The Result

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| original English sentence | Australian English sentence |
| What deposit methods you have on {casinoName}? | What deposit methods do you have at {casinoName}? |
| Visa | Visa |
| Mastercard | Mastercard |
| Skrill | Skrill |
| Netteler | Neteller |
| 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? |
| 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 cash out must be registered in your name. This also means you cannot 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. |
| 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. | Click on it, and you will be redirected to the page for adding 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 completed, 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 immediately, 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. |
| My games are not loading. | My pokies aren't 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 suggest refreshing the page and trying to reload the game. |
| If this action does not solve your problem, please try the following: | If this doesn't fix your issue, please try the following steps: |
| Try loading the game using a different browser (Google Chrome, Opera, Mozilla Firefox, Safari) | Try loading the pokie using a different browser (Google Chrome, Opera, Mozilla Firefox, Safari) |
| 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, we ask you to contact our support service via email at support@domainName or our Live Chat service. |
| Can I reopen my account? | Can I 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 want to reopen it, you can get in touch with our support service, and we will have a look for 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. |
| You can decline any active or pending offers directly on the offer card. | You can reject 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, simply disregard your bonus and it will expire after a predetermined period. |
| What are wagering requirements? | What are the wagering conditions? |
| 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. | A wagering requirement is something that applies to all bonuses, and it means that a bonus must be bet (played) x number of times before the bonus funds can be converted into real cash that can be withdrawn. |
| 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: |
| 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} (referred to hereafter 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 hereafter be referred to as the 'Terms'. |
| Be sure to read the Terms and Conditions before accepting them. | Make 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. | Casino 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). |
| 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. |
| 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. |
| 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}. |
| 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 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 agree to fully indemnify and hold harmless the Casino, its directors, employees, partners and service providers from any costs, expenses, losses, damages, claims and liabilities that may arise in connection with your use of the Site or participation in the Games, regardless of the cause. |
| 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 (known as the “Allowed age”). |
| 'Your Jurisdiction' means the jurisdiction in which you are domiciled, reside or work. | 'Your Jurisdiction' refers to the jurisdiction in which you are domiciled, reside or work. |
| 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 unauthorized use of the services of the Website. |
| You represent, warrant and agree that You are the rightful owner of the money in your account. | You represent, warrant and agree that you are the rightful 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. |
| 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 understand and agree that the Player is responsible for independently learning about the existing laws and regulations regarding the age limit for participating in online gambling. |
| 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 your responsibility to independently educate yourself 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 cannot offer legal advice or assurances concerning 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, Iraq | 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, Iraq |
| 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. | 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. |
| 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}. | Residents of 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 not permitted to engage 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 breaches this policy on Restricted Countries. |
| 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 regarding Restricted Countries. |
| The company may change the list of jurisdictions without prior notice. | The company may change the list of regions without 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. | By agreeing to this requirement, you undertake not to open an account or attempt to use your account if you are in any of the listed countries. |
| 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 not be available in certain regions, as per the policies of game providers, which may change periodically. |
| In order to participate in the games provided by {domainName}, you need to create an account on the Website. | To join in the games offered by {domainName}, you'll 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. | When you register on the Website, an account will be created for you, enabling you to make deposits and allowing the Company to identify each client. |
| You guarantee and hereby warrant that the data provided when opening your account is correct. | You guarantee and warrant that the information provided when opening your account is accurate. |
| To play the Games on the Site, you must be a real person. | To play the Games on the Site, you must be a genuine individual. |
| You cannot be a company or other legal entity. | You cannot be a company or any 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 an employee of the Casino or a relative of a Casino employee. |
| 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 cannot confirm the legality of the service in all jurisdictions, so it is your responsibility to ensure that accessing and using the Site complies with the relevant laws in your country. You also need to assure, guarantee, and confirm to us that gambling is legal in the territory where you live. {casinoName} completely disclaims all liability for any use of the Site, whether the service is moderated or not, to the maximum extent permitted by law. |
| 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 liability in this matter and will not refund any deposits, winnings, or losses resulting from the violation of any applicable legal provision by 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 comply at all times with their own local, national or state laws that relate 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 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. |
