowed to participate in real money gambling at {domainName}. |
| The Casino cannot guarantee the successful processing of withdrawals or refunds in the event that a player violates this Restricted Countries policy. | The Casino cannot guarantee the successful processing of withdrawals or refunds if a player violates this policy on Restricted Countries. |
| The company may change the list of jurisdictions without prior notice. | The company may change the list of jurisdictions without any prior notice. |
| You agree with this requirement, undertake not to open an account and not to try to use your account if you are in one of the above countries. | You agree with this requirement, undertake not to open an account, and refrain from attempting to use your account if you are in any of the countries listed above. |
| 3.8. | 3.8. |
| Certain games may be unavailable in certain jurisdictions, as required by policies of game providers which may change from time to time. | Certain games may be unavailable in certain regions, as required by policies of game providers which may change occasionally. |
| The masking of location via VPN is not allowed. | The masking of location via VPN is not permitted. |
| By agreeing to the Terms, you authorize us to regularly conduct any checks: at our sole discretion, or those that may be required by third parties (including regulatory agencies) to verify your identity and contact information ('Verification'). | By agreeing to the Terms, you authorise us to regularly conduct any checks: at our sole discretion, or those that may be required by third parties (including regulatory agencies) to verify your identity and contact information ('Verification'). |
| During the Verification we may limit your ability to withdraw funds from the account. | During the Verification, we may restrict your ability to withdraw funds from the account. |
| Limiting the use of the Website for health reasons | Restricting the use of the Website for health reasons |
| Use of the Website and access to games must be stopped by you if You have the following symptoms: | You must cease using the Website and accessing games if you experience the following symptoms: |
| - epilepsy | - epileptic seizures |
| - dizziness | - feeling dizzy |
| - blurred vision | - vision impairment |
| - eye or muscle cramps | - eye or muscle spasms |
| - loss of consciousness | - loss of consciousness |
| - disorientation | - feeling disoriented |
| Creating an account | Creating an account |
| 5.1. | 5.1. |
| In order to participate in the games provided by {domainName}, you need to create an account on the Website. | In order to participate in the games provided by {domainName}, you need to create an account on the Website. |
| An account is created upon registration on the Website, and allows you to make deposits, and allows the Company to identify each client. | An account is created upon registration on the Website, and allows you to make deposits, and allows the Company to identify each client. |
| You guarantee and hereby warrant that the data provided when opening your account is correct. | You guarantee and hereby warrant that the data provided when opening your account is correct. |
| To play the Games on the Site, you must be a real person. | To play the Games on the Site, you must be a real person. |
| You cannot be a company or other legal entity. | You can't be a company or other legal entity. |
| The Player confirms that he is not a Casino employee or a relative of a Casino employee. | The Player confirms that they are not a Casino employee or a relative of a Casino employee. |
| You are aware that the right to access and use the Site and any products offered on it may be illegal in certain jurisdictions/countries. | You are aware that the right to access and use the Site and any products offered on it may be against the law in certain jurisdictions/countries. |
| We are unable to verify the legality of the service in all jurisdictions, therefore, You are responsible for determining that access to and use of the Site complies with applicable laws in Your country and You assure, guarantee and warrant us that gambling is not illegal in the territory where You reside. {casinoName} excludes, to the fullest extent permitted by law, all liability for any use of the Site, whether the service is moderated or not. | We are unable to verify the legality of the service in all jurisdictions, therefore, you are responsible for determining that access to and use of the Site complies with applicable laws in your country and you assure, guarantee and warrant us that gambling is not illegal in the territory where you reside. {casinoName} excludes, to the fullest extent permitted by law, all liability for any use of the Site, whether the service is moderated or not. |
| 5.3. 5.3. 99 | 5.3. 5.3. 99 |
| The Company will not assume any liability whatsoever in this regard and will not reimburse any deposits, winnings or any losses as a consequence of the violation of any legal provision that may be applicable to the player. | The Company will not accept any responsibility in this matter and will not refund any deposits, winnings or any losses as a result of breaching any legal provision that may apply to the player. |
| It is the player's sole responsibility to comply at all times with his/her own local, national or state laws that relate to online gambling. | It is the player's sole responsibility to always adhere to their own local, national or state laws that pertain to online gambling. |
| You are solely responsible for determining that your access to and/or use of the website complies with applicable laws in your jurisdiction, and you warrant to us that gambling is not illegal in the territory in which you reside. | You are solely responsible for ensuring that your access to and/or use of the website complies with relevant laws in your jurisdiction, and you guarantee to us that gambling is not illegal in the region where you live. |
| Any claim against the Company brought by you for any reason in relation to the foregoing will be deemed void and will not be accepted. | Any claim against the Company made by you for any reason in connection with the above will be considered null and will not be accepted. |
| We only accept players who are 18 years of age or older (or the legal gambling age in the jurisdiction you reside in, if higher). | We only accept players who are 18 years of age or older (or the legal gambling age in the jurisdiction you reside in, if higher). |
| It is the sole responsibility of the player to inquire about the jurisdiction's existing laws and regulations regarding age limitations for online gambling. | It is the sole responsibility of the player to inquire about the jurisdiction's existing laws and regulations regarding age limitations for online gambling. |
| You guarantee and hereby warrant that: a. | You guarantee and hereby warrant that: a. |
| You are at least 18 years of age, or any greater age required by the laws that apply to you ('the Legal Age'). | You are at least 18 years of age, or any greater age required by the laws that apply to you ('the Legal Age'). |
| When opening an account, you must confirm that you are of legal age. | When opening an account, you must confirm that you are of legal age. |
| The data provided when opening your account is correct; | The data provided when opening your account is correct; |
| You are the rightful owner of the money in your Account; | You are the rightful owner of the money in your Account; |
| You are a resident of a jurisdiction that permits gambling; and | You are a resident of a jurisdiction that permits gambling; and |
| The deposited money is not derived from any illegal activity. | The deposited money is not derived from any illegal activity. |
| In certain circumstances, we may need to contact you and ask you to provide us with further information directly in order to complete checks. | In certain situations, we may need to get in touch with you and request you to directly provide us with additional information in order to carry out necessary checks. |
| If you do not or cannot provide this information to us, we may suspend your account until you provide this information to us or permanently close your account. | If you do not or are unable to provide us with this information, we may temporarily suspend your account until you provide it to us, or alternatively, permanently close your account. |
| In addition, you will have to provide identification whenever you reach 500 euros (500 euros) or the equivalent thereof in cumulative deposits or withdrawals and when we suspect a player in fraudulent activity. | Additionally, you will need to provide identification whenever you reach 500 euros (500 euros) or the equivalent amount in cumulative deposits or withdrawals, and when we suspect a player of fraudulent activity. |
| Acceptable documentation to complete the checks includes: a. Valid and clear copy of Passport, identity document (ID) or driver's license. b. | Acceptable documentation required for verification includes: a. Valid and clear copy of Passport, identity document (ID), or driver's licence. b. |
| Recent utility bill (e.g., gas, phone, insurance) not older than 2 months confirming the current address of residence: the data (name, address of residence + date of issue of the document) must coincide with the data in Player's details. | Recent utility bill (e.g., gas, phone, insurance) not older than 2 months confirming the current address of residence: the data (name, address of residence + date of issue of the document) must match the data in Player's details. |
| Proof of payment - subject to the deposit method used (copy of credit card used, e-wallet screenshot or recent bank statement). | Proof of payment - subject to the deposit method used (copy of credit card used, e-wallet screenshot or recent bank statement). |
| Scanned copies are not accepted as confirmation. | Scanned copies are not accepted as confirmation. |
| Additional verification may be required, such as but not limited to proof of funding for e-wallet accounts (Proof of funds), selfies with an identify document and Proof of wealth (to confirm welfare of the player). | Additional verification may be required, such as but not limited to proof of funding for e-wallet accounts (Proof of funds), selfies with an identity document and Proof of wealth (to confirm well-being of the player). |
| To create an account, You must specify an email address and enter a password, which will then be used to enter the system. | To create an account, you must specify an email address and enter a password, which will then be used to enter the system. |
| In addition, personal information may be required from You: name, date of birth, passport details, phone number. | In addition, personal information may be required from you: name, date of birth, passport details, phone number. |
| You agree to provide true and accurate information necessary to create an account. | You agree to provide true and accurate information necessary to create an account. |
| The name indicated during registration must correspond to Your real name and must not contain errors. | The name indicated during registration must correspond to your real name and must not contain errors. |
| Any offensive or obscene language, as well as any commercial or promotional information, are not allowed in the Email or Name field in the player's profile. | Any offensive or obscene language, as well as any commercial or promotional information, are not allowed in the Email or Name field in the player's profile. |
| If any violations are detected, support service members or other Company's staff may replace the contents of the field with something neutral. | If any violations are detected, support service members or other Company's staff may replace the contents of the field with something neutral. |
| In case of a repeated violation, the player's account may be blocked, and all funds confiscated. | In case of a repeated violation, the player's account may be blocked, and all funds confiscated. |
| The Company reserves the right to verify the data provided by a player in its sole discretion, including, but not limited to, request supporting documents. | The Company reserves the right to verify the data provided by a player in its sole discretion, including, but not limited to, request supporting documents. |
| For example, to confirm the information you provided, the Company has the right at any time to request an identity document (including a copy of a passport / ID card), or any payment card. | For example, to confirm the information you provided, the Company has the right at any time to request an identity document (including a copy of a passport / ID card), or any payment card. |
| If this information is not provided, the Company has the right to suspend your account until the above documents are received and / or permanently close your account. | If this information is not provided, the Company has the right to suspend your account until the above documents are received and / or permanently close your account. |
| In case of any changes in the information above, you must immediately notify the Company. | In case of any changes in the information above, you must immediately notify the Company. |
| The Company has the right to refuse a player to open an account without explanation. | The Company reserves the right to decline a player's request to open an account without providing an explanation. |
| In case of any questions or difficulties when registering on the Website, You can contact the support service by e-mail: support@{domainName}. | If you have any questions or encounter any difficulties during the registration process on the Website, please feel free to contact our support service via e-mail: support@{domainName}. |
| One player is entitled to open one account. | Each player is eligible to open only one account. |
| It is forbidden to open additional accounts to family members, or use a single IP address, computer or other device without the prior written permission of the Company. | It is not allowed to open additional accounts for family members or use a single IP address, computer or other device without the prior written permission of the Company. |
| All other accounts opened by you on the Website will be treated as 'duplicate' accounts. | Any other accounts opened by you on the Website will be treated as 'duplicate' accounts. |
| The Company reserves the right to immediately close such accounts, and: | The Company reserves the right to close such accounts immediately, and: |
| - any transactions made from the duplicate account will be considered null and void; | - any transactions made from the duplicate account will be deemed null and void; |
| - all bets or deposits made from a duplicate account can be returned to You at Company's discretion; | - all bets or deposits made from a duplicate account can be returned to you at the Company's discretion; |
| - all refunds, winnings or bonuses You have received or collected using the duplicate account will be forfeited and may be reclaimed by us. | - all refunds, winnings or bonuses you have received or collected using the duplicate account will be forfeited and may be reclaimed by us. |
| In this case, You will be required to return the funds withdrawn from the duplicate account to us. | In this case, you will be required to return the funds withdrawn from the duplicate account to us. |
| 5.15. 5.15. 99 | 5.15. 5.15. 99 |
| If you notice that you have more than one account registered on the website under different names, you should immediately contact support. | If you notice that you have more than one account registered on the website under different names, you should immediately contact support. |
| By creating an account on the website, a player confirms that he/she is not involved in any kind of fraudulent transactions. | By creating an account on the website, a player confirms that they are not involved in any kind of fraudulent transactions. |
| The company strictly prohibits players from selling, transferring and/or acquiring accounts to or from other players. | The company strictly prohibits players from selling, transferring and/or acquiring accounts to or from other players. |
| It is prohibited for players to transfer funds to accounts held by other players. | It is not allowed for players to transfer funds to accounts held by other players. |
| By registering on the Website, You automatically agree to receive newsletters and other communications through the e-mail specified during registration. | By registering on the Website, you automatically agree to receive newsletters and other communications through the email specified during registration. |
| The Company has the right to use some of Your data for advertising purposes on the basis of their anonymization and change (for example, hiding part of the data with other symbols), including, but not exclusively, to demonstrate the winnings of users. | The Company has the right to use some of your data for advertising purposes based on their anonymisation and alteration (for example, concealing part of the data with other symbols), including, but not limited to, showcasing users' winning outcomes. |
| The website accepts players only from those countries and geographic regions where online gambling is allowed by law and the Curacao license is recognised and accepted. | The website accepts players only from countries and geographic regions where online gambling is legally permitted and the Curacao license is acknowledged and accepted. |
