

Source of Funds

Understand how to upload source of funds documents and get more information about source of funds.

Uploading Documents

As part of our commitment to make your gambling experience safer, we need to verify your source of funds. This is an important step to make sure you always have enough funds when you play with us.

Here's what you can provide:

- Latest P60
- Wage slip dating last 3 months
- Bank statement dating last 3 months
- Latest tax return
- Any other documents that you use to fund your gambling

Should you wish to share your information with us, you can send your files on our website or through secure messaging. The information that you'll provide is subject to our Privacy Policy and will be stored securely for compliance purposes.

Why is Source of Funds Important?

William Hill is committed to responsible gambling and your safety. We want your experience to be enjoyable and lessen any harm that it may bring to you.

This means that we may ask you for further information from time to time about your personal details regarding source of funds.

If you have any questions, you can message us using our website or app.

What if I Don't Provide Source of Funds?

Since source of funds is a requirement, we will reach out to you for a reminder on when you can submit it in case you missed it the first time.

If we haven't received the requested documents on the said date, then a temporary suspension will be applied to your account. You'll also be given restricted access to your account including but not limited to placing future bets and withdrawing your funds.

What's the Process for Retail?

You'll be asked to provide documents or ID via a letter in our Retail branches. If you have any questions regarding the letter given to you, please contact shophelp@williamhill.co.uk and quote the reference number found on the letter so we can assist you.

Registration and Verification

Country/Territory Restrictions - Is It Legal For Me To Bet?

Below is a list of countries for which we have partial restrictions or we're unable to accept accounts or offer any of our products or services.

Partially restricted Countries

Residents of the following countries can open an account with us. However, your access to certain products or services may be restricted. For legal reasons when travelling abroad, you may not be able to access your account.

Austria: We're no longer be able to allow residents of Austria access to our Bingo and Poker sites. However, all our other products (Live Casino, Vegas, Games and Sports) remain open for use.

Armenia: We're no longer able to allow residents of Armenia access to our Sports Betting site. However, our other products remain open for use.

Colombia: To comply with Colombian regulations, residents of Colombia can register with us at our Colombian website, williamhill.co.

Germany: Since the 15th of October 2020, our Gaming products are no longer available to customers in Germany. From the 10th of May 2022, our Sports betting offers are no longer available to customers in Germany.

Italy: To comply with Italian regulations, residents of Italy can register with us at our Italian website, williamhill.it.

Hungary: We're no longer able to allow residents of Hungary access to our Sports Betting site. However, our other products remain open for use. For more information, see our website.

Latvia: We're no longer able to allow residents of Latvia access to any William Hill sites. However, we can recommend our partner, 11.lv.

Lithuania: We're no longer able to allow residents of Lithuania access to Playtech Games. However, the rest of our Gaming and Sports products remain open for use.

Macau: We're no longer able to allow residents of Macau access to our Casino and Poker sites. However, our other products (Live Casino, Vegas, Games and Sports) remain open for use.

Slovenia: We're no longer able to allow residents of Slovenia access to our Poker site. However, our other products (Live Casino, Casino, Vegas, Games and Sports) remain open for use.

Spain: To comply with Spanish regulations, residents of Spain can register with us at our Spanish website, williamhill.es.

Sweden: To comply with Swedish regulations, residents of Sweden can register with us at our Swedish website, williamhill.se/sv.

Ukraine: From the 29th of April 2022, we've temporarily suspended our operations in Ukraine.

Fully restricted Countries

We're unable to accept accounts or offer any products/services to clients resident in these countries/territories:

Afghanistan
Aland Islands
Albania
Algeria
American Samoa
Antarctica
Australia
Bangladesh
Belarus
Belgium
Belize
Benin
Bhutan
Botswana
Bouvet Island
Brazil
British Indian Ocean Territory
Bulgaria
Burkina Faso
Burundi
Cambodia
Cameroon
Central African Republic
Chad

China
Christmas Island
Cocos (Keeling) Islands
Comoros
Congo (Republic of)
Cuba
Czech Republic
Cyprus
Democratic Republic of Congo
Denmark
Djibouti
East Timor
Equatorial Guinea
Eritrea
Estonia
Ethiopia
France
French Guiana
French Polynesia
French Southern Territories
Gabon
Gambia
Ghana
Greece
Greenland
Guadeloupe
Guam
Guinea
Guinea-Bissau
Guyana
Haiti
Heard and McDonald Islands
Hong Kong
India
Indonesia
Iran
Iraq
Israel
Ivory Coast
Kenya
Kiribati
Latvia
Lesotho
Liberia
Libya
Mali
Marshall Islands
Martinique