| 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 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 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 brought by you for any reason in relation to the foregoing will be considered invalid 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 current 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. b. | When opening an account, you must confirm that you are of legal age. |
| The data provided when opening your account is correct; c. | The data provided when opening your account is correct. |
| You are the rightful owner of the money in your Account; d. | You are the rightful owner of the money in your Account. |
| You are a resident of a jurisdiction that permits gambling; and e. | You are a resident of a jurisdiction that permits gambling. |
| The deposited money is not derived from any illegal activity. | The deposited money is not derived from any illegal activity. |
| 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 the 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 identification document and Proof of wealth (to confirm welfare of the player). |
| The name indicated during registration must correspond to your real name and must not contain errors. | The name provided during registration must match your actual name and must be free of 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 prohibited in the Email or Name field of 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 identified, support service members or other Company staff may substitute the contents of the field with neutral information. |
| In case of a repeated violation, the player's account may be blocked, and all funds confiscated. | If there is a repeated violation, the player's account may be blocked, and all funds seized. |
| 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 has the right to refuse a player to open an account without 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 while registering on the Website, you can contact the support service via email: support@domainName. |
| One player is entitled to open one account. | Each player is permitted to open 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. | Opening additional accounts for family members, or using a single IP address, computer or other device without the prior written permission of the Company is strictly prohibited. |
| All other accounts opened by you on the Website will be treated as 'duplicate' accounts. | Any other accounts you open on the Website will be regarded as 'duplicate' accounts. |
| 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 those 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 considered invalid; |
| - 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 refunded 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 need to return the funds withdrawn from the duplicate account to us. |
| 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 contact support right away. |
| 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 prohibited 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. |
| 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. | 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. |
| 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}. | Players from 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 not permitted to engage 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 withdrawals or refunds if a player breaches this policy regarding restricted countries. |
| Access to account | Access to account |
| 6.1. | 6.1. |
| 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 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. |
| The Company’s representatives do not ask users about their passwords. | The company's representatives do not ask users for 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 to ensure stable program operation and protect against viruses, spyware, and a firewall on their 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 reported 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 settlements |
| 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. |
| 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 slightly 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. |
| 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. |
| Your account is not a bank account, any type of insurance will not be available. | Your account is not a bank account, no type of insurance will 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 top up 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 managing the Player's gaming transactions, i.e., betting on games, depositing funds and withdrawing winnings. |
| The Player Account may only be used to participate in the Game Service. | The Player Account may only be used to join the Game Service. |
| 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 limit game 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 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 earn 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 segregated account and are not mixed with company funds. |
| Player funds are held in a segregated account and are not mixed with corporate funds. | Player funds are held in a segregated account and are not mixed with corporate funds. |
| 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. |
| 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 favor of payment of debt to the Company. |
| We may at any time, partially or completely (at our discretion) refuse to carry out any transaction requested by You through the Website, if You violate the Terms. | We may at any time, partially or completely (at our discretion) refuse to carry out any transaction requested by you through the Website, if you violate the Terms. |
| No deal can be considered completed until you receive confirmation from us. | No deal can be considered completed until you receive confirmation from us. |
| If you do not receive confirmation that Your transaction has been accepted, you must write to the support team. | If you do not receive confirmation that your transaction has been accepted, you must write to the support team. |
| Funds withdrawal | Funds withdrawal |
| 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 established 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 the following: |
| 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 can only withdraw funds to the same payment method (e.g., card, wallet) you used to make 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). | Our company needs to complete your identification process. Please send us a selfie or a high-resolution copy of a document (e.g., passport, ID card) that includes your photo and identifies you. |
| 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. |