| Players from Afghanistan, Albania, Algeria, American Samoa, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bonaire (Sint Eustatius and Saba), Bosnia and Herzegovina, Botswana, Bouvet Island, British Indian Ocean Territory, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Christmas Island, Cocos (Keeling) Islands, Colombia, Comoros, Congo (Democratic Republic of Korea), Cook Islands, Costa Rica, Ivory Coast, Croatia, Cuba, Curacao, Cyprus, Czech Republic, Democratic People's Republic of Korea, Denmark, Djibouti, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands (Malvinas), Faroe Islands, Fiji, France, French Guiana, French Polynesia, French Southern Territories, Gabon, Gambia, Germany, Ghana, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Heard Island, Holy See (State of the Vatican), Honduras, Hong Kong, Hungary, Iran | Players from Afghanistan, Albania, Algeria, American Samoa, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bonaire (Sint Eustatius and Saba), Bosnia and Herzegovina, Botswana, Bouvet Island, British Indian Ocean Territory, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Christmas Island, Cocos (Keeling) Islands, Colombia, Comoros, Congo (Democratic Republic of Korea), Cook Islands, Costa Rica, Ivory Coast, Croatia, Cuba, Curacao, Cyprus, Czech Republic, Democratic People's Republic of Korea, Denmark, Djibouti, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands (Malvinas), Faroe Islands, Fiji, France, French Guiana, French Polynesia, French Southern Territories, Gabon, Gambia, Germany, Ghana, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Heard Island, Holy See (State of the Vatican), Honduras, Hong Kong, Hungary, Iran |
| Kong | Kangaroo |
| Hungary | Hungary |
| Iran | Iran |
| Iraq | Iraq |
| Israel | Israel |
| Italy | Italy |
| Jamaica | Jamaica |
| Jordan | Jordan |
| Kazakhstan | Kazakhstan |
| Kosovo | Kosovo |
| Kuwait | Kuwait |
| Kyrgyzstan | Kyrgyzstan |
| Laos People's Democratic Republic | Laos People's Democratic Republic |
| Latvia | Latvia |
| Lesotho | Lesotho |
| Liberia | Liberia |
| Libya | Libya |
| Lithuania | Lithuania |
| Madagascar | Madagascar |
| Malawi | Malawi |
| Malaysia | Malaysia |
| Maldives | Maldives |
| Mali | Mali |
| Malta | Malta |
| Marshall Islands | Marshall Islands |
| Martinique | Martinique |
| Mauritania | Mauritania |
| Mauritius | Mauritius |
| Mayotte | Mayotte |
| Mexico | Mexico |
| Micronesia | Micronesia |
| Montenegro | Montenegro |
| Montserrat | Montserrat |
| Mozambique | Mozambique |
| Myanmar | Myanmar |
| Namibia | Namibia |
| Nauru | Nauru |
| Nepal | Nepal |
| Netherlands | Netherlands |
| Netherlands Antilles | Netherlands Antilles |
| New Caledonia | New Caledonia |
| Nicaragua | Nicaragua |
| Niger | Niger |
| Nigeria | Nigeria |
| Niue | Niue |
| Norfolk Island | Norfolk Island |
| North Korea | North Korea |
| Northern Mariana Islands | Northern Mariana Islands |
| Oman | Oman |
| Pakistan | Pakistan |
| Puerto Rico | Puerto Rico |
| Reunion | Reunion |
| Romania | Romania |
| Rwanda | Rwanda |
| Saint Barthélemy | Saint Barthélemy |
| Saint Helena | Saint Helena |
| Saint Helena | Saint Helena |
| Saint Kitts & Nevis | Saint Kitts & Nevis |
| Saint Lucia | Saint Lucia |
| Saint Martin | Saint Martin |
| Saint Pierre and Miquelon | Saint Pierre and Miquelon |
| Saint Vincent and the Grenadines | Saint Vincent and the Grenadines |
| Samoa | Samoa |
| San Marino | San Marino |
| Saint Thomas and Prince | Saint Thomas and Prince |
| Senegal | Senegal |
| Seychelles | Seychelles |
| Sierra Lioness | Sierra Lioness |
| Singapore | Singapore |
| The sentences above are sentences with the same content. | The sentences above are sentences with the same content. |
| Adapt the content from US English to Australian English, maintaining the original context. | Adapt the content from US English to Australian English, while keeping the original context. |
| For general content, maintain a friendly tone; for legal content, ensure a professional tone. | For general content, maintain a friendly tone; for legal content, ensure a professional tone. |
| Avoid overly colloquial terms like 'mate'. | Avoid excessively colloquial terms like 'mate'. |
| Adapt casino terminology, e.g., 'slots' to 'pokies' and 'VIP' to 'high rollers'. | Adapt casino terminology, e.g., 'slots' to 'pokies' and 'VIP' to 'high rollers'. |
| Provide the results in JSON format as follows: | Provide the results in JSON format as follows: |
| [ {'original English sentence':'', 'Australian English sentence':'' }, ] | [ {'original English sentence':'', 'Australian English sentence':'' }, ] |
| 264 Saint Maarten, Slovakia, Slovenia, Solomon Islands, Somalia, South Georgia and the South Sandwich Islands, South Sudan, Spain, Sri Lanka, State of Palestine, Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Switzerland, Syria, Taiwan , Tajikistan , Tanzania, East Timor, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan Turks and Caicos, Tuvalu, US Virgin Islands, Uganda, United Kingdom, United States Minor Outlying Islands, United States of America (and its dependencies), Uzbekistan, Vanuatu, Venezuela, Virgin Islands, Wallis and Futuna, Western Sahara, Yemen , Antarctica, Macedonia, Moldova, Mongolia, Kenya, Kiribati, Lebanon are prohibited from playing real money gambling at {casinoName}. | 264 Saint Maarten, Slovakia, Slovenia, Solomon Islands, Somalia, South Georgia and the South Sandwich Islands, South Sudan, Spain, Sri Lanka, State of Palestine, Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Switzerland, Syria, Taiwan , Tajikistan , Tanzania, East Timor, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan Turks and Caicos, Tuvalu, US Virgin Islands, Uganda, United Kingdom, United States Minor Outlying Islands, United States of America (and its dependencies), Uzbekistan, Vanuatu, Venezuela, Virgin Islands, Wallis and Futuna, Western Sahara, Yemen , Antarctica, Macedonia, Moldova, Mongolia, Kenya, Kiribati, Lebanon are prohibited from playing real money gambling at {casinoName}. |
| States Minor Outlying Islands, United States of America (and its dependencies), Uzbekistan, Vanuatu, Venezuela, Virgin Islands, Wallis and Futuna, Western Sahara, Yemen , Antarctica, Macedonia, Moldova, Mongolia, Kenya, Kiribati, Lebanon are prohibited from playing real money gambling at {casinoName}. | States Minor Outlying Islands, United States of America (and its dependencies), Uzbekistan, Vanuatu, Venezuela, Virgin Islands, Wallis and Futuna, Western Sahara, Yemen , Antarctica, Macedonia, Moldova, Mongolia, Kenya, Kiribati, Lebanon are not permitted to participate in real money gambling at {casinoName}. |
| The Casino cannot guarantee the successful processing of withdrawals or refunds in the event that a player violates this Restricted Countries policy. | The Casino cannot guarantee the successful processing of cash-outs or refunds in the event that a player violates this Restricted Countries policy. |
| Access to account | Access to account |
| The Company is not responsible for any damage that You incur as a result of unauthorized use of your password from your account (s) by another person, as well as for unauthorized access to Your account. | The Company is not responsible for any damage that you incur as a result of unauthorised use of your password from your account (s) by another person, as well as for unauthorised access to your account. |
| Any transactions according to which Your username and password have been entered are considered valid. | Any transactions according to which your username and password have been entered are considered valid. |
| The Company recommends that all customers change their password regularly in order to secure their account. | The Company recommends that all customers change their password regularly in order to secure their account. |
| The Company's representatives do not ask users about their passwords. | The Company's representatives do not ask users about their passwords. |
| Users are advised to disable the password storage function in the browser in order to ensure stable operation of the program for protection against viruses, spyware and a firewall on your device. | Users are advised to disable the password storage function in the browser in order to ensure stable operation of the program for protection against viruses, spyware and a firewall on your device. |
| The loss or unauthorized use of your password must be immediately notified to the Company. | The loss or unauthorised use of your password must be immediately notified to the Company. |
| Loss of the password does not serve as a basis for any compensation. | Loss of the password does not entitle you to any compensation. |
| Deposits and payments settlement | Deposits and payment settlement |
| If you want to participate in gambling games using the Website, you must make a cash deposit. | If you want to participate in gambling games using the Website, you must make a cash deposit. |
| In order to use the game service provided, it is necessary that the customer has deposited funds into the Company's bank account. | To use the game service provided, the customer must have deposited funds into the Company's bank account. |
| The Company offers various payment methods. | The Company offers multiple payment methods. |
| They include card payment (Visa, Mastercard, Maestro, etc. credit and debit cards), payment with electronic money (e-wallet accounts) and other payment methods. | They include card payment (Visa, Mastercard, Maestro, etc. credit and debit cards), payment with electronic money (e-wallet accounts) and other payment methods. |
| Please contact our support service at support@domainName, to find out about the payment methods that are most suitable for your country of residence. | Please contact our support service at support@domainName, to find out about the payment methods that are most suitable for your country of residence. |
| You can make deposits in the currencies available in Your account. | You can make deposits in the currencies available in your account. |
| Please note that the internal operating currency of the website is Euro. | Please note that the internal operating currency of the website is Euro. |
| If you transact in other currencies, the amount deducted from your credit card may be insignificantly higher than displayed at the time of transaction due to currency conversions on the side of your bank and/or the Company's payment processing system. | If you transact in other currencies, the amount deducted from your credit card may be insignificantly higher than displayed at the time of transaction due to currency conversions on the side of your bank and/or the Company's payment processing system. |
| 7.3. | 7.3. |
| The Company may set the minimum and maximum amount to deposit the account for one operation, daily limit, weekly limit, monthly limit or any other restrictions at its sole discretion. | The Company may set the minimum and maximum amount to deposit the account for one operation, daily limit, weekly limit, monthly limit or any other restrictions at its sole discretion. |
| Limits may vary depending on the method of deposit, the level of Your account, or other factors. | Limits may vary depending on the method of deposit, the level of your account, or other factors. |
| Please note that the minimum deposit amount is EUR 10 or equivalent in your currency. | Please note that the minimum deposit amount is AUD 10 or equivalent in your currency. |
| The maximum deposit amount depends on the payment method you decide to use. | The maximum deposit amount depends on the payment method you decide to use. |
| You agree to deposit funds to your account only from the account/system and/or payment cards registered for Your name. | You agree to deposit funds to your account only from the account/system and/or payment cards registered for your name. |
| The Company does not accept funds from third parties (friends, relatives, partners, spouses). | The Company does not accept funds from third parties (mates, family, partners, spouses). |
| If, during an inspection, we find a violation of this condition, all your winnings will be confiscated. | If, during an inspection, we find a violation of this condition, all your winnings will be confiscated. |
| Your account is not a bank account, any type of insurance will not be available. | Your account is not a bank account, any type of insurance will not be available. |
| No interest is accrued on funds placed in your account. | No interest is accrued on funds placed in your account. |
| The Company does not provide loans to replenish the account. | The Company does not provide loans to replenish the account. |
| The Player's Account on the Site is intended for the administration of the Player's gaming transactions, i.e., wagering on games, depositing funds and paying out winnings. | The Player's Account on the Site is intended for the administration of the Player's gaming transactions, i.e., wagering on games, depositing funds and paying out winnings. |
| The Player Account may only be used to participate in the Game Service. | The Player Account may only be used to participate in the Game Service. |
| The Company reserves the right to limit game transactions on the Player Account at any time for security reasons. | The Company reserves the right to restrict pokie transactions on the Player Account at any time for security reasons. |
| The casino is not a financial institution and thus should not be treated as such. | The casino is not a financial institution and thus should not be treated as such. |
| Your account will not bear any interest and no conversion or exchange services (including fiat-crypto exchange) will be offered at any time. | Your account will not accrue any interest and no conversion or exchange services (including fiat-crypto exchange) will be offered at any time. |
| Player funds are held in a segregated account and are not mixed with corporate funds. | Player funds are held in a separate account and are not mixed with corporate funds. |
| 7.6. | 7.6. |
| 99 | 99 |
| You warrant that funds deposited by You to Your account do not have criminal and / or illegal and / or unauthorized origin. | You warrant that funds deposited by you to your account do not have criminal and / or illegal and / or unauthorised origin. |
| You also undertake not to refuse from previous transactions, not to cancel any payments made by You that may cause a third party to refund the payment in order to avoid any legal liability. | You also undertake not to refuse from previous transactions, not to cancel any payments made by you that may cause a third party to refund the payment in order to avoid any legal liability. |
| We may at any time debit Your account in favour of payment of debt to the Company. | We may at any time debit your account in favour of payment of debt to the Company. |
| You have the right to withdraw funds from your account at any time provided that you don't have any pending bonuses or other restrictions on the account. | You have the right to withdraw funds from your account anytime as long as you don't have any pending bonuses or other restrictions on the account. |
| The default minimal amount for withdrawal is EUR 10. | The default minimum amount for withdrawal is AUD 10. |
| The maximum daily/weekly default amounts allowed for withdrawals are as follows: €600 per day, €3,000 per week, €12,000 per month or the equivalent in other currencies. | The maximum daily/weekly default amounts allowed for withdrawals are as follows: AUD 600 per day, AUD 3,000 per week, AUD 12,000 per month or the equivalent in other currencies. |
| For higher High Rollers levels 1, 2, 3, 4, and 5 the amounts are as follows: | For higher high rollers levels 1, 2, 3, 4, and 5 the amounts are as follows: |
| - Level 1 and Level 2: daily EUR 700 / weekly EUR 3,500 / monthly EUR 14,000 | - Level 1 and Level 2: daily AUD 700 / weekly AUD 3,500 / monthly AUD 14,000 |
| - Level 3 and Level 4: daily EUR 1,000 / weekly EUR 5,000 / monthly EUR 20,000 | - Level 3 and Level 4: daily AUD 1,000 / weekly AUD 5,000 / monthly AUD 20,000 |
| - Level 5: daily EUR 2,000 / weekly EUR 10,000 / monthly EUR 40,000 | - Level 5: daily AUD 2,000 / weekly AUD 10,000 / monthly AUD 40,000 |
| The Company also set the minimum and maximum withdrawal amounts for one transaction, which may differ depending on the withdrawal method or other factors. | The Company also set the minimum and maximum withdrawal amounts for one transaction, which may vary depending on the withdrawal method or other factors. |
| In order to withdraw funds, the following is needed: | To withdraw funds, you will need to provide the following information: |
| Funds must be withdrawn from the account to the same payment instrument (to the same card, same wallet, etc.) from which the deposit was made. | You must withdraw funds from the account using the same payment method (such as the same card or wallet) that was used for the deposit. |
| The Company must carry out Your identification procedure, which is carried out by sending us a selfie, a high resolution copy or a digital photo of Your document (page with photo), which identifies You (passport, ID card or other identification document). | We need to verify your identity before a withdrawal can be processed. Please send us a selfie, a high-resolution copy, or a digital photo of your document (page with photo) that identifies you, such as your passport, ID card, or other identification document. |
| If you deposited your account with a banking card, you should also send photos of its front and back sides. | If you deposited your account with a bank card, you should also send photos of its front and back sides. |
| In the card number, the first 6 and last 4 digits of the card should be clearly readable, while the remaining digits of the card number and CVV / CVC code should not be visible (closed when photographing the card or painted in a graphical editor, if you are the holder of a relief card number, remember that on the back of the card the same numbers should be closed as on the front). | In the card number, the first 6 and last 4 digits of the card should be clearly readable, while the remaining digits of the card number and CVV / CVC code should not be visible (covered when photographing the card or edited in a graphical editor, if you are the holder of an embossed card number, remember that on the back of the card the same numbers should be covered as on the front). |