Mauritania
Mayotte
Metropolitan France (i.e + Corsica)
Micronesia
Mongolia
Montserrat
Myanmar
Nauru
Netherlands Antilles
Netherlands
New Caledonia
Niger
Niue
Norfolk Island
North Korea
North Macedonia (more details here)
Northern Mariana Islands
Norway (more details here)
Ontario
Palau
Palestinian Territories
Peru (more details here)
Philippines
Pitcairn
Portugal
Poland
Puerto Rico
Reunion
Romania
Russia
Rwanda
Saint Vincent and the Grenadines
Singapore
Samoa
Sao Tome and Principe
Saudi Arabia
Serbia (more details here)
Solomon Islands
Somalia
South Africa
South Georgia
St Barthelemy
St. Helena
St Martin
St. Pierre and Miquelon
Sudan
Suriname
Svalbard and Jan Mayen

Swaziland
Switzerland
Syria
Thailand
Togo
Tonga
Tokelau
Tristan da Cunha
Turkey
Tuvalu
Uganda
Uruguay
USA (including incorporated and unincorporated territories)
Vanuatu
Vatican City State (Holy See)
Venezuela (more details [here](#))
Virgin Islands (British)
Virgin Islands (USA)
Wallis and Futuna Islands
Western Sahara
Yemen
Yugoslavia

Country/Market Closure - FAQs:

Question: When and why do you close markets?

Answer: The Company keeps the right to close the market of any particular country due to regulatory restrictions and/or licensing laws in that jurisdiction. These closures may also take place as a result of a business decision. We shall inform affected players should this take place. Details on deposits, game-play and withdrawals shall also be provided in our communications.

Question: What will happen to a player account if you have to close a market due to regulatory restrictions or licensing updates in a particular country?

Answer: If we're required to close the market of a particular jurisdiction due to regulatory restrictions or licensing developments or following a decision made by the Company, we'll inform affected players. On the date of closure, players will no longer be able to deposit, place bets or play games. Unless we're restricted from doing so, we'll then allow players to log in to their account for a certain period to withdraw any remaining balance. Players who are unable to withdraw their balance within the indicated time frame will have to contact Customer Support for a withdrawal request. Funds will be credited to the player's bank account.

Question: What will happen to my balance?

Answer Your funds are always safe with us. We'll always inform you of dates and timelines for withdrawals should we have to stop operating in your country.

Question: What will happen with pending bets?

Answer: Pending bets are bets that still cannot be settled as they're placed on events that will happen after a market closure date. As a general rule, we'll try to honor pending bets - unless we're restricted from doing so due to regulatory restrictions in the particular country. Should we be allowed to honor pending bets, these will be settled as agreed once the result is known. If your pending bet wins, please contact our Customer Services Team to arrange a withdrawal of the winnings to your bank account.

Question: What will happen to my bonuses if you decide to close the market?

Answer: All unused bonuses will be lost.

Account Registration Guide

Find out how can you create your William Hill account and start betting with us below.

How can I create a new account with William Hill?

Follow these steps to create a new account with William Hill:

1. From our homepage, click the 'Join' button (in yellow) on the uppermost right corner of the page.
2. You'll be redirected to a sign up form. Just fill out the 1st page with your correct personal details (as listed), then click 'Continue'.
 - Full name
 - Date of Birth (must be 18 or over to register)
 - A valid Email Address which isn't already linked to another William Hill account
 - Mobile Number
 - Current Residential Address
3. On the next page, you can create your login details and enter a promo code. You'll need to:
 - Create a unique username and password, so only you can access your account
 - Set a security question and answer
 - Set a deposit limit
 - Add a promo code (you can check for our New Player Bonus codes online)
4. Once you're finished, double check all account details before clicking 'Agree and Join' to finish your account registration.

Your Account Registration request will be processed and your registered details will run through our automated checks. Most of the time, we'll be able to fully verify you through our automated checks. Once done, you can now use your account to play with us!

How can I verify my account?

Our customers can safely bet with us at William Hill by undergoing our Verification and Know Your Customer processes. Whenever a customer creates an account, we need to take reasonable steps to confirm you are who you say you are and you're over the age of 18.

To comply with our regulatory requirements, it's important to ensure we complete this process. In most cases, we try to complete this process in the background - however, we may need to ask customers for documents.

How can I send my documents securely?

There are 2 ways of sending your verification documents safely and securely. You can either send me your documents over secure messaging using our file sharing service, or you can send your verification documents using our Direct Secure Document Uploader, just follow these steps:

STEP 1: Enter your registered email address and username in the provided fields.

STEP 2: Click on 'Choose File' to attach your documents one by one.

STEP 3: Click 'Continue'.

STEP 4: You'll receive a confirmation message with a unique reference number.

NOTE: Once your documents have been received, we'll be in touch via email within 12 hours to confirm whether your account is ready to go.

What documents do you accept for proof of identity?