| 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). | For the card number, make sure the first 6 and last 4 digits are clearly legible, while the other digits of the card number and CVV / CVC code should not be visible (covered when taking a photo of the card or edited in a graphics software). If you have an embossed card number, remember to cover the same numbers on the back of the card as on the front. |
| Your account should have enough funds to withdraw. | You need to have sufficient 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. | Our goal is to process and approve fund withdrawals within 72 hours from the time of request or confirmation, if not done earlier. |
| 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 identical content. Modify the content from US English to Australian English, retaining the original context. Maintain a friendly tone for general content, while ensuring a professional tone for legal content. Avoid excessively colloquial terms such as 'mate'. Adapt casino terminology, for example, change 'slots' to 'pokies' and 'VIP' to 'high rollers'. Provide the results in JSON format as: [ 'original English sentence':'', 'Australian English sentence':'']. |
| In the unlikely event that the Company needs to carry out additional checks and verifications, that period may be extended. | In the rare 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. | Withdrawals of funds are not processed on weekends for security reasons. |
| 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 business 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 it 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 require a minimum wagering requirement for all deposits before funds can be withdrawn. |
| 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 the preferred payment method. |
| Payouts of jackpot wins will be arranged individually depending on jackpot amounts and preferred payment method. | Jackpot winnings payouts will be arranged individually based on the amount won and the 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 cannot be withdrawn until they are wagered three times for pokies and sports (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. | If possible, withdrawals must be made to the same method used for the deposit. |
| 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 money, 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 money 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 large 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. |
| Refund Policy | Refund Policy |
| 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 request for a refund will only be considered if it is made within the first twenty-four (24) hours of the deposit or within thirty (30) calendar days if the Player claims that another person 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 time of request. |
| In the unlikely event that the Company needs to carry out additional checks and verifications, that period may be extended. | If the Company needs to perform additional checks and verifications, the duration may be extended. |
| No refund can be completed once the given deposit (including the bonus) has been gambled through the Service Provider. | Once the provided deposit (including the bonus) has been wagered through the Service Provider, no refund can be processed. |
| 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 played 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 decline the refund. |
| 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 process 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 available alternative methods. |
| 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 additional amount will be paid to you using 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, any bonuses and winnings in your balance will be subtracted before calculating the refunded amount. |
| 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 reasons, 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. |
| 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 Credit Card purchases 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 to the Credit Card and inform the relevant authorities and parties. |
| All costs that may occur upon refund procedure are on the player. | The player will be responsible for any costs incurred during the refund process. |
| 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 accidentally credit your Account with winnings that are not rightfully yours, whether due to a technical error in the pay-tables, human error, or any other reason, the amount will still belong to us and will be deducted from your Account. |
| - 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 | - communicate in a rude and aggressive manner, as well as use profanity, resorting to threats, humiliation, or violent acts against players and employees of the Website |
| - copy the Website or any of its parts in any form without prior written consent from the Company. | - 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 deleting 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: {1>{2>support@{domainName}<2}<1}. | You have the right to close your account (including deleting your username and password) at any time by contacting us via email: {1>{2>support@{domainName}<2}<1}. |
| You have intervened or otherwise manipulated the software. | You have intervened 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 violate the provisions of these Terms. |
| 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 match that indicated in your identification document, this is considered a breach of the terms of the agreement, and we have the right to promptly close your account, forfeit all funds in your account, and take other actions at our discretion, including refusing the use of the website's services. |
| 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 match that indicated in your identification document, this is considered a breach of the terms of the agreement, and we have the right to promptly close your account, forfeit all funds in your account, and take other actions at our discretion, including refusing the use of the website's services. |
| 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 terminated. |
| 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 case. |
| 10.5. | 10.5. |
| 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 required 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 case: |
| 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 procedure within two weeks, the account will be permanently closed, and the winnings seized. |
| Such actions may help to reduce fraudulent actions and avoid negative practice in the future. | Such actions may help to decrease fraudulent activities and avoid 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 used multiple accounts from the same browser, or implemented the same playing strategy 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 any future misconduct. |
| 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 invalidate the bonus and withhold any winnings. |
| Inactive Accounts | Dormant Accounts |
| 11.1. | 11.1. |