| Your account should have enough funds to withdraw. | You should have enough funds in your account to make a withdrawal. |
| The Company aims to approve the withdrawal of funds within 72 hours from the moment of ordering, or from the moment of confirmation of the withdrawal of funds, if it was not done earlier. | The Company aims to approve the withdrawal of funds within 72 hours from the time of ordering, or from the time of confirmation of the withdrawal of funds, if it was not done earlier. |
| In the unlikely event that the Company needs to carry out additional checks and verifications, that period may be extended. | In the unlikely event that the Company needs to conduct additional checks and verifications, that period may be extended. |
| For security reasons withdrawals of funds are not carried out on weekends. | For security reasons, withdrawals of funds are not processed on weekends. |
| The maximum processing time for a withdrawal request is up to 7 business days. | The maximum processing time for a withdrawal request is up to 7 working days. |
| Note that the Company has no full control of this process as the processing is carried out by the payment method providers. | Please note that the Company does not have complete control over this process as the processing is handled by the payment method providers. |
| The Company cannot guarantee the successful execution of card payments in all cases, since banks issuing banking cards may block or reject such transactions at their discretion. | The Company cannot guarantee the successful execution of card payments in all cases, as banks issuing banking cards may block or reject such transactions at their discretion. |
| Anti-money laundering regulations and best practices impose a minimum wagering requirement for all deposits before funds can be withdrawn. | Anti-money laundering regulations and best practices impose a minimum wagering requirement for all deposits before funds can be withdrawn. |
| If the funds turnover, the aggregate bets on the account, is less than a) three times the size of the deposit for all the games, that are not mentioned in clause 'b)' of the present paragraph, b) ten times the size of the deposit for all table games, the Company has the right to cancel the payment pending the fulfillment of the turnover conditions. | If the funds turnover, the total bets on the account are less than a) three times the size of the deposit for all the games not mentioned in clause 'b)' of this paragraph, or b) ten times the size of the deposit for all table games, then the Company has the right to cancel the payment until the turnover conditions are met. |
| Jackpot amounts are calculated in Euros (EUR), regardless of the currency of the winning player's account. | Jackpot amounts are calculated in Euros (EUR), regardless of the currency of the winning player's account. |
| When a jackpot is transferred to a player's account, the jackpot is converted from the euro into the currency of the winning player's account. | When a jackpot is transferred to a player's account, the jackpot is converted from the euro into the currency of the winning player's account. |
| The Company takes the rate of such conversion from reliable public sources providing currency quotes and this rate can be adjusted by the Company. | The Company takes the rate of such conversion from reliable public sources providing currency quotes, and this rate can be adjusted by the Company. |
| Withdrawal limits does not apply for progressive jackpot. | Withdrawal limits do not apply for progressive jackpot. |
| Payouts of jackpot wins will be arranged individually depending on jackpot amounts and preferred payment method. | Payouts of jackpot wins will be arranged individually depending on jackpot amounts and preferred payment method. |
| All deposited funds are non withdrawable until they are wagered three times for slots and sport (wager x3) and ten times for all table games (wager x10). | All deposited funds are non withdrawable until they are wagered three times for pokies and sport (wager x3) and ten times for all table games (wager x10). |
| The minimum withdrawal amount is determined by the limits set by the payment providers. | The minimum withdrawal amount is determined by the limits set by the payment providers. |
| Withdrawals have to be made to the same method that you deposited with, if this is possible. | Withdrawals have to be made to the same method that you deposited with, if it's possible. |
| Payment processes, terms, availability and duration for deposit transactions may vary depending on the time, the country and the payment method used. | Payment processes, terms, availability and duration for deposit transactions may vary depending on the time, the country and the payment method used. |
| Please be advised that our Casino products are consumed instantly during gameplay. | Please be advised that our Casino products are consumed instantly during gameplay. |
| This means that as soon as you play a Game, the transaction is complete and can not be canceled. | This means that as soon as you play a Game, the transaction is complete and cannot be cancelled. |
| This means that we cannot provide refunds, returns of monies, or cancellation of the requested service when playing. | This means that we cannot provide refunds, returns of funds, or cancellation of the requested service when playing. |
| If you play a Game with real money, the money will be drawn from your Account instantly. | If you play a Game with real money, the funds will be deducted from your Account instantly. |
| Please also note that if there is a large win (EUR 5,000 or more), or jackpot win it may take longer to process the request in order to verify the win (with a third party where relevant) and to complete all required checks. | Please also note that if there is a significant win (AUD 5,000 or more), or jackpot win it may take longer to process the request in order to verify the win (with a third party where relevant) and to complete all required checks. |
| A refund request will only be considered if it is requested within the first twenty-four (24) hours of the deposit or within thirty (30) calendar days if the Player alleges that another individual has accessed his/her Player Account. | A refund request will only be considered if it is requested within the first twenty-four (24) hours of the deposit or within thirty (30) calendar days if the Player alleges that another individual has accessed their Player Account. |
| The Company aims to approve the refund within 72 hours from the moment of request. | The Company aims to approve the refund within 72 hours from the moment of request. |
| In the unlikely event that the Company needs to carry out additional checks and verifications, that period may be extended. | In the unlikely event that the Company needs to carry out additional checks and verifications, that period may be extended. |
| No refund can be completed once the given deposit (including the bonus) has been gambled through the Service Provider. | No refund can be completed once the given deposit (including the bonus) has been gambled through the Service Provider. |
| If the refund amount is less than the minimum processed by the payment provider, the company has the right to refuse the refund. | If the refund amount is less than the minimum processed by the payment provider, the company has the right to refuse the refund. |
| 8.17.2. | 8.17.2. |
| If you have funded your account with a Credit Card we reserve the right to pay all withdrawal requests up to the total amount deposited as refunds against the deposits you have made. | If you have funded your account with a Credit Card, we reserve the right to pay all withdrawal requests up to the total amount deposited as refunds against the deposits you have made. |
| If your withdrawals exceed the total amount deposited, any excess amount will be paid to you via one of our alternative methods available. | If your withdrawals exceed the total amount deposited, any excess amount will be paid to you via one of our alternative methods available. |
| Before a refund is processed all bonuses and winnings in your balance will be deducted prior to calculating the amount to be refunded. | Before a refund is processed all bonuses and winnings in your balance will be deducted prior to calculating the amount to be refunded. |
| In case any Credit Card purchases are considered to carry an unacceptable risk for security or legal reasons either by our Payment processors or by the Casino, we will initiate refunds for all such transactions back to the Credit Card, and notify all the appropriate authorities and parties. | If any purchases made with a Credit Card are deemed to pose an unacceptable risk due to security or legal concerns, either by our payment processors or by the casino, we will refund all such transactions back to the Credit Card and inform the relevant authorities and parties. |
| All costs that may occur upon refund procedure are on the player. | Any costs associated with the refund process will be the responsibility of the player. |
| 8.17.5. | 8.17.5. |
| If we mistakenly credit your Account with winnings that do not belong to you, whether due to a technical error in the pay-tables, or human error or otherwise, the amount will remain our property and will be deducted from your Account. | If we mistakenly credit your Account with winnings that do not belong to you, whether due to a technical error in the pay tables, or human error or otherwise, the amount will remain our property and will be deducted from your Account. |
| If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be available at law) constitute a debt owed by you to us. | If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be available under the law) constitute a debt owed by you to us. |
| In the event of an incorrect crediting, you are obliged to notify us immediately by email. | If there is an incorrect crediting, you are required to notify us straight away via email. |
| Actions prohibited on the Website | Prohibited actions on the Website |
| 9.1. | 9.1. |
| You acknowledge that You will not perform the following actions on the Website: | You acknowledge that you will not engage in the following actions on the Website: |
| commit illegal actions, including, but not limited to fraud, the use of stolen, duplicated or otherwise illegally obtained credit or debit card data, an attempt or intention to directly or indirectly conspire with another player during games on the Website, the use of malware, errors in our software, participation in criminal activities, including the legalization of proceeds of crime; | engage in illegal activities, including, but not limited to fraud, the use of stolen, duplicated, or otherwise illegally obtained credit or debit card data, an attempt or intention to directly or indirectly collude with another player during games on the Website, the use of malware, errors in our software, participation in criminal activities, including the legalisation of proceeds of crime; |
| commit illegal actions, including, but not limited to fraud, the use of stolen, duplicated or otherwise illegally obtained credit or debit card data, an attempt or intention to directly or indirectly conspire with another player during games on the Website, the use of malware, errors in our software, participation in criminal activities, including the legalisation of proceeds of crime; | engage in illegal activities, including, but not limited to fraud, the use of stolen, duplicated, or otherwise illegally obtained credit or debit card data, an attempt or intention to directly or indirectly collude with another player during games on the Website, the use of malware, errors in our software, participation in criminal activities, including the legalisation of proceeds of crime; |
| 393 - communicate in an offensive and / or aggressive manner, as well as use profanity, resorting to threats, humiliation or violent acts against players and employees of the Website | 393 - communicate in a disrespectful and / or aggressive manner, as well as use offensive language, resorting to threats, humiliation or violent acts against players and employees of the Website |
| 394 - copy the Website or any of its parts in any form without prior written consent from the Company. | 394 - reproduce the Website or any of its parts in any form without prior written consent from the Company. |
| Closing and deleting an account | Closing and terminating an account |
| 10.1. | 10.1. |
| You have the right to close Your account (including deleting your username and password) at any time by contacting us by e-mail: support@{domainName}. | You have the right to close your account (including deleting your username and password) at any time by contacting us by e-mail: support@{domainName}. |
| If You decide to close Your account, the Company will return the funds from Your account to You, having previously deducted the withdrawal. | If you decide to close your account, the Company will return the funds from your account to you, having previously deducted the withdrawal. |
| The Company reserves the right to suspend or completely close Your account if there is sufficient reason to believe that you are involved in any kind of fraudulent transactions while using the Casino services or using the Website, including if: | The Company reserves the right to suspend or completely close your account if there is sufficient reason to believe that you are involved in any kind of fraudulent transactions while using the Casino services or using the Website, including if: |
| - Your account is associated with an account that has been deleted. | - Your account is associated with an account that has been deleted. |
| - Your account is linked to existing blocked accounts. | - Your account is linked to existing blocked accounts. |
| 403 This gives us the right to close the account, regardless of how it was associated with them, as well as block the credentials of these accounts. | 403 This gives us the right to close the account, regardless of how it was associated with them, as well as block the credentials of these accounts. |
| 404 Except for the situations specified in the Terms, any balance on Your account will be returned to You within a certain period of time at Your request after deducting the amount that You must return to the Company. | 404 Except for the situations specified in the Terms, any balance on your account will be returned to you within a certain period of time at your request after deducting the amount that you must return to the Company. |
| 405 - You are attempting to hack into a system or conspiring. | 405 - You are attempting to hack into a system or conspiring. |
| You have intervened or otherwise manipulated the software. | You have tampered with or otherwise manipulated the software. |
| You use your account for purposes that are illegal under this law, for example, you try to access the Website from a country where participation in gambling is prohibited. | You use your account for purposes that are illegal under this law, for example, you try to access the Website from a country where participation in gambling is prohibited. |
| You post derogatory or abusive information on the Website. | You post derogatory or abusive information on the Website. |
| You violate the provisions of these Terms. | You breach the provisions of these Terms. |
| 10.3. | 10.3. |
| 10.3. | 10.3. |
| If any information that You provided is false, incomplete, inaccurate or misleading, or if the information provided during registration does not coincide with that indicated in Your identification document, this is regarded as a violation of the terms of the contract, and We are entitled to immediately close Your account and cancel all funds on the balance sheet in addition to other actions at our discretion, as well as refuse to use the services of the Website. | If any information that you provided is false, incomplete, inaccurate or misleading, or if the information provided during registration does not coincide with that indicated in your identification document, this is regarded as a violation of the terms of the contract, and we are entitled to immediately close your account and cancel all funds on the balance sheet in addition to other actions at our discretion, as well as refuse to use the services of the Website. |
| 10.4. 10.4. 99 | 10.4. 10.4. 99 |
| After closing your account, all legal obligations between you and the Company are considered terminated. | After closing your account, all legal obligations between you and the Company are considered ended. |
| The Company has the right not to pay any account balances and bonuses in this case. | The Company has the right not to pay any account balances and bonuses in this situation. |
| The Company has the right to suspend your account until you confirm that you have reached the required age. | The Company has the right to suspend your account until you confirm that you have reached the necessary age. |
| If after verification it turns out that you have not reached the Allowed Age and have completed transactions on the Website, in this case: | If after verification it turns out that you have not reached the Allowed Age and have completed transactions on the Website, in this situation: |
| - your account will be canceled; | - your account will be cancelled; |
| - any transactions will be canceled; | - any transactions will be cancelled; |
| - deposits made for the period until You have reached the Allowed Age will be returned to You; | - deposits made for the period until you have reached the Allowed Age will be returned to you; |