Documents we accept as proof of identity include:

- Passport
- Driver's Licence
- National ID

Other valid documents:

- Electoral ID
- Residence Permit
- Age Card
- Citizen/YOTI Citizencard (UK only)

Tips on getting it right on the first try:

1. Your ID must be valid and not expired.
2. Make sure that you and your details are clearly identifiable on your ID.
3. Your full ID must be in the shot; don't leave out or cover any of your information.
4. Your lighting must be good; in order to prevent any glare, don't use your device's flash.

What documents do you accept for proof of address and finances?

Documents we accept as proof of address and proof of finances include:

- Bank/Credit Statement
- Utility Bill

Other valid documents:

- Council Tax Bill
- Tenancy Agreement
- Insurance Policy
- Signed Credit Agreement

Tips on getting it right on the first try:

1. Your POA must be issued within the past 3 months (for UK customers only).
2. For non-UK customers, your documents must be issued within the past 6 months.
3. Make sure that details on your document (i.e name, address and issue date) are legible.
4. Your full POA must be in the shot; making sure that all edges and corners of the document are shown.
5. Your lighting must be good; in order to prevent any glare, don't use your device's flash.

Can I deposit or place bets before you verify my account?

If you're from the UK, Jersey and Gibraltar, your account will need to be verified before you can make your first deposit and bet. If you're an International customer, verification will take place when you make your first deposit and bet.

My account was already verified. Why do you need me to send more documents?

We're committed to keeping you safe. So, even if you've already provided documents in the past, we may ask for more information at a later date.

Safer Gambling

Safer Gambling Overview

Your William Hill account has several tools to help you stay in control of your play - and we encourage you to learn more about them. Our Safer Gambling Tools provide a number of options to help you stay in control.

Deposit Limits

You can set and update your deposit limits online and in our mobile app. Deposit limits include the maximum daily, weekly or monthly amount of money you can deposit into your account.

Product Blocking

If you'd like to block your access to specific products (Gaming, Poker and Bingo) you can contact us via secure messaging.

Session Time Reminders

You can set a time period for reminders to appear during gaming activity to help you track how long you've been playing.

Short Time Out

You can block access to your account if you want to stop gambling for a short period. If you'd like to set a time out online (up to 30 days), just message us here.

Self-Exclusion

If you feel you need a longer break, you can choose a full Self-Exclusion, starting from 6 months. Message us to begin the process of self-exclusion.

Account Closure

You also have an option to close your account indefinitely. If you'd like to do that, message us and we can start the process.

What is BeGambleAware?

BeGambleAware provides information, advice and directs people to support to help keep people safe from gambling harms. BeGambleAware provides information, advice and directs people to support to help keep people safe from gambling harms.

Here are their tools to help you maintain responsible gambling and keep you safe from any gambling harm:

1. Bank Blocks - For a list of financial services organisations in the UK that currently offer gambling blocks on debit cards you can visit GamCare at <https://www.gamcare.org.uk>.
2. National Gambling Helpline - GamCare operates the National Gambling Helpline and offer confidential information, advice and support for anyone harmed by gambling in Great Britain. The Helpline is open 24 hours every day on Freephone 0808 8020 133 or via Live Chat. Advisers will listen to you, they won't judge and your conversation is confidential.

3. Gamcare Forums and Chatrooms - GamCare offers a moderated online forum and daily online group chatrooms to enable those affected by gambling harms to connect with others in similar situations, share their experience and support one another.

4. National Gambling Treatment Service - The National Gambling Treatment Service is a network of organisations working together to provide confidential treatment and support for anyone experiencing gambling-related harms, free to access across England, Scotland and Wales. [Click here](#) for more information.

5. Gambling Therapy - Gambling Therapy are a global online support service, offering advice in multiple languages for people who have been adversely affected by gambling.

6. Limiting Gambling Ads - To limit your exposure in seeing gambling ads, BeGambleAware is working with social media platforms to help you minimize gambling risk through hiding or blocking any gambling related ads.

Betting Queries

Why has my bet not been settled?

Settlement usually takes no longer than 30 minutes, however on some occasions it may take slightly longer. This is because we are unable to get an official result, a loss of feed from our provider or just a technical error.

If this happens, we will be working extremely hard to make sure we settle your bet as soon as we can.

It's important your bets are settled quickly and we aim to settle In-Play bets during the event as soon as the market result is known and all other bets on confirmation of the official result.

What bet types are available and how do I place them?

You can place many different types of bets with us: singles, doubles, trebles, accumulators, forecasts/tricasts and many more.

Single Bet

A single is a bet on 1 selection in one (1) event. Your selection must be a winner to get a return.

Multiple Bets

A multiple bet is a linked series of win singles where all the return from the first selection is automatically staked on the second selection as a win single and so on until all the

selections have won, thus giving a return, or until one selection loses in which case the whole bet is lost.