| 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 participating 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 responsible gaming and offers players control methods outlined in section 13 below. |
| Online casino gambling is mainly used for entertainment purposes. | Online casino gambling is primarily used for entertainment. |
| 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's important to understand that games should not be viewed as a source of income or a means to pay off financial debts. |
| You can select the following blocking periods: | You can choose from the following periods of suspension: |
| 1 week, 1 month, 6 months, and indefinitely. | 1 week, 1 month, 6 months, and without any set time limit. |
| To temporarily block an account, you must write to support@{domainName}, indicating your username and term of blocking. | To temporarily suspend an account, you need to email support@{domainName}, providing your username and the requested suspension duration. |
| 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 permanently block your account (including account deletion), please send a written request to support@{domainName}, including your username, requested block duration, and reason for the block. |
| 13.3. | 13th of March. |
| 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 set a temporary blocking of the account, the Company will be able to reduce its duration only 7 days after the request for reduction. |
| The player can also block his account without specifying a deadline, for this You need to write a letter to {1>{2>support@{domainName}<2}<1}, indicating Your username. | The player can also block their account without specifying a deadline, for this you need to write a letter to {1>{2>support@{domainName}<2}<1}, indicating 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. |
| 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 offerings of the Website, including participation in tournaments and the use of other services of the Website. |
| 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 offerings of the Website, including participation in tournaments and the use of other services of the Website. |
| Players are prohibited from downloading (except when using the site correctly), copying, recording, publishing, and distributing Website Content. | Players are prohibited from downloading (except when using the site correctly), copying, recording, publishing, and distributing 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 prohibited. |
| The company has the right to revoke such a license at any time. | The company has the right to cancel such a licence at any time. |
| Modification of the term | Amendment to 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 publishing 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. |
| 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 modify 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 September 20, 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 in the textual content between different language versions, the English version of the website will prevail. |
| 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 in the textual content between different language versions, the English version of the website will take precedence. |
| 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 impact the player's previously established rights and obligations, the Company will inform about these changes prior to their implementation. |
| 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 have the option to cease using the Website and/or close your account in accordance with the conditions stated in 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. | Once the revised Terms come into effect, your ongoing use of any part of the Website will be automatically regarded as acceptance and acknowledgement of the revised Terms, which also encompass any additions, deletions, replacements, or other alterations to the identifying information regarding the Company mentioned in clause 2.1 of these Terms. |
| Changes to the Website | Updates to the Website |
| 16.1. | Section 16.1. |
| 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 Pokies. |
| 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 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. |
| 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 earn any interest and no conversion or exchange services (including fiat-crypto exchange) will be provided at any time. |
| The Company, its employees, partners and suppliers of Casino: | The Company, its employees, partners and suppliers of the Casino: |
| - Do not guarantee that the presented games are error-free; | - Do not guarantee that the presented games are free from errors; |
| - Do not guarantee that the services of Casino will be available without interruption; | - Do not guarantee that the services of the 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 liable for any loss, whether direct or indirect, caused by the use of the 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 soon as possible, but states 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 restrict the player’s access to the Website or impede 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 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 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 impede the player from playing smoothly. |
| 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). | While using the services of the Website, there may be situations where the wager was accepted or the payment was made with errors on the part of the Company (for example, incorrect establishment of the conditions for game bets on our part due to an error, oversight when entering information, due to a computer failure or an error made by us in calculating the number of winnings / returns owed to you, including due to incorrect data entry manually or automatically). |
| 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). | Whilst using the services of the Website, situations may arise in which the wager was accepted or the payment was made with errors on the part of the Company (for example, incorrect configuration of the conditions for game bets on our part due to an error, oversight when entering information, due to a computer failure or an error made by us in calculating the number of winnings / returns owed to you, including due to incorrect data entry manually or automatically). |
| The company has the right to limit or cancel any such bid at its discretion. | The company reserves the right to restrict or cancel any such offer 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 liable for any losses or damages that you or a third party may incur due to IT tool malfunctions caused by attacks, viruses, or other harmful materials while using the Website, downloading materials from it, or accessing links on the Website. |
| Complaints and notices | Customer 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 get in touch with 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 regarding the work of the Website, please promptly contact our customer support by following the instructions found on the Website. |
