

Terms & Conditions

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General

By accessing the services provided by the Casino, you acknowledge that it is solely your responsibility to ensure that you are familiar with and comply with the laws and regulations concerning online gambling in your jurisdiction before engaging with the Casino.

Changes to the Terms & Conditions

The Casino retains the right to alter these Terms & Conditions at its discretion.

Any such changes will be communicated to players ahead of time before they are implemented.

Players are strongly advised to regularly review the Terms & Conditions page to stay informed about any updates.

Eligibility to Play

Access to the Casino is strictly limited to players residing in jurisdictions where online gambling is legally permitted.

It is your responsibility to ensure that participating in online gambling is lawful in your location before registering or placing any wagers.

Only individuals who are 18 years of age or older, or who have reached the legal gambling age in their country of residence (whichever is greater), are permitted to play.

The Casino reserves the right to verify your age at any time and may restrict access or suspend accounts if age requirements are not met.

Game Availability

Certain games may be restricted in specific jurisdictions due to the policies of game providers.

Players who attempt to bypass regional restrictions using VPNs or other similar methods will be in violation of the terms, and any winnings obtained through such actions will be forfeited.

A comprehensive list of countries where games like NetEnt, Street Fighter, and others may be unavailable is provided. Additionally, players from certain countries are not eligible to win jackpots in specific NetEnt games.

Players from Canada are prohibited from engaging in games provided by the NYX gaming platform.

Accepted Currencies

The Casino accepts the following currencies for both deposits and withdrawals: GBP, EUR, USD, CAD, AUD, BTC, XRP, USDT, DOG, LTC, TRX.

Taxes and Fees

It is your responsibility to cover any fees, taxes, or financial obligations that arise from your winnings in accordance with the laws of your country of residence.

Game Rules

Players must ensure that they understand the rules of each game they choose to play. It is also recommended that players familiarize themselves with the theoretical return-to-player (RTP) percentage for each game before participating.

Disclaimer of Liabilities

By accepting these Terms and Conditions, you acknowledge that gambling involves financial risk and may result in the loss of funds.

The Casino is not responsible for any financial damages or losses incurred through your use of the Website.

The Casino accepts no liability for technical issues, including but not limited to hardware or software malfunctions, lost or unstable internet connections, or other disruptions that may interfere with access to the Website or the continuity of gameplay.

In the event that a wager is accepted or a payment is made in error, the Casino reserves the right to void any wagers affected by such an error or to correct the outcome by re-settling the bet under the correct terms that should have applied at the time of placement.

If your account is mistakenly credited with funds — whether due to technical error, incorrect paytables, or human mistake — such funds will remain the property of the Casino. Any such amount may be withdrawn from your account. If these funds are withdrawn before the error is identified, the value will be considered a debt owed to the Casino. You are required to inform the Casino immediately if you become aware of such an error.

The general Terms and Conditions displayed on cuppawins.com form the binding agreement between you and the Casino. Any guidance provided by our support team is intended solely for assistance and does not modify or override the official terms.

In the case of any conflict between information given by customer support and the Terms and Conditions published on cuppawins.com, the latter shall take precedence.

If discrepancies arise between versions of these Terms in different languages, the English version shall prevail.

Player Account Use

Players are only permitted to maintain one personal account. Creating multiple accounts will lead to the suspension or termination of all accounts involved. You must not grant third parties access to your account, including minors.

Any winnings or bonuses obtained through duplicate accounts will be reclaimed by the Casino. The website is intended for personal use only, and players are prohibited from using the site for any commercial gain.

Anti-Fraud Policy

The Company has a strict anti-fraud policy and utilizes various anti-fraud tools and techniques. If a player is suspected of fraudulent actions, including but not limited to:

- Participating in any form of collusion with other players,
- Developing strategies aimed at unfair winnings,
- Committing fraudulent actions against other online casinos or payment providers,
- Depositing funds from illicit sources,
- Initiating chargeback procedures with a credit card or disputing payments made,
- Creating two or more accounts,
- Any other forms of cheating,
- Declaring bankruptcy in their country of residence,

The Company reserves the right to terminate the player's account and suspend all payouts. This decision is at the sole discretion of the Company, and the player will not be notified or informed of the reasons for such actions.

The Company also reserves the right to notify the relevant regulatory authorities of the fraudulent actions.

The Casino has zero tolerance for advantage play. Any player attempting to exploit casino welcome offers or other promotions agrees that the Company reserves the right to void bonuses and any winnings obtained from such bonuses due to:

- Use of stolen cards;
- Chargebacks;
- Creating multiple accounts to benefit from casino promotions;
- Providing false registration information;
- Submitting forged documents;
- Engaging in any other actions that may harm the Casino;
- Low-risk roulette play, where bets are placed in a manner covering 25 or more of the 37 numbers on the table (e.g., betting equally on black/red or even/odd).

The Casino reserves the right to close your player account and refund the remaining balance, subject to the deduction of relevant withdrawal charges, at its absolute discretion and without prior notice.

To verify a player's account, casino management may require documents (ID, payment system details, utility bills, etc.) in Latin or Cyrillic alphabet. If a player cannot provide documents in these alphabets, the Casino reserves the right to request a video verification where the player presents their documents.

The Casino reserves the right to withhold payments if there is suspicion or evidence of system manipulation. Criminal charges may be filed against users who manipulate or attempt to manipulate the casino system. The Casino also reserves the right to terminate or modify any games or events offered on the Website.

