

## WOOCASINO Terms & Conditions

### GENERAL TERMS

Before using our website, please read these Terms and Conditions carefully. By registering a Player Account with the website you agree and confirm your consent with the Terms and Conditions.

The website [www.woocasino.com](http://www.woocasino.com) ("Casino", "Website", "Company", "We", "Us", "Our") is owned and operated by Dama N.V., a company registered and established under the laws of Curaçao, with registration number 152125 and registered address at Scharlooweg 39, Willemstad, Curaçao, and its wholly-owned subsidiary, Friolion Limited, registered in Cyprus with registration number HE 419102 and registered address Leandrou, 12A 3086, Limassol, Cyprus. Dama N.V. is licensed and regulated by Antillephone N.V. (license no. 8048/JAZ2020-013). All payments with Paysafe are made via Dama N.V.

It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction for online gambling.

In case there are other language versions of the Terms available, the English version will always prevail.

### Changes to terms and conditions

Effective from: 15.04.2020

Last updated: 02.08.2022

The Casino reserves the right to unilaterally change these Terms and Conditions when such need occurs. We will do our best to notify our players of any significant changes by email. However, we do recommend all players to revisit this page regularly and check for possible changes.

### Who can play

The website accepts players only from those countries and geographic regions where online gambling is allowed by law.

You are solely responsible for determining whether your accessing and/or use of the website is compliant with applicable laws in your jurisdiction and you warrant to us that gambling is not illegal in the territory where you reside.

Any claim against the Company brought by you for any reason whatsoever in regard to the above mentioned will be considered void and shall not be accepted.

Players from Israel, United States of America, United Kingdom, Spain, France and its overseas territories (Guadeloupe, Martinique, French Guiana, Réunion, Mayotte, St. Martin, French Polynesia, Wallis and Futuna, New Caledonia), Netherlands, Turkey, Latvia, Dutch West Indies, Belarus, Lithuania, Gibraltar, United Arab Emirates, Jersey, Ukraine, Greece, Belgium, Portugal, Cyprus, Angola, Albania, Iraq, Jamaica, Uganda, Pakistan, Islamic Republic of Iran, Panama, Lebanon, Zimbabwe, Mauritius, Nicaragua, Yemen, Central African Republic, Côte d'Ivoire, Sudan, Liberia, Syrian Arab Republic, Cayman Islands, Somalia, Republic of the Congo, Democratic Republic of the Congo, North Korea, Eritrea, Haiti, Sierra Leone, Ethiopia, Myanmar, South Sudan, Burkina Faso, Libya, Mali, Barbados, Rwanda, Czech Republic, Serbia and Curacao are prohibited from playing real money wagering games at Woocasino. The Casino cannot guarantee successful processing of withdrawals or refunds in the event that player breaches this Restricted Countries policy. Also please note that players from Canada are not allowed to play NYX (NextGen) games.

The website only accepts adult players (the minimum age is 18) and players who have reached the age specified by the jurisdiction of player's place of residence as eligible for online gaming. It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction regarding the age limitation for online gambling.

Any bonuses are not available to players from Sweden, including participation in any kind of promotional programs, receiving VIP rewards, as well as exchange of comp points.

Players from Finland aren't eligible for any deposit-based bonuses. Except for Wheel of Fortune promotion.

The Company reserves the right to ask for a proof of age from the player, limiting access to the website or suspending the accounts of players who fail to meet this requirement.

When you play casino slots developed by NetEnt, NetEnt's privacy policy also applies. It can be found here: [NetEnt Privacy Policy](#).

ACCEPTED CURRENCIES:

The website allows playing for the following CURRENCIES: EUR, USD, CAD, AUD, NZD, NOK, PLN, CZK, JPY, HUF, BTC, BCH, DOGE, LTC, ETH, USDT.

## FEES AND TAXES

The player is fully responsible for paying all fees and taxes applied to their winnings according to the laws of the jurisdiction of the player's residence. If a user made a deposit and did not place any wagers, we reserve the right to cover our fees in case the user requests a withdrawal.

All deposits need to be wagered x3 before withdrawal.

## GAME RULES

The player confirms that he/ she knows and understands the rules of games offered by the website. It is the user's responsibility to know the payout percentage of each game.

## AVAILABILITY OF GAMES

Please bear in mind some games may be unavailable in certain jurisdictions, as required by policies of game providers that may change from time to time.

Using VPN is not restricted, however, it may lead to malfunction of games or connections issues.

### 1. Absolute Restriction

NetEnt will not permit NetEnt Casino Games to be supplied to any entity that operates in any of the below jurisdictions (irrespective of whether or not NetEnt Casino Games are being supplied by the entity in that jurisdiction) without the appropriate licenses. Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, France, Italy, Latvia, Lithuania, Mexico, Portugal, Romania, Spain, Sweden, Switzerland, United Kingdom, United States of America.

### 2. Blacklisted Territories

All NetEnt Casino Games may not be offered in the following territories: Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, Ecuador, Ethiopia, France, Ghana, Guyana, Hong Kong, Italy, Iran, Iraq, Israel, Kuwait, Latvia, Lithuania, Mexico, Namibia, Nicaragua, North Korea, Pakistan, Panama, Philippines, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Sudan,

Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, United Kingdom, United States of America, Yemen, Zimbabwe.

### 3. Blacklisted Branded Games Territories

The followed NetEnt Braded Games have some further restrictions in addition to the Blacklisted Territories set out above:

3.1 In addition to the jurisdictions set out in paragraph 2, Planet of the Apes Video Slot must not be offered in the following territories:

Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Turkey, Ukraine.

3.2 In addition to the jurisdictions set out in paragraph 2, Vikings Video Slot 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.

