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## Rewards and Game Play Policy

Version number 1.15, last updated 31/07/2024

This Policy is an integral part of the Terms and Conditions of Use and thus come into effect with the Terms and Conditions of Use. Any general terms of the Terms and Conditions of Use shall apply to this Policy, except where explicitly excluded. Any reward you have will be subject to this policy.

1. We believe in Fair Play/Non Irregular Play, hence there are no wagering requirements on any of our rewards or offers. Since we are fair, we expect you to be too, and in order to guide you on our expectations we have prepared the following Irregular Play/Fair Play Policy. Any internal investigation which uncovers noncompliance of this Irregular Play/Fair Play Policy, which will be determined by Us in Our sole opinion, may result in the removal of funds from your balance, suspension of any current or future Reward or closure of your account and refusal of any of your future accounts. Any of the below patterns and behaviours are considered Irregular Play/Anti Fair Play
  1. Accruing OJO Plus or Unlocking Levels and receiving OJO Wheel rewards by using low risk betting patterns (low margin betting, equal betting, zero risk bets, hedge betting, doubling systems. For the avoidance of doubt this includes using low risk betting patterns either alone or by colluding with others, either on this [online casino](#) or with one party on this casino and another party on a different online casino.
  2. Utilizing or attempting to utilize our currency conversion option in order to gain rewards/offers in a stronger currencies
  3. Depositing purely to take advantage our Rewards/Offers which means attempting to withdraw without playing /risking the funds you deposited to get the reward.
  4. Accepting free bonuses/free spins/Golden Chips and trying to withdraw them without risking the reward.
  5. Colluding in any way with others in order to take advantage of Rewards or offers.
2. If, at any point in time after reading this policy something is not clear, or you would like to be blocked from receiving our Rewards and/or to have any Rewards removed from your account, please contact our Customer Support Department team before you commence play.
3. Unless otherwise stated, any free spin rewards you receive will be played with the lowest value bet on the [online slots games](#) linked to your Free Spins. In the event of any misconfiguration of your free spins package which results in the spins being a higher value we reserve the right to remove any winnings from the reward and re-apply at the correct bet amount.
4. If the game advertised in a Free Spins promotion is not available or becomes unavailable for the jurisdiction, or there is a misconfiguration in the advertising which states the wrong game, the Free Spins will be added on a different eligible game. In such situations the number of Free Spins and the value per Free Spin will be the same or equivalent.
5. In the event that a technical misconfiguration results in the incorrect number of free spins or OJO Wheel spins added to your account we reserve the right to correct this by removing any winnings received and re-adding the reward with the correct configuration.
6. If for any reason you do not manage to claim your reward/wheel/free spins after it was added to your account, please contact the customer support department.
7. If the Reward you were trying to claim does not appear automatically in your account, please contact our Customer Support team for assistance.
8. Unless stated otherwise, Free Rewards (ie, Rewards which are given without the need for a deposit) are only available to those with a Real Account.
9. A Player is not allowed to register more than one account. This means only one account is allowed to be registered per person, household, family, household address, email address, credit card number, e-wallet account or shared computer environment (example: a library, workplace,

- fraternity, university or school). Any attempt to try to deceive management by registering multiple accounts to gain rewards will be deemed as abuse and will result in the account(s) being suspended and the removal of your funds from your Balance.
10. Individual promotions may have additional terms and conditions which will override or contribute to the terms and conditions here stated. Please check carefully all terms and conditions associated before taking part. Should the terms and conditions of the individual promotions conflict with the Reward and Game Play Policy, the individual promotions terms shall apply.
  11. Regardless of the currency that we advertise or display reward amounts, the reward will always be credited according to the currency your account is configured to.
  12. In accordance with the privacy policy, we regularly send promotional communications with offers. You are only eligible for the offer if you received the communication directly from us. If We determine that a specific customer did not receive that particular promotion as an intended exclusive targeted recipient that this promotion was communicated to, we will not honour any payout requests from the customer.
  13. We reserve the right to cancel promotions or reward offers, of any kind at any time, without prior notice. Any such cancellation will not affect an award already redeemed.
  14. All offers you see in your Kickers are available to you because of the current state of your account. Offers can become unavailable before the time has expired due to changes within the account caused by transactions made.
  15. Unless otherwise specified, the minimum deposit to qualify for any deposit reward is €10 or the equivalent value in any other currency.
  16. A Non Real Account which received free reward (no deposit reward/registration reward etc'), is limited to a win a maximum amount of €100. This means that any Non Real Account will have any amount greater than €100 removed. If you are making or made a first deposit and you have a balance greater than €100 at the time of depositing you must contact us before playing in order for us to make the necessary balance adjustments. Failing to do so will result in any extra wins being removed from your account.
  17. Customers from Ukraine, Hungary, Belarus, China, Latvia, Russia, Estonia, Poland, Brazil, Slovenia and Lithuania are not permitted to claim any no deposit offers/free money offers/registration rewards/refer a friend or any other type of offer which can be deemed free.
  18. In accordance with the definition of Irregular play in our Fair Play Policy in clause 1, If you receive a bonus, free spins and/or Golden Chips, you must have made a prior deposit and risked your own money to be eligible to withdraw funds related to the bonus/free spins/Golden Chips.
  19. In accordance with the definition of Irregular play in our Fair Play Policy in clause 1, should you attempt to withdraw following receiving a bonus, free spins or Golden Chips without risking the deposit made to receive the bonus/free spins/Golden Chips, the bonus you received will be forfeited.

### PlayBooster

20. A PlayBooster reward is an amount which will be available after performing a pre-determined play through requirement You will see this amount in your PlayBooster balance and once the play-through requirements are met the amount of the PlayBooster reward will be added to your real money balance.
21. Unless stated otherwise in the promotion offer, PlayBooster amount carries a playthrough requirement of (60) times of the amount of your PlayBooster reward. E.g. If you receive a PlayBooster with the value of 10, , a playthrough requirement of 600 (60 \* 10) has to be fulfilled to receive the PlayBooster to your real balance
22. The playthrough requirements required to release the PlayBooster balance to your real balance are converted to and displayed as Points to Redeem in the Personal Area. The table below shows the number of points accrued according to the amount you bet.

0.5 Points

EUR 1.00

GBP 1.00

USD	1.00
CAD	1.00
AUD	1.00
DKK	10.00
SEK	10.00
NOK	10.00
ZAR	10.00
RUB	70.00
THB	50.00
INR	80.00
MXN	20
PEN	4
CLP	1000
ARS	100

23. Unless stated otherwise there will be 30 days given to finish the playthrough requirement for any PlayBooster. In the event of playthrough requirement is not met within the given time the amount will become null and void and can no longer be transferred to real money balance.