If one (1) selection becomes void, returns will be settled on the remaining selections which might differ from what was originally stated in your potential returns.

Below are some examples of different types of multiple bets:

What is a Double?

A Double consists of 1 bet involving 2 selections in different events. Both must be successful to get a return. There can be no related contingency.

What is a Treble?

A Treble consists of 1 bet involving 3 selections in different events. All must be successful to get a return. There can be no related contingency.

What is an Accumulator?

An accumulator consists of 1 bet involving 4 or more selections in different events. All must be successful to get a return. An accumulator with four selections is referred to as a four-fold; an accumulator with five selections is referred to as a five-fold and so on. There can be no related contingency.

What is a related contingency?

A related contingency occurs when one part of the bet affects the outcome of the rest of the bet. For example: a double bet for Team A to win 2-0 and Team A to win the match.

If Team A wins a game 2-0 then they also win the match. The price for Team A to win 2-0 already takes this into account so the two selections cannot be combined in a multiple bet. This is one form of related contingency.

If taken in error the stake will be invested on the selection with the largest price. Where two or more selections are quoted at the largest price the stake will be divided equally between them.

However, where the related parts of the bet are resolved at different times, unless 'special double' or 'special accumulative' odds are available, bets will be settled as instructed with the odds for the second or subsequent legs being determined at each individual stage.

Sports Queries

What happens if I've picked a non-runner?

What's a non-runner?

A non-runner is when a selection is withdrawn from a particular race prior to selections going behind. If you place a bet on a horse or greyhound which doesn't run, your bet on that selection will be void. This applies to all bets placed on the race day and any bets that are stated Non-Runner Money Back.

What will happen to my single or multiple bet in the case of a non-runner?

- If you have had a single bet, you'll get your stake refunded.
- For multiple bets, your bet will stand on the remaining selections.
 - Example: If you place a treble involving three (3) selections and one (1) is a non-runner, that selection will be made void and your bet will be settled as a double on the remaining two selections.
- The same concept will apply to a multiple bet made up of a number of different individual bets.
 - Example: A Lucky 15 consists of 15 bets on 4 selections (A | B | C | D). If one of your selections is a non-runner (D), your bet will consist of:
 - 4 Singles = 3 Singles (A | B | C) and 1 void selection (D) - where 'D' is the non-runner.
 - 6 Doubles = 3 Doubles and 3 Singles (AB | AC | BC | A | B | C)
 - 4 Trebles = 1 Treble and 3 Doubles (ABC | BC | CA)
 - 1 Four Fold = 1 Treble (ABC)

Forecast Betting

- If one of the selections becomes a non-runner in a Straight Forecast bet (FC), the total stake will be placed on the other remaining selection as a win single bet at SP.
- The same concept will apply in a Combination Forecast (CFC), with any forecast containing the non-runner reverting to a win single at SP on the remaining selection.
- Example: A CFC with four (4) selections (A | B | C | D) contains 12 FC bets.
- If one (1) of the selections becomes a non-runner (D), you'll be left with six (6) FC (AB | AC | BA | BC | CA | CB) and six (6) singles (A | B | C | A | B | C).

Tricast Betting

- If one of the selections in a Tricast (TC) becomes a non-runner, the total stake will be placed on the remaining selections as a Straight Forecast bet (FC).

- Example: If your selections are A | B | C, with B being a non-runner, your bet would become a Forecast on A and C. The same principle applies to Combination Tricasts (CTC).
- Where there's more than one (1) non-runner, affected bets revert to forecasts and singles as applicable.

Tote Betting

- For Tote bets, singles will be voided.
- If you have a non-runner in a Jackpot, Scoop 6, Placepot or Quadpot bet, the selection will be placed on the unnamed favourite.
- If two or more horses are Joint Favourites (JF), the selection will be the one with the lowest racecard number.
- Non-runners in Exacta or Trifecta bets will be void.

Enhanced Accumulators

- If one of the selections contained in an enhanced accumulator is a non-runner, the bet will be settled as an SP accumulator on the remaining selections.
- Example: A Red Hot Treble with a non-runner will revert to a double settled on the SP's of the two (2) remaining selections.

Bets placed using a free bet token

- If you've placed a single bet using a free bet token, this token will be re-issued for you to re-use.
- If your token has been used to pay for a multiple bet, the bet will be settled as above.

Greyhound Racing

- Bets placed on named greyhounds will be treated as a non-runner and subject to the above terms.
- Bets placed on a trap number which is replaced by a reserve will be settled on the reserve dog.

Ante Post Betting

- Any bets placed Ante Post markets are "all in - run or not".
- This means that no Tatterstalls Rule 4 deductions apply to winning bets and that stakes are lost if your horse doesn't run.