| - winnings will be lost, and You agree to return to the Company the amount that was withdrawn from the account. | - winnings will be lost, and you agree to return to the Company the amount that was withdrawn from the account. |
| The administration of the casino reserves the right to call its players if regarded as a necessary part of verification. | The administration of the casino reserves the right to call its players if considered a necessary part of verification. |
| The account will not be verified, and the winnings will not be processed until a conversation with the manager takes place (the call is realized via the phone number provided for the player's account). | The account will not be verified, and the winnings will not be processed until a conversation with the manager takes place (the call is made using the phone number provided for the player's account). |
| In case the phone number is invalid or missing, giving grounds to suspect fraud, the casino reserves the right to terminate the account and confiscate the winnings. | If the phone number is invalid or missing, and there are reasonable grounds to suspect fraud, the casino reserves the right to close the account and seize the winnings. |
| If the player does not pass the procedure within two weeks, the account will be permanently closed, and the winnings confiscated. | If the player does not complete the process within two weeks, the account will be closed permanently, and the winnings seized. |
| Such actions may help to reduce fraudulent actions and avoid negative practice in the future. | Such actions may help to reduce fraudulent behavior and prevent negative practices in the future. |
| In case the player has a duplicate account with bonuses, or same ID, or used a few accounts from the same browser, or same playing scheme at both accounts, the casino reserves the right to terminate such accounts and withhold the winnings. | If the player has a duplicate account with bonuses, the same ID, or has used multiple accounts from the same browser, or employed the same playing scheme on both accounts, the casino reserves the right to close such accounts and retain the winnings. |
| If a customer avails of registration free spins while his/her country differs from the IP address, the administration of the casino reserves the right to terminate such an account and withhold the winnings in order to avoid negative practices in the future. | If a customer takes advantage of registration free spins while their country differs from the IP address, the administration of the casino reserves the right to close the account and retain the winnings to prevent future negative practices. |
| If a customer or group of customers is suspected of abusing a promotion, {casinoName} reserves the right to void the bonus and any winnings. | If a customer or group of customers is suspected of exploiting a promotion, {casinoName} reserves the right to cancel the bonus and any winnings. |
| Inactive Accounts | Dormant Accounts |
| 11.1. | 11.1. |
| 99 | 99 |
| If You do not access Your account within 12 months, the Company will consider such an account as 'Dormant'. | If you do not access your account within 12 months, the Company will consider such an account as 'Dormant'. |
| If You have not accessed for 30 months, such an account will be considered 'Inactive'. | If you have not accessed for 30 months, such an account will be considered 'Inactive'. |
| Funds held in 'Inactive' accounts will be transferred to the Company's account provided for storing players' funds, or transferred to the licensing authority. | Funds held in 'Inactive' accounts will be transferred to the Company's account provided for storing players' funds, or transferred to the licensing authority. |
| If you wish to reinstate this balance, you are welcome to contact customer support at any time. | If you wish to reinstate this balance, you are welcome to contact customer support at any time. |
| By registering on the Website You must understand that participation in games is associated with the risk of losing money. | By registering on the Website you must understand that participation in games is associated with the risk of losing money. |
| The Company is attentive to the issue of responsible gaming and provides players with control methods described in section 13 below. | The Company is committed to promoting responsible gaming and provides players with control methods described in section 13 below. |
| Online casino gambling is mainly used for entertainment purposes. | Online pokies gambling is mainly used for entertainment purposes. |
| Before You start playing, it is important to realize that games should not be seen as a source of income or as a way to pay off financial debts. | Before you start playing, it is important to realise that games should not be seen as a source of income or as a way to pay off financial debts. |
| During the game, it is important to keep track of the time and amount of money spent at the online casino daily. | During the game, it is important to keep track of the time and amount of money spent at the online casino daily. |
| Temporary account lockout | Temporary account lockout |
| 13.1. | 13.1. |
| You can block an account for a certain period of time. | You can block an account for a certain period of time. |
| During such a block, You will not have the opportunity to take part in games and promotions, as well as make deposits. | During such a block, you will not have the opportunity to participate in games and promotions, as well as make deposits. |
| You can select the following blocking periods: | You can choose from the following blocking durations: |
| 1 week, 1 month, 6 months, and indefinitely. | 1 week, 1 month, 6 months, and for an indefinite period. |
| To temporarily block an account, You must write to {1>{2>support@{domainName}<2}<1}, indicating Your username and term of blocking. | To temporarily block an account, you must email {1>{2>support@{domainName}<2}<1}, stating your username and the duration of the block. |
| For perpetual blocking (with account deletion) it is necessary to write a letter to support@{domainName}, indicating Your username and block duration, as well as the reason for blocking. | To request perpetual blocking (with account deletion), you need to send an email to support@{domainName}, providing your username, block duration, and the reason for blocking. |
| If You set a temporary blocking of the account, the Company will be able to reduce its duration only 7 days after the request for reduction. | If you choose to temporarily block your account, the Company can only reduce the duration after 7 days from the request for reduction. |
| The player can also block his account without specifying a deadline, for this you need to write a letter to support@{domainName}, indicating your username. | The player can also block their account without specifying a deadline, for this you need to write an email to support@{domainName}, stating your username. |
| In this case, account unlocking is possible only upon written request from the player. | In this case, account unlocking is possible only upon written request from the player. |
| If the Company agrees, an account that is blocked without specifying a specific period of blocking will be opened 7 days after receiving a request for opening. | If the Company agrees, an account that is blocked without specifying a specific period of blocking will be opened 7 days after receiving a request for opening. |
| The Company is not responsible if you continue to deposit funds to your game account and play using previously unregistered accounts or if you open a new account with the same information entered in the registration form in another way. | The Company is not responsible if you continue to deposit funds to your game account and play using previously unregistered accounts or if you open a new account with the same information entered in the registration form in another way. |
| The rest of the funds on the user's account, with the exception of bonuses, will be transferred to your bank card, to your bank account or to your account in any payment system at the Company's discretion. | The rest of the funds on the user's account, with the exception of bonuses, will be transferred to your bank card, to your bank account or to your account in any payment system at the Company's discretion. |
| Blocking, deleting your account at {casinoName} does not mean that any of your accounts at any other online casinos operated by SoftGenius N.V. will be blocked or deleted. | Blocking, deleting your account at {casinoName} does not mean that any of your accounts at any other online casinos operated by SoftGenius N.V. will be blocked or deleted. |
| Rights to intellectual property | Rights to intellectual property |
| The Website contains various materials and tools, including technology, design, software, texts, interfaces, images, video, sound design (hereinafter 'Content'). | The Website contains various materials and tools, including technology, design, software, texts, interfaces, images, video, sound design (hereinafter 'Content'). |
| All intellectual property rights (the 'Rights') are owned by the Company. | All intellectual property rights (the 'Rights') are owned by the Company. |
| 14.2. | 14.2. |
| Since the entry into force of the Terms, the Company provides the User with a personal, limited, non-transferable, non-sublicensable revocable license that allows you to access, view and use all the offers of the Website, including participation in tournaments and the use of other services of the Website. | Since the commencement of the Terms, the Company provides the User with a personal, limited, non-transferable, non-sublicensable revocable licence that allows you to access, view and use all the offers of the Website, including participation in tournaments and the use of other services of the Website. |
| 14.3. | 14.3. |
| Players are prohibited from downloading (except when using the site correctly), copying, recording, publishing, and distributing Website Content. | Players are not allowed to download (unless using the site correctly), copy, record, publish, or distribute Website Content. |
| Any use or reproduction of the trade name, trademarks, logos or other creative materials featured on this site is prohibited. | Any use or reproduction of the trade name, trademarks, logos or other creative materials featured on this site is not allowed. |
| You will be solely responsible for any damages, costs or expenses arising out of or in connection with any prohibited activities. | You will be solely responsible for any damages, costs or expenses arising from or in connection with any prohibited activities. |
| 14.4. | 14.4. |
| You have the right to conduct live broadcasts of the game process on video hosting sites, to carry out a video recording of the game process and to post such videos to the public. | You have the right to livestream the gameplay on video hosting platforms, record videos of the gameplay, and share them publicly. |
| For this purpose, the Company grants You a revocable license to use the content of the Website at no cost. | For this purpose, the Company grants you a revocable licence to use the content of the Website at no cost. |
| The company has the right to revoke such a license at any time. | The company has the right to revoke such a licence at any time. |
| Modification Of The Term | Modification of the Term |
| 15.1. | 15.1. |
| The Company has the right to make any changes without prior notice, including: to the software, the procedure for providing services to players, requirements for players, as well as changes in accordance with current legislation. | The Company has the right to make any changes without prior notice, including: to the software, the procedure for providing services to players, requirements for players, as well as changes in accordance with current legislation. |
| All changes take effect after posting a new edition of the Terms on the Website. | All changes take effect after posting a new edition of the Terms on the Website. |
| Each player is solely responsible for reviewing the current Terms. | Each player is solely responsible for reviewing the current Terms. |
| The Company reserves the right at any time and without prior notice to make changes, edit, update and change any Terms for a number of reasons, including commercial, legal (in accordance with new laws or regulations), as well as for reasons related to customer service. | The Company reserves the right at any time and without prior notice to make changes, edit, update and change any Terms for a number of reasons, including commercial, legal (in accordance with new laws or regulations), as well as for reasons related to customer service. |
| The Terms shall come into effect on September 20, 2022 onwards. | The Terms shall come into effect on 20th September 2022 onwards. |
| In the event inconsistency of the textual content between different language versions, the English version of the website will prevail. | In the event of inconsistency of the textual content between different language versions, the English version of the website will prevail. |
| In the event that the changes can significantly affect the previously established rights and obligations of the player, the Company will notify of such changes before their entry into force. | If the changes can significantly affect the player's previously established rights and obligations, the Company will notify them before the changes take effect. |
| In case of Your disagreement with the changes, You can stop using the Website and / or close your account by following the conditions of paragraph 13.4. of these Terms. | If you disagree with the changes, you can stop using the Website and / or close your account by following the conditions of paragraph 13.4. of these Terms. |
| Upon the entry into force of the revised Terms, Your continued use of any part of the Website will automatically be considered as acceptance and acceptance of the revised Terms, including also (for the avoidance of doubt) any additions, deletions, replacements or other changes in identifying information relating to the Company mentioned in clause 2.1 of these Terms. | Upon the commencement of the updated Terms, Your ongoing usage of any section of the Website will be deemed as an automatic acceptance of the revised Terms, which also encompasses (to avoid any confusion) any additions, removals, substitutions or other modifications in identifying information pertaining to the Company mentioned in clause 2.1 of these Terms. |
| Changes to the Website | Modifications to the Website |
| 16.1. | 16.1. |
| We have the right, at our discretion, at any time to correct or supplement any service that is offered on our Website as part of the updating of the Website, and also to stop and / or change any games or game events offered on the Website. | We have the right, at our discretion, at any time to correct or supplement any service that is offered on our Website as part of the updating of the Website, and also to stop and/or change any games or game events offered on the Website. |
| Payment of taxes | Payment of taxes |
| 17.1. | 17.1. |
| If necessary, You must declare and pay all taxes, duties or fees applicable to Your deposits, winnings, bonuses, earnings and, in general, any amount taken into account by You at any time in Your account, and You guarantee and acknowledge that the Company will not be responsible for such taxes, duties or charges. | If required, you must declare and pay any applicable taxes, duties or fees on your deposits, winnings, bonuses, earnings, and any other amounts considered in your account, and you guarantee and acknowledge that the Company will not be liable for those taxes, duties or charges. |
| Limitation of liability and system, software failures and errors | Limitation of liability for system, software failures, and errors |
| 18.1. | 18.1. |
| You are aware of the fact that gambling on the site can lead to the loss of money. | You are aware that betting on the website can result in the loss of money. |
| The Company is not responsible for any possible financial damages arising from the use of the website. | The Company is not liable for any potential financial losses that may occur from the use of the website. |
| You hereby agree to fully indemnify and hold harmless Casino, its directors, employees, partners and service providers from and against any costs, expenses, losses, damages, claims and liabilities, regardless of cause that may arise in connection with your use of the Site or participation in the Games. | By using the Site or participating in the Games, you agree to indemnify and release Casino, its directors, employees, partners, and service providers from any expenses, losses, damages, claims, and liabilities, regardless of cause, that may arise. |
| You acknowledge that the Casino will be the final decision maker if you have breached the Casino Terms & Conditions in a way that results in your suspension or permanent ban from participation on the Site. | You acknowledge that the Casino will have the final say if you have violated the Casino Terms & Conditions in a manner that leads to your suspension or permanent exclusion from participating on the Site. |
| The casino is not a financial institution and thus should not be treated as such. | The casino is not a financial institution and should not be regarded as one. |
| Your account will not bear any interest and no conversion or exchange services (including fiat-crypto exchange) will be offered at any time. | Your account will not accrue any interest, and no conversion or exchange services (including fiat-crypto exchange) will be available at any time. |
| The Company, its employees, partners and suppliers of Casino: The Company, its employees, partners and suppliers of Casino: | The Company, its employees, partners and suppliers of the Casino: The Company, its employees, partners and suppliers of the Casino: |