Any deposit has to be wagered 3 times (player must place bets three times of their deposit amount) before the withdrawal of funds connected to this deposit is available. In case several deposits were made with no gaming activity, player has to wager the total amount of these

deposits prior to withdrawal. Otherwise the Casino has a right to charge a fee for the processing of deposit and withdrawal, which is at the sole decision of the Casino.

Depositing

The Website offers a variety of payment methods, including VISA and MasterCard credit and debit cards, as well as alternative payment options. You may also contact our Support team for information on payment methods available in your country of residence.

The minimum deposit amounts are as follows:

- GBP/EUR/USD/CAD/AUD: 20
- BTC: 0.0001
- TRX: 1
- XRP: 0.001
- USDT: 2
- DOGE: 1
- LTC: 0.01

The maximum deposit amount depends on the payment method used.

The Company does not accept third-party payments. You must deposit funds using a bank account, bank card, e-wallet, or other payment method registered in your name. If we determine during security checks that this condition has been violated, your winnings will be confiscated, and the original deposit will be refunded to the payment account owner. The Company is not responsible for funds lost due to third-party deposits.

Due to the nature of cryptocurrencies, deposit limits cannot be applied to deposits made through the CoinsPaid payment system. If you wish to set deposit limits for responsible gambling, please use an alternative payment method.

Withdrawal Policy

The minimal amount for withdrawal is 20 GBP/EUR/USD/CAD/AUD, 0.0002 BTC, 0.001 XRP, 5 USDT, 1 TRX, 1.0 DOGE, 0.01 LTC. The maximum amount for withdrawal depends on the payment method you use. If the requested amount exceeds the limit of a particular payment system, the amount will be withdrawn in installments.

The Casino reserves the right to check your identity prior to processing payouts and to hold any refund or withdrawals for the time needed to check your identity. In case you provide false Personal Data, the withdrawal can be refused and the Player Account terminated, of which you will be informed by email.

Please note that even for supported countries the Casino is not able to guarantee successful credit card payment processing in all cases, since banks issuing credit cards may block or reject such transactions at their own discretion.

The internal operating currency of the Website is Euro. Due to this fact, in case 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 Casino's payment processing system.

All Bank Transfer payouts are processed within 5–7 banking days. Please mind that you will not be able to request a Bank Transfer for USD payouts.

You acknowledge that withdrawals via bank transfers can in exceptional cases be subject to additional charges by the intermediary banks. These charges remain outside the influence of the Casino and are limited to the equivalent of EUR 16.

Daily withdrawal limit is 4,000 GBP/EUR/USD/CAD/AUD; weekly withdrawal limit is 8,000 GBP/EUR/USD/CAD/AUD; monthly withdrawal limit is 30,000 GBP/EUR/USD/CAD/AUD.

If you win more than 30,000 GBP/EUR/USD/CAD/AUD, the Casino reserves the right to divide the payout into monthly instalments of maximum 30,000 GBP/EUR/USD/CAD/AUD until the full amount is paid out.

Maximum cumulative profit on all Casino Games (excluding any progressive jackpot wins) in a 24 hour period by each customer shall be capped at 50,000 GBP/EUR/USD (or currency equivalent) for VIP users, and at 25,000 GBP/EUR/USD (or currency equivalent) for non-VIP users and users on a VIP trial period. If your profits exceed this sum in any 24 hour period, any additional bets or wagers made within the same period shall be void and any associated sums bet or wagered by you shall be returned to you. If a bet or wager is made by you that takes your profits over the limit within the daily period (00:00–23:59 UTC), you will be paid out up to GBP/EUR/USD 50,000 for VIP users and GBP/EUR/USD 25,000 (or currency equivalent) for non-VIP users and users on a VIP trial period, and any excess profits may, at our discretion, be voided entirely.

Finally, please keep in mind the Casino is not a financial institution. Your account will thus not bear any interest and no conversion or exchange services will be offered at any time.

Refund Requests: Refund requests must be made within 24 hours of the transaction or within 30 days if another individual accessed the user's account.

Refund Processing: Credit card refunds will be processed up to the total amount deposited. Excess amounts beyond the deposited amount will be paid via alternative methods. Bonuses and winnings will be deducted from the user's balance before processing refunds. Credit card purchases deemed high-risk may be refunded, and the appropriate authorities may be notified. Users are responsible for any costs incurred during the refund process.

Dormant Accounts

An account will be considered inactive if there has been no login activity for a period of 12 consecutive months. A monthly maintenance fee of £10 (or the equivalent) will be charged to any account with a positive balance that remains dormant. The fee will continue until the balance is exhausted or the account is reactivated.

Dispute Resolution and Complaints

If you experience any issues with payments, bonuses, or responsible gaming limits, please reach out to our Support team.

Complaints will be reviewed by our team and escalated if needed. If the issue remains unresolved, you may contact independent authorities, gaming regulators, or licensing bodies listed on the website for further assistance.

In case of any dispute between the screen results and the game server logs, the game server logs will be deemed the final authority.

Other Provisions

The Casino reserves the right to modify or discontinue any games, events, or promotional offers without prior notice.

These Terms & Conditions constitute a legally binding agreement between the Casino and its players. It is your responsibility to carefully read and adhere to the rules provided here. In the event of a conflict between these Terms and advice given by customer support, the Terms and Conditions will take precedence.