| 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 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 additional time to be completed, the timeframe may be extended. |
| You realise that the result of games on the Website is determined by our random number generator, which generates events randomly. | You realize 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 any discrepancies between the game outcomes on your computer and our server, the results on our server will be considered final and undeniable. |
| 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. |
| 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. | The balance in your account reflects the amount currently held on the Company's server, even if it differs from what is displayed on your screen. |
| This decision is final and incontestable. | This decision is considered 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 human or mechanical error are not eligible for recovery. |
| Applicable law and dispute resolution | Relevant legislation and dispute resolution |
| 20.1. | Clause 20.1. |
| These Terms shall be governed by and construed in accordance with the laws of the Curacao. | These Terms will be governed by and interpreted in accordance with the laws of Curacao. |
| 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 be aware that there may be fluctuations in exchange rates between the approval of a given transaction and the crypto funds reaching your account balance. |
| We are not responsible for any such fluctuations. | We are not responsible for any fluctuations of this nature. |
| 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 from price fluctuations and, in particular, the irreversibility of transactions. |
| You acknowledge that cryptocurrency value can change dramatically depending on the market value. | You acknowledge that the value of cryptocurrency can change significantly based on market value. |
| 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 acknowledge that there may be some delays from third-party payment service 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 undertake to refrain from using cryptocurrency as a method for deposit / withdrawal in the jurisdictions where the use of cryptocurrency is restricted or prohibited. |
| You acknowledge to run through any additional verification procedures as may be required due to cryptocurrency transaction. | You acknowledge that you may need to undergo additional verification procedures as required for cryptocurrency transactions. |
| 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, additional questions, and requests to upload specific documents. |
| Netent Games | Netent Pokies |
| {1}22.1. | {1}22.1. |
| Absolute Restriction{2} | Absolute Restriction{2} |
| 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 set out 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. |
| MT | MT |
| 22.3.3. | 22.3.3. |
| 99 | 99 |
| 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. |
| 99 | 99 |
| 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, 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, 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) 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. |
| 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 have a great time on our website while also being mindful of the social and financial risks linked to problem gambling. |
| You understand that when you are playing games of chance that involve money, you too can lose money. | You comprehend that when you participate in games of chance that involve money, you also have the potential to lose money. |
| 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 lose money. |
| Gambling may be addictive and harmful if not controlled and kept in moderation. | Gambling can become addictive and harmful if not controlled and practiced 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 have concerns 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. |
| 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 the remaining balance on your account. |
| You will not be contacted by us with any offers and promotions. | You will not be contacted by us with any offers or 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-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 set 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 apply only 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 made 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 monetary limits or to self-exclude your player account where, for responsible gambling reasons, we consider it appropriate to do so and may decline a request from you to remove or decrease this limit. |
| If you need a break from gambling on the Website, you can ask us for a cool down period. | If you require a break from gambling on the Website, you can request a cool down period from us. |
| Once the cool down period is requested, you will receive a confirmation from us. | Once the cool down period is requested, we will send you a confirmation. |
| The Cool Down period is not a self-exclusion. | The cool down period is not considered self-exclusion. |
| The Cool Down period is not a self-exclusion. | The Cool Down period is not a voluntary 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 limit on the maximum bet amounts and losses that you may experience on our Website. |
| You may also choose to impose a time limit per session. | You may also choose to set a time restriction per session. |
| You can change your limit at any time in your account or contact our customer service. | You can modify your limit at any time in your account or get in touch with our customer service. |
| Making a limit less stringent or revoking a limit takes effect after a 24-hour period. | Making a limit less strict 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 provide you with an opportunity to reconsider whether you truly want to make this change. |
| 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're able to create a new account by giving different details than what you provided when signing up for your Player Account, or using any similar methods, you acknowledge that we won't be responsible for any losses you may experience due to the use of 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 using this method, we reserve the right to promptly close that account and retain any winnings and bonus funds. |
| 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 withhold 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 remaining in your account to you (minus any winnings, withdrawals, and applicable fees) to the account from which the deposited funds were received. |
| 6. | 6. |
| 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'. | The sentences above convey the same information. Adapt the language from US English to Australian English, while preserving the original context. Use a friendly tone for general content and a professional tone for legal content. Avoid excessively colloquial terminology like 'mate'. Adjust casino terminology, such as changing 'slots' to 'pokies' and 'VIP' to 'high rollers'. |