| Do not guarantee that the presented games are error-free; | Cannot guarantee that the presented games are error-free; |
| Do not guarantee that the services of Casino will be available without interruption; | Cannot guarantee that the services of Casino will be available without interruption; |
| Are not responsible for any loss, whether direct or indirect, caused by the use of website and participation in games | Are not responsible for any loss, whether direct or indirect, caused by the use of website and participation in games |
| Should you become aware of any possible errors or incompleteness in the software, you agree to refrain from taking advantage of them. | If you become aware of any possible errors or incompleteness in the software, you agree to refrain from taking advantage of them. |
| Moreover, you agree to report to the Casino any error or incompleteness immediately. | Furthermore, you agree to report any error or incompleteness to the Casino right away. |
| Should you fail to fulfill such obligations, the Casino has a right to full compensation for all costs related to the error or incompleteness, including any costs incurred in association with the respective error/incompleteness and the failed notification. | If you fail to fulfill these obligations, the Casino is entitled to receive full compensation for all costs associated with the error or incompleteness, including any costs incurred in relation to the respective error/incompleteness and the unsuccessful notification. |
| Please note that if you requested a withdrawal, but the total amount of bets made since the last deposit is less than three (3) times the size of that deposit, the Casino reserves the right to charge you the costs of transaction processing for deposit and withdrawals. | Please be aware that if you requested a withdrawal, but the total amount of bets made since the last deposit is less than three (3) times the size of that deposit, the Casino reserves the right to charge you the costs of transaction processing for deposit and withdrawals. |
| This decision is at the sole discretion of the Casino. | This decision is at the sole discretion of the Casino. |
| You understand and agree that any bets made during system malfunction or failure of the game are considered invalid. | You understand and agree that any bets made during system malfunction or failure of the game are considered invalid. |
| All funds and winnings received as a result of these bets should be written off. | All funds and winnings received as a result of these bets should be voided. |
| You agree not to harm the Company, its officers, directors, partners and service providers, not to make any kind of lawsuits and claims, agree to fully compensate all costs, expenses caused by the use of the Company's website and participation in games. | You agree not to harm the Company, its officers, directors, partners and service providers, not to initiate any legal proceedings and claims, and agree to fully reimburse all costs and expenses incurred due to the use of the Company's website and participation in games. |
| If the system crashes or an error occurs in the game (deviation from the normal game logic for any reason), the Company will take all measures to correct the situation as soon as possible, but declares that the Company is not responsible for any components and software, for malfunctions, for interruptions or loss of Internet connection or for any other technical errors that may restrict the player's access to the Website or prevent the player from playing smoothly. | If the system crashes or an error occurs in the game (deviation from the normal game logic for any reason), the Company will take all measures to rectify the situation as quickly as possible, but declares that the Company is not liable for any components and software, for malfunctions, for interruptions or loss of Internet connection or for any other technical errors that may inhibit the player's access to the Website or hinder smooth gameplay. |
| If the system crashes or an error occurs in the game (deviation from the normal game logic for any reason), the Company will take all measures to correct the situation as soon as possible, but declares that the Company is not responsible for any components and software, for malfunctions, for interruptions or loss of Internet connection or for any other technical errors that may restrict the player's access to the Website or prevent the player from playing smoothly. | If the system crashes or an error occurs in the game (deviation from the normal game logic for any reason), the Company will take all measures to rectify the situation as quickly as possible, but declares that the Company is not liable for any components and software, for malfunctions, for interruptions or loss of Internet connection or for any other technical errors that may inhibit the player's access to the Website or hinder smooth gameplay. |
| When using the services of the Website, circumstances may arise in which the bet was accepted or the payment was made with errors on the part of the Company (for example, incorrect setting of the conditions for game bets on our part due to an error, omission when entering information, due to a computer failure or an error made by us in calculating the number of winnings / returns due to you, including due to incorrect data entry manually or automatically). | When using the services of the website, there may be situations where the bet was accepted or the payment was made with errors on the part of the Company (e.g., incorrect setting of conditions for game bets on our part due to an error, omission when entering information, computer failure, or an error made by us in calculating the number of winnings/returns due to you, including incorrect manual or automatic data entry). |
| The company has the right to limit or cancel any such bid at its discretion. | The company has the right to restrict or cancel any such bid at its discretion. |
| We are not responsible for all those losses or losses that you or a third party may suffer as a result of malfunctions of information technology tools caused by attacks, viruses or other technologically harmful materials when using the Website and/or downloading materials contained on the Website, and/or links located on the Website. | We are not responsible for any losses or damages that you or a third party may suffer as a result of malfunctions of information technology tools caused by attacks, viruses, or other technologically harmful materials when using the Website and/or downloading materials contained on the Website, and/or links located on the Website. |
| Complaints and notices | Complaints and notifications |
| Our goal is to provide the best customer experience in the industry, so we hope you have no complaints. | Our aim is to provide the best customer experience in the industry, so we hope you have no issues. |
| You can contact our customer support service if you want to ask a question or make a complaint about our services. | You can contact our customer support service if you want to ask a question or make a complaint about our services. |
| If you need to file a claim relating to the work of the Website, please contact our customer support without delay by following the instructions located on the Website. | If you need to make a claim relating to the work of the Website, please contact our customer support without delay by following the instructions located on the Website. |
| Complaints are processed in the Support Department and forwarded to the Casino administration in case the staff of the Support Division cannot immediately resolve this situation. | Complaints are processed in the Support Department and forwarded to the Casino administration in case the staff of the Support Division cannot immediately resolve this matter. |
| The player will be informed of the status of complaint processing. | The player will be informed of the status of complaint processing. |
| If the dispute is not resolved at the casino management level, you may forward this complaint to {1>{2>https://licensing.gaming-curacao.com/<2}<1} | If the dispute is not resolved at the casino management level, you may forward this complaint to {1>{2>https://licensing.gaming-curacao.com/<2}<1} |
| 19.2. | 19.2. |
| The complaint must contain clear and unequivocal information about the User's identity and shall give all the relevant details that gave rise to the complaint | The complaint needs to include clear and unambiguous information about the User's identity and provide all the relevant details that caused the complaint |
| - Account username | - Username for the account |
| - Full name as registered on the account | - Full name as registered for the account |
| - Send the complaint from the registered email address | - Submit the complaint from the email address registered for the account |
| - Email subject to contain Complaint reason | - Email subject should state the reason for the complaint |
| - A detailed description/explanation of the complaint/claim | - Provide a detailed description/explanation of the complaint/claim |
| Specific dates and times associated with the complaint | Specific dates and times associated with the complaint |
| 19.3. | 19.3. |
| The Customer Support Team will provide an initial response to your query, and we will inform you of the outcome of your complaint within 10 (ten) days of receiving it. | Our Customer Support Team will respond to your query initially, and we will notify you of the outcome of your complaint within 10 (ten) days of receiving it. |
| In the event that the nature of the investigation is such that more time is necessary to complete it, this period may be extended further. | If the investigation requires more time to be completed, this period may be further extended. |
| 19.4. | 19.4. |
| You acknowledge and agree that our records will be the final authority in determining the terms and circumstances of your participation in the relevant online gaming activity and the results of that participation. | You acknowledge and agree that our records will be the ultimate authority in determining the terms and conditions of your involvement in the relevant online gaming activity and the outcome of that participation. |
| Where we wish to contact you regarding a dispute, we will do so using any of the contact details provided in your player account. | If we need to get in touch with you regarding a dispute, we will do so using any of the contact details provided in your player account. |
| You realize that the result of games on the Website is determined by our random number generator, which generates events randomly. | You realise that the outcome of games on the Website is determined by our random number generator, which generates events randomly. |
| You accept the results of all games. | You accept the outcomes of all games. |
| In case there are differences between the game results on your computer and on our server, the results on our server shall be final and undeniable. | If there are discrepancies between the game outcomes on your computer and on our server, the results on our server will be final and indisputable. |
| We use Your contact information when there is a need to contact You regarding this dispute. | We use your contact information when there is a need to contact you regarding this dispute. |
| Your account balance is the amount currently held on the Company's server, even if it is different from what is actually displayed on your screen. | Your account balance is the amount currently held on the Company's server, even if it differs from what is actually displayed on your screen. |
| This decision is final and incontestable. | This decision is final and cannot be contested. |
| Any amounts lost as a result of a human or mechanical error, are not subject to recovery. | Any amounts lost due to a human or mechanical error are not recoverable. |
| Applicable law and dispute resolution | Applicable law and resolution of disputes |
| These Terms shall be governed by and construed in accordance with the laws of the Curacao. | These Terms shall be governed by and construed in accordance with the laws of Curacao. |
| You agree with the exclusive (sole) right of the courts of the Curacao jurisdiction to settle any disputes (including claims for compensation and counterclaims) that may arise in connection with the creation, lawfulness, result, interpretation or action of legal relations established by the Terms. | You agree with the exclusive (sole) right of the courts of the Curacao jurisdiction to settle any disputes (including claims for compensation and counterclaims) that may arise in connection with the creation, lawfulness, result, interpretation or action of legal relations established by the Terms. |
| Crypto Payments | Crypto Payments |
| 21.1. | 21.1. |
| Deposits and withdrawals can also be made in cryptocurrency, but you may not be allowed to place bets in cryptocurrency. | Deposits and withdrawals can also be made in cryptocurrency, but you may not be allowed to place bets in cryptocurrency. |
| 21.2. | 21.2. |
| We do not guarantee and are not responsible for the availability of third party payments services providers available on the Website. | We do not guarantee and are not responsible for the availability of third-party payment service providers available on the Website. |
| Cryptocurrency transactions might not be available, may be interrupted, delayed or suspended due to failures, errors, omissions or loss of transmitted information that is beyond our control. | Cryptocurrency transactions might not be available, may be interrupted, delayed or suspended due to failures, errors, omissions or loss of transmitted information that is beyond our control. |
| Cryptocurrency transactions are final once initiated and cannot be cancelled or refunded due to the nature of cryptocurrency network. | Cryptocurrency transactions are final once initiated and cannot be cancelled or refunded due to the nature of cryptocurrency network. |
| All deposits via coinspaid.com will be automatically converted into customers' account currency (ie. EUR) during the deposit process and credited to customers' account in fiat currency. | All deposits via coinspaid.com will be automatically converted into customers' account currency (i.e., AUD) during the deposit process and credited to customers' account in fiat currency. |
| We are not responsible for any possible exchange fluctuations during the deposit process and it is customers' responsibility to ensure that provided exchange rates by coinspaid.com are acceptable. | We are not responsible for any potential exchange rate fluctuations during the deposit process, and it is the customer's responsibility to ensure that the exchange rates provided by coinspaid.com are acceptable. |
| Due to the nature of cryptocurrency such transactions might not be instant and the customer might receive higher or lower amount in fiat currency. | Due to the nature of cryptocurrency, these transactions may not be immediate, and the customer may receive a higher or lower amount in fiat currency. |
| We are not responsible for any such fluctuations. | We are not responsible for any such market fluctuations. |
| Exchange rates for crypto currencies can be viewed at the address coinspaid.com. | Exchange rates for crypto currencies can be viewed at coinspaid.com. |
| Withdrawal requests via cryptocurrencies are allowed on the Website. | Withdrawal requests via cryptocurrencies are allowed on the Website. |
| You may request a withdrawal to preferred cryptocurrency offered on the Website. | You may request a withdrawal to your preferred cryptocurrency offered on the Website. |
| The conversion from fiat currency to cryptocurrency occurs during the approval of such request (subject to anti-fraud, AML and various other administrative checks). | The conversion from fiat currency to cryptocurrency occurs during the approval of such request (subject to anti-fraud, AML and various other administrative checks). |
| Please be aware that there might be fluctuations in exchange rates between the approval of given transaction and the crypto funds reaching your account balance. | Please note that there may be fluctuations in exchange rates between the approval of the transaction and the arrival of crypto funds in your account balance. |
| We are not responsible for any such fluctuations. | We do not take responsibility for any such fluctuations. |
| You acknowledge and accept all risks that are associated with cryptocurrency transactions, including and not limited to, those arising as a result of price fluctuations and in particular the irreversibility of transactions. | You acknowledge and accept all risks associated with cryptocurrency transactions, including but not limited to, those that arise due to price fluctuations and the irreversible nature of transactions. |
| You acknowledge that cryptocurrency value can change dramatically depending on the market value. | You acknowledge that cryptocurrency value can change dramatically depending on the market value. |
| 21.9. | 21.9. |
| You acknowledge that due to cryptocurrency exchange rate updates the cryptocurrency price for each potential cryptocurrency transaction may change and you undertake to track these changes independently. | You acknowledge that due to cryptocurrency exchange rate updates, the cryptocurrency price for each potential cryptocurrency transaction may change and you undertake to track these changes independently. |
| 21.10. | 21.10. |
| There are different types of cryptocurrencies might be available. | There may be different types of cryptocurrencies available. |
| You acknowledge that third party payments services providers may apply restrictions to cryptocurrency transactions, including limits to the amount of cryptocurrency that you may deposit or withdraw per transaction. | You acknowledge that third-party payment service providers may impose restrictions on cryptocurrency transactions, including limits on the amount of cryptocurrency that you may deposit or withdraw per transaction. |
| Fees, applicable to cryptocurrency transactions, are introduced and charged directly by cryptocurrency payments providers in accordance with their terms and conditions. | Fees applicable to cryptocurrency transactions are established and levied directly by cryptocurrency payment providers in accordance with their terms and conditions. |
| A transaction fee will be added by the cryptocurrency network to the total cost of cryptocurrency transaction. | The cryptocurrency network will add a transaction fee to the total cost of the cryptocurrency transaction. |
| Any applicable fees to be charged for the cryptocurrency transactions will be shown at the time of making a transaction, before confirmed by you. | Any applicable fees to be charged for the cryptocurrency transactions will be displayed when making a transaction, prior to your confirmation. |
| You acknowledge and accept that cryptocurrency transaction identified as potentially high-risk may be cancelled. | You acknowledge and accept that cryptocurrency transactions identified as potentially high-risk may be cancelled. |
| You acknowledge that there may be some delays from third party payments services providers, due to which your private account may not reflect changes related to transactions. | You recognise that there may be some delays from third party payments services providers, due to which your private account may not reflect changes related to transactions. |
| You undertake to refrain from using cryptocurrency as a method for deposit / withdrawal in the jurisdictions where the use of cryptocurrency is restricted or banned. | You agree to avoid using cryptocurrency as a method for deposit / withdrawal in the jurisdictions where the use of cryptocurrency is restricted or banned. |
| You acknowledge to run through any additional verification procedures as may be required due to cryptocurrency transaction. | You agree to undergo any additional verification procedures as may be required due to a cryptocurrency transaction. |
| These may include and are not limited to proof of identity and proof of address checks, suspicious transaction monitoring, AML and anti-fraud checks, any additional questions, and requests to upload particular documents. | These may include, but are not limited to, checks for proof of identity and proof of address, monitoring of suspicious transactions, AML and anti-fraud checks, any additional questions, and requests to upload specific documents. |
| Netent Games | Netent Pokies |
| {1}22.1. | {1}22.1. |
| Absolute Restriction{2} | Absolute Restriction{2} |
| Blacklisted Territories{2} | Blacklisted Territories{2} |
| All NetEnt Casino Games may not be offered in the following territories:Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, Ecuador, Ethiopia, France, Ghana, Guyana, Hong Kong, Italy, Iran, Iraq, Israel, Kuwait, Latvia, Lithuania, Mexico, Namibia, Nicaragua, North Korea, Pakistan, Panama, Philippines, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Sudan, Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, United Kingdom, United States of America, Yemen, Zimbabwe. | All NetEnt Casino Games may not be offered in the following territories: Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, Ecuador, Ethiopia, France, Ghana, Guyana, Hong Kong, Italy, Iran, Iraq, Israel, Kuwait, Latvia, Lithuania, Mexico, Namibia, Nicaragua, North Korea, Pakistan, Panama, Philippines, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Sudan, Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, United Kingdom, United States of America, Yemen, Zimbabwe. |
| Blacklisted Branded Games Territories{2} | Blacklisted Branded Games Territories{2} |
| The followed NetEnt Braded Games have some further restrictions in addition to the Blacklisted Territories set out above: | The following NetEnt Branded Games have additional restrictions in addition to the Blacklisted Territories outlined above: |
| In addition to the jurisdictions set out in paragraph 2, Planet of the Apes Video Slot must not be offered in the following territories: | In addition to the jurisdictions listed in paragraph 2, Planet of the Apes Video Pokies must not be offered in the following territories: |
| Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Turkey, Ukraine. | Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Turkey, Ukraine. |
| In addition to the jurisdictions set out in paragraph 2, Vikings Video Slot must not be offered in the following jurisdictions: | In addition to the jurisdictions set out in paragraph 2, Vikings Video Pokies must not be offered in the following jurisdictions: |
| Azerbaijan, Cambodia, Canada, China, France, India, Indonesia, Laos, Malaysia, Myanmar, Papua New Guinea, Qatar, Russia, South Korea, Thailand, Turkey, Ukraine, United States of America. | Azerbaijan, Cambodia, Canada, China, France, India, Indonesia, Laos, Malaysia, Myanmar, Papua New Guinea, Qatar, Russia, South Korea, Thailand, Turkey, Ukraine, United States of America. |
| In addition to the jurisdictions set out in paragraph 2, Narcos Video Slot must not be offered in the following territories: | In addition to the jurisdictions set out in paragraph 2, Narcos Video Pokies must not be offered in the following territories: |
| Indonesia, South Korea. | Indonesia, South Korea. |
| 22.3.4. | 22.3.4. |
| In addition to the jurisdictions set out in paragraph 2, Street Fighter Video Slot must not be offered in the following territories:Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island, Columbia, Costa Rica, Cuba, Curacao, Dominica, Dominican Republic, El Salvador, Greenland, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Martinique, Mexico, Montserrat, Navassa Island, Paraguay, Peru, Puerto Rico, Saba, Saint Barthelemy, Saint Eustatius, Saint Kitts and Nevis, Saint Lucia, Saint Maarten, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, South Korea, Suriname, Turks and Caicos Islands, United States of America, Uruguay, US Virgin Islands, Venezuela. | In addition to the jurisdictions set out in paragraph 2, Street Fighter Video Pokies must not be offered in the following territories: Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island, Colombia, Costa Rica, Cuba, Curaçao, Dominica, Dominican Republic, El Salvador, Greenland, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Martinique, Mexico, Montserrat, Navassa Island, Paraguay, Peru, Puerto Rico, Saba, Saint Barthélemy, Saint Eustatius, Saint Kitts and Nevis, Saint Lucia, Saint Maarten, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, South Korea, Suriname, Turks and Caicos Islands, United States of America, Uruguay, US Virgin Islands, Venezuela. |
| In addition to the jurisdictions set out in paragraph 2, Street Fighter Video Pokies must not be offered in the following territories: Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island. | In addition to the jurisdictions set out in paragraph 2, Street Fighter Video Pokies must not be offered in the following territories: Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island. |
| Clipperton Island | Clipperton Island |
| Columbia | Colombia |
| Costa Rica | Costa Rica |
| Cuba | Cuba |
| Curacao | Curacao |
| Dominica | Dominica |
| Dominican Republic | Dominican Republic |
| El Salvador | El Salvador |
| Greenland | Greenland |
| Grenada | Grenada |
| Guadeloupe | Guadeloupe |
| Guatemala | Guatemala |
| Guyana | Guyana |
| Haiti | Haiti |
| Honduras | Honduras |
| Jamaica | Jamaica |
| Japan | Japan |
| Martinique | Martinique |
| Mexico | Mexico |
| Montserrat | Montserrat |
| Navassa Island | Navassa Island |
| Paraguay | Paraguay |
| Peru | Peru |
| Puerto Rico | Puerto Rico |
| Saba | Saba |
| Saint Barthelemy | Saint Barthelemy |
| Saint Eustatius | Saint Eustatius |
| Saint Kitts and Nevis | Saint Kitts and Nevis |
| Saint Lucia | Saint Lucia |
| Saint Maarten | Saint Maarten |
| Saint Martin | Saint Martin |
| Saint Pierre and Miquelon | Saint Pierre and Miquelon |
| Saint Vincent and the Grenadines | Saint Vincent and the Grenadines |
| South Korea | South Korea |
| Suriname | Suriname |
| Turks and Caicos Islands | Turks and Caicos Islands |
| United States of America | United States of America |
| Uruguay | Uruguay |
| US Virgin Islands | US Virgin Islands |
| Venezuela | Venezuela |
| In addition to the jurisdictions set out in paragraph 2, Fashion TV Video Slot must not be offered in the following territories:Cuba, Jordan, Turkey, Saudi Arabia. | In addition to the jurisdictions set out in paragraph 2, Fashion TV Video Pokies must not be offered in the following territories: Cuba, Jordan, Turkey, Saudi Arabia. |
| Universal Monsters (Dracula, Creature from the Black Lagoon, Phantoms Curse and The Invisible Man) may only be played in the following territories:{2}Andorra, Austria, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Cyprus, Finland, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Liechtenstein, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Russia, San Marino, Serbia, Slovakia, Slovenia, Turkey and Ukraine. | Universal Monsters (Dracula, Creature from the Black Lagoon, Phantoms Curse and The Invisible Man) can only be played in the following locations: Andorra, Austria, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Cyprus, Finland, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Liechtenstein, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Russia, San Marino, Serbia, Slovakia, Slovenia, Turkey and Ukraine. |
| We want you to enjoy your experience on our website while remaining aware of the social and financial harms associated with problem gambling. | We want you to enjoy your experience on our website while also being mindful of the social and financial harm associated with problem gambling. |
| You understand that when you are playing games of chance that involve money, you too can lose money. | You understand that when you are playing games of chance that involve money, you too can potentially lose money. |
| Gambling may be addictive and harmful if not controlled and kept in moderation. | Gambling can be addictive and detrimental if not properly controlled and maintained in moderation. |
| Please play responsibly. | Please gamble responsibly. |
| If you are concerned with your gambling activity, you can contact specialist organizations that will help you with your problem: | If you are worried about your gambling activity, you can contact specialist organisations that will assist you with your issue: |
| GamCare, GambleAware | GamCare, GambleAware |
| We offer responsible gaming measures for those Customers who wish to restrict their gambling activities on the Website. | We provide responsible gaming measures for those Customers who wish to limit their gambling activities on the Website. |
| The following responsible gaming mechanisms are available and can be accessed by contacting our Customer Support: (a) self-exclusion; (b) Cool Down period; (c) financial limits on deposits and losses; (d) limits on session time; | The following responsible gaming mechanisms are available and can be accessed by contacting our Customer Support: (a) self-exclusion; (b) Cool Down period; (c) financial limits on deposits and losses; (d) limits on session time; |
| If you wish to be self-excluded from our Website, you should request it by contacting our Customer Support. | If you wish to be self-excluded from our Website, you should request it by contacting our Customer Support. |
| Self-exclusion will prevent you from using your Player Account for indefinite period. | Self-exclusion will prevent you from using your Player Account for an indefinite period. |
| We will close your account and refund all the remaining balance on your account. | We will close your account and refund all the remaining balance in your account. |
| You will not be contacted by us with any offers and promotions. | You will not be contacted by us with any special deals and promotions. |
| You will not be able to reopen your Player Account. | You will not be able to reopen your Player Account. |
| Self-exclusion will only affect your Player Account with this Site (although the company determines that it is appropriate to apply self-exclusion to other companies under the same license, it may do so). | Self-exclusion will only affect your Player Account with this Site (although the company determines that it is appropriate to apply self-exclusion to other companies under the same licence, it may do so). |
| Self-exclusions can be for a set period or permanent. | Self-exclusions can be for a fixed period or permanent. |
| Any account limits and self-exclusion requests would apply only to the licensed brand you are currently a member of and do not include other sites operated by us. | Any account limits and self-exclusion requests would only apply to the licensed brand you are currently a member of and do not include other sites operated by us. |
| Players should note that we would not be made aware of any self-exclusion settings on other gambling sites. | Players should note that we would not be aware of any self-exclusion settings on other gambling sites. |
| We reserve the right to proactively set financial limits or also to self-exclude your player account where, for responsible gaming reasons, we deem it appropriate to do so and may refuse a request from you to remove or reduce this limit. | We reserve the right to proactively set financial limits or also to self-exclude your player account where, for responsible gaming reasons, we deem it appropriate to do so and may refuse a request from you to remove or reduce this limit. |
| If you need a break from gambling on the Website, you can ask us for a cool down period. | If you need a break from gambling on the Website, you can ask us for a breather. |
| Once the cool down period is requested, you will receive a confirmation from us. | Once the breather period is requested, you will receive a confirmation from us. |
| The Cool Down period is not a self-exclusion. | The Cool Down period is not a self-exclusion. |
| You can choose to impose a limit on the maximum bet amounts and losses that you may incur on our Website. | You can choose to set a restriction on the maximum bet amounts and losses that you may incur on our Website. |
| You may also choose to impose a time limit per session. | You may also choose to set a time limit per session. |
| You can change your limit at any time in your account or contact our customer service. | You can adjust your limit at any time in your account or contact our customer service. |
| Making a limit less stringent or revoking a limit takes effect after a 24-hour period. | Reducing the strictness of a limit or removing a limit takes effect after a 24-hour period. |
| This 'consideration' period will give you a chance to reconsider whether you really want to make this change. | This 'consideration' period will give you an opportunity to reconsider whether you really want to make this change. |
| Conversely, tightening a limit or increasing the duration of a limit occurs immediately after the change request is filed. | On the other hand, tightening a limit or extending its duration occurs immediately after the change request is lodged. |
| We are not responsible for refunding any funds lost between the time the limit was requested via email and the time it was processed by us. | We are not liable for refunding any funds lost between the time the limit was requested via email and the time it was processed by us. |
| Your limit will only be deemed applicable upon receipt of confirmation from customer service. | Your limit will only be considered applicable upon receipt of confirmation from customer service. |
| A fixed-term self-exclusion can only be shortened by a 24-hour consideration period (which may be extended, if appropriate, at the sole discretion of the company), and an indefinite self-exclusion can only be removed subject to a 24-hour cool-off. | A fixed-term self-exclusion can only be shortened by a 24-hour consideration period (which may be extended, if appropriate, at the sole discretion of the company), and an indefinite self-exclusion can only be removed subject to a 24-hour cooling-off period. |
| The Company reserves the right to refuse removal of a permanent self-exclusion. | The Company reserves the right to decline the removal of a permanent self-exclusion. |
| We will do our best efforts to ensure that if you have requested self-exclusion from our website, you will not be able to open a new account with us. | We will do our utmost to ensure that if you have requested self-exclusion from our website, you will not be able to create a new account with us. |
| However, in the event that you manage to create a new account by providing details other than those provided by you when registering for your Player Account, or using any similar means, you agree that we will not be liable for any losses subsequently incurred by you as a result of the use of our Services. | However, if you somehow succeed in creating a new account by providing details different from those you provided during your Player Account registration, or by using any similar methods, you acknowledge that we will not be responsible for any losses you may incur as a result of using our Services. |
| If we become aware that you have successfully opened a new account with us in this way, we reserve the right to immediately close that account and withhold any winnings and bonus funds. | If we become aware that you have successfully opened a new account with us in this manner, we reserve the right to promptly close that account and retain any winnings and bonus funds. |