| 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 period of rest: (a) the new limits will be stricter than the previous ones or an extension of the rest period - they will take effect immediately from the time of the adjustment; (b) the new limits will take effect only after a 24-hour period from the time of the adjustment if they are less strict than the previous ones; (c) the rest period can only be shortened after a 7-day cooling off period, unless the current rest period is scheduled to end within that 7-day timeframe, in which case it will remain unchanged. |
| Underage play is prohibited on our Website. | Minors are not allowed to play on our Website. |
| We implement various measures to ensure that children cannot use our Website, including date of birth registration upon registration. | We take various measures to ensure that children cannot access our Website, including requesting their date of birth during registration. |
| 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 requiring date of birth registration upon registration. |
| We also assist our customers in preventing their children entering gambling websites. | We also help our customers prevent 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 way 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 specific websites and manage your children's internet access. |
| {casinoName} guarantees protection and preservation of personal data provided by users during registration and continued use of the Website: name, address, telephone number, zip code, etc. | {casinoName} ensures protection and preservation of personal information provided by users during registration and ongoing use of the Website: name, address, phone number, postcode, etc. |
| {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 safekeeping of personal information provided by users during registration and ongoing use of the Website, including 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 information is gathered to maintain security, facilitate communication, and manage the gaming account. |
| User data is strictly confidential and cannot be transferred to third parties. | User data is treated as highly confidential and will not be shared with any 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. | Certain personal information, like identification details, is required to establish a legally binding agreement with us, participate in games, or make payments for the services offered on the Website. |
| 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. | Certain personal information, such as a means of identification, is required 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 outlined 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 refrain from providing any personal information to us and avoid using or registering 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 do not agree with the terms of our Privacy Policy, please refrain from providing any personal information, using or registering 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 decline or revoke your consent, or choose not to provide us with any personal information, we may be unable to offer you the Services available on our Website. |
| Consent can be withdrawn at any time by sending a request to {1>{2>support@{domainName}<2}<1} or deleting your account. | You can withdraw your consent at any time by sending a request to {1>{2>support@{domainName}<2}<1} or by 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 be aware that we may also rely on legitimate interests or fulfilling 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 | Please be aware 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 ensure 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., 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., 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. | 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, acts as a data controller and is responsible for controlling any personal information provided to or collected by us. |
| In adherence to compliance and current GDPR regulations, player information will be retained for a period of 8 (eight) years. | To comply with current GDPR regulations, player information will be stored for a period of 8 (eight) years. |
| Personal Information we collect | Information we collect about you |
| The personal information and data that we collect and process about you include the following: | The information and data we collect and process about you include: |
| 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 |  |
| 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 according to different legal grounds of processing. |
| We may collect and process your personal information for the purposes of: | We may collect and process your personal information for the following purposes: |
| (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 | (a) registering you on the Website, creating your user account, creating your profile, and enabling you to access and use the Website and Services |
| 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 inform you of any updates on the Website, new services that are now 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 any direct marketing material, you have the option to opt-out of such communications by following the provided instructions. |
| 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 share your username and/or part of your email address and/or first name and/or first letter of your surname and/or region for promotional purposes. |
| 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 provide you with access to our Services, meet our legal obligations, enforce our Terms and Conditions, support our marketing and advertising activities, or prevent, detect, mitigate, and investigate fraudulent or illegal activities related to 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 aim to minimize the personal information we share to what is directly relevant and necessary to achieve the specified purpose. |
| 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 choose not to accept cookies by adjusting the settings 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 not be able 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 to refuse cookies, our system will provide cookies when you log in 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. | By registering on the Website or continuing to use the Website, you consent 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. | Pokies venues are often targeted by those 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 pokies venues especially vulnerable to this 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 disruptions 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 adheres to 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. | The company will investigate any suspicious transactions and, if required, report them to the relevant FIU. |