| In such a scenario, we will return any Funds remaining in your account to you (less any Winnings, withdrawals and any reasonable charges) to the account from which the deposited funds were received. | In such a situation, we will refund any Funds still present in your account to you (minus any Winnings, withdrawals and any reasonable fees) to the account from which the deposited funds were received. |
| 6. | 6. |
| In the event you request an adjustment to your limits (including limits on deposits, bets and losses) or a Cool Down period: (a) the new limits are stricter than those previously imposed, or an extension of a Cool Down period - they will take effect immediately from the time of an adjustment; (b) the new limits that are less strict than those previously imposed - they will only take effect after a 24-hour period from the time of an adjustment; (c) the Cool Down period shall only be shortened after a 7-day cooling off period, unless the existing Cool Down period is due to end within that 7-day timeframe, in which case it shall remain unaltered. | If you request a change to your limits (including limits on deposits, bets, and losses) or a Cool Down period: (a) stricter limits or an extension of a Cool Down period will take effect immediately; (b) less strict limits will only take effect after a 24-hour period; (c) the Cool Down period can only be shortened after a 7-day cooling off period, unless the existing Cool Down period is due to end within that 7-day timeframe, in which case it will remain unchanged. |
| Down period is due to end within that 7-day timeframe, in which case it shall remain unaltered. | Quiet period is due to end within that 7-day timeframe, in which case it shall remain unchanged. |
| Underage play is prohibited on our Website. | Underage play is not allowed on our Website. |
| We implement various measures to ensure that children cannot use our Website, including date of birth registration upon registration. | We have implemented various measures to ensure that children cannot use our Website, including providing a date of birth during registration. |
| We also assist our customers in preventing their children entering gambling websites. | We also help our customers in preventing their children from accessing gambling websites. |
| One of the ways you can stop children accessing our Website is by use of the filtering program such as: | One of the ways you can prevent children from accessing our Website is by using a filtering program such as: |
| Net Nanny, CYBERsitter or Internet Content Rating Association. | Net Nanny, CYBERsitter or Internet Content Rating Association. |
| They will help you block certain websites and schedule your children's access to the Internet. | They will help you block certain websites and schedule your children's access to the Internet. |
| You can also keep record of the websites that your children visit during this scheduled and monitored time. | You can also keep record of the websites that your children visit during this scheduled and monitored time. |
| All capitalized terms used herein shall have the same meaning as set forth in the Terms & Conditions of the Website, unless otherwise stated. | All capitalised terms used herein shall have the same meaning as set forth in the Terms & Conditions of the Website, unless otherwise stated. |
| PrivacyPolicy | PrivacyPolicy |
| {casinoName} guarantees protection and preservation of personal data provided by users during registration and continued use of the Website: name, address, telephone number, postcode, etc. | {casinoName} ensures the protection and integrity of personal data provided by users during registration and ongoing use of the Website: name, address, phone number, postcode, etc. |
| Personal data is collected for the purpose of ensuring security, conducting communications, as well as managing the game account. | Personal data is collected to ensure security, facilitate communication, and manage the game account. |
| User data is strictly confidential and cannot be transferred to third parties. | User data is highly confidential and cannot be shared with third parties. |
| Some of this personal information, such as a way to identify you, is necessary to enter into a binding legal agreement with us, participate in the games or make payments for Services available on the Website. | Some of this personal information, such as a way to identify you, is necessary to enter into a legally binding agreement with us, participate in the games or make payments for Services available on the Website. |
| By visiting, registering or logging in to the Website and providing us with personal information, you explicitly accept and consent to SoftGenius N.V. collecting, processing and disclosing your personal information for the purposes set out in this Privacy Policy. | By visiting, registering or logging in to the Website and providing us with personal information, you explicitly accept and consent to SoftGenius N.V. collecting, processing and disclosing your personal information for the purposes set out in this Privacy Policy. |
| If you do not agree with the terms of our Privacy Policy, please do not provide any personal information to us, do not use or register on the Website. | If you do not agree with the terms of our Privacy Policy, please do not provide any personal information to us, do not use or register on the Website. |
| If you refuse or withdraw your consent, or if you choose not to provide us with any personal information, we may not be able to provide you with the Services that can be offered on our Website. | If you refuse or withdraw your consent, or if you choose not to provide us with any personal information, we may not be able to provide you with the Services that can be offered on our Website. |
| Consent can be withdrawn at any time by sending a request to support@exemple.com or deleting your account. | Consent can be withdrawn at any time by sending a request to support@exemple.com or deleting your account. |
| Please note that we may also rely on legitimate interests or fulfillment of a contract to continue processing your personal information | Please note that we may also rely on legitimate interests or fulfillment of a contract to continue processing your personal information |
| By using our Service, you are also agreeing to our Terms and Conditions. | By using our Service, you are also agreeing to our Terms and Conditions. |
| Please make sure you read and agree with our Terms and Conditions if you want to use our Services. | Please make sure you read and agree with our Terms and Conditions if you want to use our Services. |
| Any personal information provided to or gathered by us is controlled by SoftGenius N.V., a limited liability company registered under the laws of Curacao with registration number 161182 and registered address at Zuikertuintjeweg z/n (Zuikertuin Tower) Curacao, acting as a data controller. | Any personal information provided to or gathered by us is controlled by SoftGenius N.V., an Australian proprietary company registered under the laws of Curacao with registration number 161182 and registered address at Zuikertuintjeweg z/n (Zuikertuin Tower) Curacao, acting as a data controller. |
| In adherence to compliance and current GDPR regulations, player information will be retained for a period of 8 (eight) years. | To comply with relevant regulations, including GDPR, player information will be stored for a period of 8 (eight) years. |
| Personal Information we collect | Personal Information we collect |
| The personal information and data that we collect and process about you include the following: | The personal information and data that we collect and process about you include the following: |
| a) information and documents provided to us upon registration of the player account (such as name, surname, e-mail address, phone number, residential address and date of birth) and in the course of KYC & due diligence procedures | a) information and documents provided to us upon registration of the player account (such as name, surname, email address, phone number, residential address and date of birth) and in the course of KYC & due diligence procedures |
| b) information about the games you participate in via our Website | b) information about the games you participate in via our Website |
| (c) details of the transactions you carry out with us via the Website or Services | (c) details of the transactions you carry out with us via the Website or Services |
| (d) The Website visits details including, but not limited to, traffic data, location data, weblogs and other communication data; | (d) The Website visit details including, but not limited to, traffic data, location data, weblogs and other communication data; |
| (e) records of your correspondence with us, whether via the Website, live-chat, e-mail or other means of communication | (e) records of your correspondence with us, whether via the Website, live-chat, email or other means of communication |
| (f) information provided in customer surveys or other forms of customer research; | (f) information provided in customer surveys or other forms of customer research; |
| (g) any other information that you submit to us via the Website or e-mail. | (g) any other information that you submit to us via the Website or email. |
| We reserve the right to record all calls, internet communications and details of transactions you carry out through the Website. | We reserve the right to record all calls, internet communications and details of transactions you carry out through the Website. |
| How We Use Your Personal information | How We Use Your Personal information |
| We use the personal information we collect from you for a scope of different business purposes and according to different legal grounds of processing. | We use the personal information we collect from you for a range of different business purposes and in accordance with different legal grounds of processing. |
| We may collect and process your personal information for the purposes of: (a) registering you on the Website, creating your user account, creating your profile and to enable you an access and use of the Website and Services | We may collect and process your personal information for the purposes of: (a) registering you on the Website, creating your user account, creating your profile and enabling you to access and use the Website and Services |
| (b) allowing you to participate in the games available on the Website; | (b) allowing you to participate in the pokies available on the Website; |
| (c) processing your payments; | (c) processing your payments; |
| (d) providing customer service, giving you information about your account, responding to your requests; | (d) providing customer service, giving you information about your account, responding to your requests; |
| (e) improving our Services by using log information and usage information to better understand network behavior and trends, detect potential outages and technical issues; | (e) improving our Services by using log information and usage information to better understand network behaviour and trends, detect potential outages and technical issues; |
| (f) providing you with ancillary services; | (f) providing you with additional services; |
| (g) preventing, detecting and investigating fraud, security breaches, potentially prohibited or illegal activities, as well as for enforcement of law and our Terms and Conditions; | (g) preventing, detecting and investigating fraud, security breaches, potentially prohibited or illegal activities, as well as ensuring compliance with law and our Terms and Conditions; |
| (h) conducting risk assessment activity including but not limited to anti-money laundering and player protection obligations as may be required by applicable EU or regional legislation; | (h) conducting risk assessment activity including but not limited to anti-money laundering and player protection obligations as may be required by relevant EU or regional legislation; |
| (i) carrying out operations necessary to enable the foregoing | (i) carrying out operations necessary to facilitate the above |
| We may also use your personal data to inform you of changes on the Website, new services available and promotions that you may find interesting. | We may also use your personal data to notify you of changes on the Website, new services available, and promotions that you may find interesting. |
| If you do not wish to receive such direct marketing material, you may opt-out of such communications by following the instructions contained therein. | If you do not wish to receive such direct marketing material, you may opt-out of such communications by following the instructions provided. |
| We may use and publish your username and/or part of your email address and/or first name and/or first letter of last name and/or region for promotional purposes. | We may use and publish your username and/or part of your email address and/or first name and/or first initial of last name and/or region for promotional purposes. |
| You may withdraw your consent for this by contacting {1>{2>support@{domainName}<2}<1}. | You may withdraw your consent for this by contacting {1>{2>support@{domainName}<2}<1}. |
| How We Might Share Your Personal information | How We Might Share Your Personal information |
| We may share your personal information with our employees, affiliates or third party providers under certain contracts. | We may share your personal information with our staff, partners or third party providers under certain agreements. |
| This disclosure may be required for us to provide you access to our Services, to comply with our legal obligations, to enforce our Terms and Conditions, to facilitate our marketing and advertising activities, or to prevent, detect, mitigate, and investigate fraudulent or illegal activities related to our Services. | We may need to disclose this information to give you access to our Services, meet our legal obligations, enforce our Terms and Conditions, support our marketing and advertising activities, or prevent, detect, reduce, and investigate fraudulent or illegal activities associated with our Services. |
| We attempt to minimize the amount of personal information we disclose to what is directly relevant and necessary to accomplish the specified purpose. | We endeavour to minimise the amount of personal information we disclose to what is directly relevant and necessary to accomplish the specified purpose. |
| We do not sell, rent, or otherwise disclose your personal information to third parties for their marketing and advertising purposes without your consent. | We do not sell, rent, or otherwise disclose your personal information to third parties for their marketing and advertising purposes without your consent. |
| You agree that your personal data will only be disclosed to and/or processed by third parties in the following cases: | You agree that your personal data will only be disclosed to and/or processed by third parties in the following cases: |
| (a) to detect, investigate and control fraud, money laundering and terrorism funding activities (this includes but is not limited to third-party suppliers such as ID and address verification system providers, payment service providers and financial institutions, licensing bodies and other competent authorities); | (a) to identify, investigate, and manage instances of fraud, money laundering, and the financing of terrorism (this includes but is not limited to third-party suppliers such as providers of ID and address verification systems, payment service providers, and financial institutions, licensing bodies, and other relevant authorities); |
| (b) to comply with our legal and regulatory duties and responsibilities to the relevant licensing and regulatory authorities as well as all duties and responsibilities owed under any other applicable legislation; | (b) to comply with our legal and regulatory obligations to the relevant licensing and regulatory authorities as well as all obligations owed under any other applicable legislation; |
| (c) if we need to share data with our payment processors to facilitate transactions; | (c) if we need to share data with our payment processors to facilitate transactions; |
| (d) when we feel that disclosure is necessary to protect our or your safety, or the safety of others; | (d) when we feel that disclosure is necessary to protect our or your safety, or the safety of others; |
| (e) if it concerns a credit reference agency (a credit reference agency may also keep a record of such information); | (e) if it concerns a credit reference agency (a credit reference agency may also keep a record of such information); |
| (f) where we are required to do so by law; | (f) where we are required to do so by law; |
| (g) to any other third party with your prior consent to do so. | (g) to any other third party with your prior consent to do so. |
| How You Can Access, Control and Correct Your Personal Information | How You Can Access, Control and Correct Your Personal Information |
| You have the right to access your personal data that have been collected and held by us. | You have the right to access your personal data that have been collected and held by us. |
| We will provide this, free of charge in electronic format, subject to you evidencing your ID to avoid a security breach. | We will provide this, free of charge in electronic format, subject to you providing evidence of your ID to avoid a security breach. |
| You also have the right to request a correction and/or erasure of incorrect and/or inappropriate data. | You also have the right to request a correction and/or erasure of incorrect and/or inappropriate data. |
| Your request should be sent to our Customer Support at {1>{2>support@{domainName}<2}<1}. | Your request should be sent to our Customer Support at {1>{2>support@{domainName}<2}<1}. |
| It is your responsibility to maintain your personal information accurate and up to date. | It is your responsibility to keep your personal information accurate and up to date. |