| AML/KYC Policy covers the following matters: monitoring activity, representations and warranties, prohibited jurisdictions, verification procedures (KYC), identity verification. | The AML/KYC Policy includes monitoring activities, representations and warranties, prohibited jurisdictions, KYC verification procedures, and identity verification. |
| Monitoring activity | Monitoring activity |
| MT | MT |
| Unusual Gaming Patterns; | Unusual Gaming Patterns; |
| Suspicious deposit and withdrawal patterns (size and frequency); | Suspicious deposit and withdrawal patterns (size 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. |
| 1.2. | 1.2. |
| 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 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 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 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. |
| 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 temporarily 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. | 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 engaging in fraudulent activity. |
| Acceptable documentation to complete the checks includes: a. | Acceptable documentation to complete the checks includes: |
| 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 licence. |
| 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 residential address: the data (name, residential address + date of issue of the document) must match the data in the player's details. |
| 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 Services, along with other actions we may decide to take at our sole discretion. |
| Prohibited jurisdictions | Restricted locations |
| You are prohibited from creating accounts and / or depositing any funds if you are located or reside in the following states: | You are not allowed to create accounts or deposit any funds if you are located or reside in the following states: |
| 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, Iraq, Israel, Italy | 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, 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, Holy See (State of the Vatican), Honduras, Hong Kong, Hungary, Iran, Iraq, Israel, Italy |
| 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. | 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 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. |
| 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, Iraq, Israel, Italy | 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, 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, 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), Honduras, Hong Kong, Hungary, Iran, Iraq, Israel, Italy |
| 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. | 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. |
| 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, Ukraine, 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. | 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, Ukraine, 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. |
| One of the international standards for preventing illegal activity is customer due diligence (“CDD”). | One of the international standards for preventing illegal activity is customer due diligence (“CDD”). |
| One of the international standards for preventing illegal activity is customer due diligence (“CDD”). | One of the international standards for preventing illegal activity is customer due diligence (“CDD”). |
| According to CDD, {casinoName} establishes its own verification procedures within the standards of anti-money laundering and “Know Your Customer” frameworks. | According to CDD, {casinoName} establishes its own verification procedures within the standards of anti-money laundering and “Know Your Customer” frameworks. |
| Identity verification | Identity verification |
| 2.1. {casinoName}’s identity verification procedure requires the User to provide {casinoName} with reliable documents, data or information (e.g., national ID, international passport, bank statement). | 2.1. {casinoName}’s identity verification procedure requires the User to provide {casinoName} with reliable documents, data or information (e.g., national ID, international passport, bank statement). |
| For such purposes {casinoName} reserves the right to collect User’s identification information for the AML/KYC Policy purposes. | For such purposes {casinoName} reserves the right to collect User’s identification information for the AML/KYC Policy purposes. |
| In order to verify the player's account, casino management may request documents (ID, payment systems, utility bills еtc) in English. | To verify the player's account, the casino management may request documents (ID, payment systems, utility bills etc.) in English. |
| In case the player doesn’t have an opportunity to provide documents in English, the casino reserves the right to demand video verification where the player shows his/her documents. | If the player is unable to provide documents in English, the casino reserves the right to request video verification where the player displays their documents. |
| By agreeing to these terms, you authorize us to provide your personal data to these third parties, who will keep a record of the information we provide to them. | By agreeing to these terms, you authorise us to provide your personal data to these third parties, who will keep a record of the information we provide to them. |
| 2.3. {casinoName} reserves the right to verify User’s identity in an on-going basis, especially when their identification information has been changed or their activity seemed to be suspicious (unusual for the particular User). | 2.3. {casinoName} reserves the right to verify User’s identity on an ongoing basis, especially when their identification information has been changed or their activity seemed to be suspicious (unusual for the particular User). |
| In addition, {casinoName} reserves the right to request up-to-date documents from the Users, even though they have passed identity verification in the past. | In addition, {casinoName} reserves the right to request up-to-date documents from the Users, even though they have passed identity verification in the past. |
| In addition, {casinoName} reserves the right to request up-to-date documents from the Users, even though they have passed identity verification in the past. | Additionally, {casinoName} retains the right to request current documents from Users, even if they have previously undergone identity verification. |
| 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 are unable to provide this information, we may temporarily suspend your account until this information is provided 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. | Furthermore, you will need to provide identification each time your cumulative deposits or withdrawals reach 500 euros or the equivalent amount, and when there are suspicions of fraudulent activity. |
| The administration of the casino reserves the right to call its players if regarded as a necessary part of verification. | The casino administration retains the right to contact players if it is deemed necessary for verification purposes. |
| 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 occurs (the call is made using the phone number provided on the player's account). |