| Where you have given consent to process your personal information, you have the right to withdraw this at any time. | If you've granted permission to process your personal information, you have the right to withdraw it at any time. |
| However, once you make that request, we will no longer be able to provide or continue to provide you with our Services and your player account will be closed. | However, if you make that request, we won't be able to offer or continue providing you with our Services anymore, and your player account will be closed. |
| Your personal information is essential to us not only for the purpose of providing our Services but also to comply with fraud and anti-money laundering regulations. | Your personal information is crucial to us not just for providing our Services but also to adhere to fraud and anti-money laundering regulations. |
| We may use cookies and similar technologies on our Websites and Services. | We may use cookies and similar technologies on our Websites and Services. |
| Cookies are small files containing information that is downloaded to your device when you visit our Website. | Cookies are small files containing information that is downloaded to your device when you visit our Website. |
| We use them in order to offer you an optimal and personalised customer experience, track visitors and improve our Services. | We use them in order to offer you an optimal and personalised customer experience, track visitors and improve our Services. |
| You may refuse to accept cookies by activating an appropriate setting on your Internet browser. | You may refuse to accept cookies by activating an appropriate setting on your Internet browser. |
| However, if you select this setting you may be unable to access certain parts of our Website. | However, if you select this setting you may be unable to access certain parts of our Website. |
| Unless you have adjusted your browser settings so that it will refuse cookies, our system will issue cookies when you log on to the Website. | Unless you have adjusted your browser settings so that it will refuse cookies, our system will issue cookies when you log on to the Website. |
| If you register on the Website, or if you continue using the Website, you agree to our use of cookies and similar technologies on the Website. | If you register on the Website, or if you continue using the Website, you agree to our use of cookies and similar technologies on the Website. |
| Anti-Money Laundering (AML) Compliance and fighting Transaction Frauds | Anti-Money Laundering (AML) Compliance and combating Transaction Frauds |
| Gaming environments are often targeted by those wishing to launder money. | Gaming environments are often targeted by individuals wishing to launder money. |
| The speed of transactions and use of multiple payment processing options make gaming businesses especially vulnerable to this activity. | The speed of transactions and use of multiple payment processing options make gaming businesses especially vulnerable to this kind of activity. |
| As a result we at {casinoName} are combating these threats and do our best to protect our clients from any interruptions which may occur with the website as the results of such risks. | As a result, we at {casinoName} are combatting these threats and doing our best to protect our clients from any interruptions that may occur with the website as a result of such risks. |
| The company complies with laws, regulations and guidelines to prevent money laundering and terrorist financing. | The company complies with laws, regulations and guidelines to prevent money laundering and terrorist financing. |
| Suspicious transactions will be investigated by the company and, if necessary, a suspicious transaction report will be made by the company to the relevant FIU. | Suspicious transactions will be investigated by the company and, if necessary, a suspicious transaction report will be made by the company to the relevant AUSTRAC. |
| AML/KYC Policy covers the following matters: monitoring activity, representations and warranties, prohibited jurisdictions, verification procedures (KYC), identity verification. | AML/KYC Policy covers the following matters: monitoring activity, representations and warranties, prohibited jurisdictions, verification procedures (KYC), identity verification. |
| 1. 99 | 1. 99 |
| 1.1. {casinoName} employees regularly receive training in Money Laundering indicators such as (but not limited to): | 1.1. {casinoName} employees regularly undergo training in Money Laundering indicators such as (but not limited to): |
| - Unusual Gaming Patterns; | - Unusual Gaming Patterns; |
| - Suspicious deposit and withdrawal patterns (size and frequency); | - Suspicious deposit and withdrawal patterns (amount and frequency); |
| - Reliability of Card Data; | - Reliability of Card Data; |
| - Customer verification issues and Identity Theft; | - Customer verification issues and Identity Theft; |
| - Account linkage/multiple accounting. | - Account linkage/multiple accounting. |
| All instances of suspected Money Laundering attempts must be reported to the MLRO or management, but that suspicion must not be conveyed to the customer and further actions must await consents. | All instances of suspected money laundering attempts must be reported to the MLRO or management, but that suspicion must not be conveyed to the customer and further actions must await consent. |
| 1.3. {casinoName} does not have any cash element to it, mitigating risks associated with counterfeit monies and cash money laundering. | 1.3. {casinoName} does not have any cash element to it, which reduces risks associated with counterfeit money and cash laundering. |
| 1.4. | 1.4. |
| Systems will be operating to record all transactions for an account. | Systems will be operating to record all transactions for an account. |
| These account histories will be subject to a program of regular and continual checks against fraud. | These account histories will be subject to a programme of regular and continual checks against fraud. |
| Where unusual gaming patterns and winning patterns are detected, these will also be cross-referenced to call and messaging history to ensure that staff are not colluding with customers or acting illicitly. | Where unusual gaming patterns and winning patterns are detected, these will also be cross-referenced to call and messaging history to ensure that staff are not colluding with customers or acting illicitly. |
| Company will also keep a register of those customers that it identifies as high risk or politically exposed. | Company will also keep a register of those customers that it identifies as high risk or politically exposed. |
| Those accounts will be subject to greater scrutiny and frequency of checks. | Those accounts will be subject to increased scrutiny and more frequent checks. |
| We are also implementing adequate monitoring procedures in our gaming business across equipment, people, communications and transactions. | We are also implementing appropriate monitoring procedures in our gaming business across equipment, individuals, communications and transactions. |
| Company will implement a range of measures and procedures to ensure security and safety in these areas (which includes, but not limited to staff training, call recording technologies and storing communications with clients). | The company will implement a variety of measures and procedures to ensure security and safety in these areas (which includes, but is not limited to staff training, call recording technologies and storing communications with clients). |
| Clients' representations and warranties related to Anti-Money Laundering (AML) Compliance and fighting Transaction Frauds. | Clients' representations and warranties related to Anti-Money Laundering (AML) Compliance and combating Transaction Frauds. |
| Considering the rights given to you for using the Services, you guarantee, covenant and agree to the following: | Considering the rights given to you for using the Services, you guarantee, covenant and agree to the following: |
| - your age is at least 18 years or you are of age, which is legally accepted for gambling in accordance with the legislation of your jurisdiction | - your age is at least 18 years or you are of legal age, which is legally accepted for gambling in accordance with the legislation of your jurisdiction |
| you are the lawful owner of the money on your account. | you are the legal owner of the money in your account. |
| All information provided by you to the Company during the registration process or at any time thereafter, including information as part of any payment transaction requiring money depositing, is true, valid, correct and complete and matches the name (names) on the credit/debit card(s) or in other payment accounts that are used to deposit or receive funds on your account. | All information you provide to the Company during the registration process or later, including details for any transaction involving depositing money, must be true, valid, accurate, and complete, and must match the name(s) on the credit/debit card(s) or other payment accounts used to deposit or withdraw funds from your account. |
| By accepting the Terms and Conditions you give us the right to perform periodic inspections (at our sole discretion), or checks, which may be required by third parties (including regulatory authorities) to confirm your identity and contact details ('Check'). | By accepting the Terms and Conditions, you grant us the right to conduct periodic inspections (at our sole discretion), or checks, which may be necessary for third parties (including regulatory authorities) to verify your identity and contact information ('Check'). |
| In certain circumstances, we may need to contact you and ask you to provide us with further information directly in order to complete these checks. | In certain situations, we may need to get in touch with you and request additional information directly to finalize these checks. |
| If you do not or cannot provide this information to us, we may suspend your account until you provide this information to us or permanently close your account. | If you do not or cannot provide this information to us, we may suspend your account until you provide this information to us or permanently close your account. |
| In addition, you will have to provide identification whenever you reach 500 euros (500 euros) or the equivalent thereof in cumulative deposits or withdrawals and when we suspect a player in fraudulent activity. | In addition, you will have to provide identification whenever you reach 500 euros (500 euros) or the equivalent thereof in cumulative deposits or withdrawals and when we suspect a player in fraudulent activity. |
| Acceptable documentation to complete the checks includes: a. | Acceptable documentation to complete the checks includes: a. |
| Valid and clear copy of Passport, identity document (ID) or driver's license. b. | Valid and clear copy of Passport, identity document (ID) or driver's license. b. |
| Recent utility bill (e.g., gas, phone, insurance) not older than 2 months confirming the current address of residence: the data (name, address of residence + date of issue of the document) must coincide with the data in Player's details. c. | Recent utility bill (e.g., gas, phone, insurance) not older than 2 months confirming the current address of residence: the data (name, address of residence + date of issue of the document) must coincide with the data in Player's details. c. |
| Proof of payment - subject to the deposit method used (copy of credit card used, e-wallet screenshot or recent bank statement). | Evidence of payment - subject to the deposit method used (copy of credit card used, e-wallet screenshot or recent bank statement). |
| Scanned copies are not accepted as confirmation. d. | Scanned copies are not accepted as confirmation. |
| Additional verification may be required, such as but not limited to proof of funding for e-wallet accounts (Proof of funds), selfies with an identify document and Proof of wealth (to confirm welfare of the player). | Additional verification may be required, such as, but not limited to proof of funding for e-wallet accounts (Proof of funds), selfies with an identity document, and Proof of wealth (to confirm welfare of the player). |
| During such checks we may restrict the possibility of money withdrawal from Your account. | During such checks, we may restrict the possibility of money withdrawal from your account. |
| 2.4. | 2.4. |
| 2.5. 2.5. 99 | 2.5. 2.5. 99 |
| If any information that you provided to us is false, inaccurate, misleading or otherwise incomplete, it will be in breach of contract, and we reserve the right to terminate your account immediately and/or refuse you the use of Services in addition to other measures we may choose to take in our sole discretion. | If any information that you provided to us is false, inaccurate, misleading or otherwise incomplete, it will be considered a breach of contract, and we reserve the right to immediately terminate your account and/or deny you the use of our Services, along with any other actions we may take at our discretion. |
| Prohibited jurisdictions | Restricted regions |
| 3.1. | Section 3.1. |
| You are prohibited from creating accounts and / or depositing any funds if you are located or reside in the following states: | If you are located or reside in the following states, you are not permitted to create accounts or deposit any funds: |
| You are prohibited from creating accounts and / or depositing any funds if you are located or reside in the following states: | If you are located or reside in the following states, you are not allowed to create accounts or deposit any funds: |
| Afghanistan | Afghanistan |
| Albania | Albania |
| Algeria | Algeria |
| American Samoa | American Samoa |
| Angola | Angola |
| Anguilla | Anguilla |
| Antigua & Barbuda | Antigua & Barbuda |
| Argentina | Argentina |
| Armenia | Armenia |
| Aruba | Aruba |
| Australia | Australia |
| Austria | Austria |
| Azerbaijan | Azerbaijan |
| Bahamas | Bahamas |
| Bangladesh | Bangladesh |
| Barbados | Barbados |
| Belarus | Belarus |
| Belgium | Belgium |
| Belize | Belize |
| Benin | Benin |
| Bermuda | Bermuda |
| Bhutan | Bhutan |
| Bonaire (Sint Eustatius and Saba) | Bonaire (Sint Eustatius and Saba) |
| Bosnia and Herzegovina | Bosnia and Herzegovina |
| Botswana | Botswana |
| Bouvet Island | Bouvet Island |
| British Indian Ocean Territory | British Indian Ocean Territory |
| Bulgaria | Bulgaria |
| Burkina Faso | Burkina Faso |
| Burundi | Burundi |
| Cambodia | Cambodia |
| Cameroon | Cameroon |
| Cape Verde | Cape Verde |
| Cayman Islands | Cayman Islands |
| Central African Republic | Central African Republic |
| Chad | Chad |
| Christmas Island | Christmas Island |
| Cocos (Keeling) Islands | Cocos (Keeling) Islands |
| Colombia | Colombia |
| Comoros | Comoros |
| Congo (Democratic Republic of Korea) | Congo (Democratic Republic of Korea) |
| Cook Islands | Cook Islands |
| Costa Rica | Costa Rica |
| Ivory Coast | Ivory Coast |
| Croatia | Croatia |
| Cuba | Cuba |
| Curacao | Curacao |
| Cyprus | Cyprus |
| Czech Republic | Czech Republic |
| Democratic People's Republic of Korea | Democratic People's Republic of Korea |
| Denmark | Denmark |
| Djibouti | Djibouti |
| Dominica | Dominica |
| Dominican Republic | Dominican Republic |
| Ecuador | Ecuador |
| Egypt | Egypt |
| El Salvador | El Salvador |
| Equatorial Guinea | Equatorial Guinea |
| Eritrea | Eritrea |
| Estonia | Estonia |
| Ethiopia | Ethiopia |
| Falkland Islands (Malvinas) | Falkland Islands (Malvinas) |
| Faroe Islands | Faroe Islands |
| Fiji | Fiji |
| France | France |
| French Guiana | French Guiana |
| French Polynesia | French Polynesia |
| French Southern Territories | French Southern Territories |
| Gabon | Gabon |
| Gambia | Gambia |
| Germany | Germany |
| Ghana | Ghana |
| Gibraltar | Gibraltar |
| Greece | Greece |
| Greenland | Greenland |
| Grenada | Grenada |
| Guadeloupe | Guadeloupe |
| Guam | Guam |
| Guatemala | Guatemala |
| Guinea | Guinea |
| Guinea-Bissau | Guinea-Bissau |
| Guyana | Guyana |
| Haiti | Haiti |
| Heard Island | Heard Island |
| Holy See (State of the Vatican) | Holy See (State of the Vatican) |
| Honduras | Honduras |
| Hong Kong | Hong Kong |
| Hungary | Hungary |
| Iran | Iran |
| Iraq | Iraq |
| Israel | Israel |
| Iran, Iraq, Israel, Italy, Jamaica, Jordan, Kazakhstan, Kosovo, Kuwait, Kyrgyzstan, Laos People's Democratic Republic, Latvia, Lesotho, Liberia, Libya, Lithuania, Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Montenegro, Montserrat, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Oman, Pakistan, Puerto Rico, Reunion , Romania, Rwanda, Saint Barthélemy, Saint Helena, Saint Helena, Saint Kitts & Nevis, Saint Lucia, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, San Marino, Saint Thomas and Prince, Senegal, Seychelles, Sierra Lioness, Singapore. | Iran, Iraq, Israel, Italy, Jamaica, Jordan, Kazakhstan, Kosovo, Kuwait, Kyrgyzstan, Laos People's Democratic Republic, Latvia, Lesotho, Liberia, Libya, Lithuania, Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Montenegro, Montserrat, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Oman, Pakistan, Puerto Rico, Reunion, Romania, Rwanda, Saint Barthélemy, Saint Helena, Saint Helena, Saint Kitts & Nevis, Saint Lucia, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, San Marino, Saint Thomas and Prince, Senegal, Seychelles, Sierra Leone, Singapore. |
| Afghanistan, Albania, Algeria, American Samoa, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bonaire (Sint Eustatius and Saba), Bosnia and Herzegovina, Botswana, Bouvet Island, British Indian Ocean Territory, Bulgaria, | Afghanistan, Albania, Algeria, American Samoa, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bonaire (Sint Eustatius and Saba), Bosnia and Herzegovina, Botswana, Bouvet Island, British Indian Ocean Territory, Bulgaria, |