3.3 In addition to the jurisdictions set out in paragraph 2, Narcos Video Slot must not be offered in the following territories:

Indonesia, South Korea.

3.4 In addition to the jurisdictions set out in paragraph 2, Street Fighter Video Slot must not be offered in the following territories:

Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island, Columbia, Costa Rica, Cuba, Curacao, Dominica, Dominican Republic, El Salvador, Greenland, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Martinique, Mexico, Montserrat, Navassa Island, Paraguay, Peru, Puerto Rico, Saba, Saint Barthelemy, Saint Eustatius, Saint Kitts and Nevis, Saint Lucia, Saint Maarten, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, South Korea, Suriname, Turks and Caicos Islands, United States of America, Uruguay, US Virgin Islands, Venezuela.

3.5 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.

4. Universal Monsters (Dracula, Creature from the Black Lagoon, Phantoms Curse and The Invisible Man) may only be played in the following territories:

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.

Players from Canada are not eligible to play the games from NYX.

#### DISCLAIMER OF LIABILITIES

The player is aware of the fact that gambling on the website may lead to losing money. The Company is not liable for any possible financial damage arising from the use of the website.

The Company is taking effective measures to protect player's private data from any unauthorized use and is only making it available to parties involved in providing of gambling services through the website. Notwithstanding this, the Company is not responsible for how the information is further treated by third parties, for example third party software providers or affiliates. Treatment of player's private data by such parties is subject to terms and conditions of these parties, if any.

The Company is not liable for any hardware or software defects, unstable or lost Internet connections, or any other technical errors that may limit player's access to the website or prevent player from an uninterrupted play.

In the unlikely case where a wager is confirmed or a payment is performed by us in error, the Company reserves the right to cancel all wagers accepted containing such an error, or to correct the mistake by re-settling all the wagers at the correct terms that should have been available at the time that the wager was placed in the absence of the error.

If the Casino mistakenly credit your Player Account with a bonus or winnings that do not belong to you, whether due to a technical issue, error in the paytables, human error or otherwise, the amount and/or the winnings from such bonus will remain the Casino property and will be deducted from your Player Account. If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be available at law) constitute a debt owed by you to us. In the event of an incorrect crediting, you are obliged to notify us immediately by email.

The Casino, its directors, employees, partners, service providers:

do not warrant that the software or the Website is/are fit for their purpose;

do not warrant that the software and Website are free from errors;

do not warrant that the Website and/or games will be accessible without interruptions;

shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to your use of the Website or your participation in the games.

You hereby agree to fully indemnify and hold harmless the Casino, its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to your use of the Website or participation in the Games.

You acknowledge that the Casino shall be the final decision-maker of whether you have violated the Casino's Terms and Conditions in a manner that results in your suspension or permanent barring from participation in the Website.

#### USE OF PLAYER'S ACCOUNT

Each player can create only one personal user account. Creating multiple user accounts by a player can lead to termination of the accounts and suspending of all payouts. Please have in mind that the casino reserves the right to reject deposit refund in case a duplicate account is detected. The player shall not provide access to his user account or allow using the website to any third party including but not limited to minors. The website can only be used for personal purposes and shall not be used for any type of commercial profit. Any offensive or obscene language, as well as any commercial or promotional information, are not allowed in the "Nickname" field in the player's profile. If any violations are detected, support service members or other Company's staff may replace the contents of the "Nickname" field with something neutral. In case of a repeated violation, the player's account may be blocked and all funds confiscated. Any returns, winnings or bonuses which the player has gained or accrued during such time as the Duplicate Account was active may be reclaimed by us, and players undertake to return to us on demand any such funds which have been withdrawn from the Duplicate Account.

We reserve the right to make a phone call to the number provided in your user account, which at our own discretion can be a necessary part of the KYC

procedure. Account and/or any actions in the account may be terminated until the account is fully verified. We will make reasonable efforts trying to contact you regarding the withdrawal of the funds, but if we are not able to reach you (by email or phone) in two (2) weeks as from the date of the request for withdrawal, account will be locked, since you have failed to pass the KYC procedure.

#### ANTI-FRAUD POLICY

The Company has a strict anti-fraud policy. If the player is suspected of fraudulent actions including but not limited to:

participating in any type of collusion with other players,

development of strategies aimed at unfaithful winnings,

fraudulent actions against other online casinos or payment providers,

charge back procedures with a credit card or denial of some payments made,

going bankrupt in the country of his residence,

providing incorrect personal data during registration,

low risk roulette play when the player places equal bets on both black and red or even and odd covering 25 or more out of 37 numbers on the table. (Placing bets on both black and red covers 36 of 37 possible numbers),

other types of cheating.

The Company reserves the right to terminate the user account and suspend all payouts to the player. This decision is at the sole discretion of the Company and the player will not be notified or informed about the reasons of such actions. The Company also reserves the right to inform the regulatory bodies of such fraudulent actions performed by the player.

In the event of a chargeback, the casino reserves the right to:

charge the player an amount equivalent to the player's available balance funds to compensate damages and expenses resulting from the chargeback;

claim further damages and financial losses from the player by contacting them via one of the methods provided during the registration process (i.e. phone, e-mail, etc.);

close the player's account and/or discard all and any winnings gained as a result of such an action or attempt to perform such an action.

The administration of the casino reserves the right to call its players if regarded as a necessary part of verification. The account will not be verified and the winnings will not be processed until a conversation with the manager takes place (the call is realized via phone number provided for the player's account). In case the phone number is invalid or missing, giving grounds to suspect fraud, the casino reserves the right to terminate the account and confiscate the winnings. If the player does not pass the procedure within two weeks, the account will be permanently closed and the winnings confiscated. Such actions may help to reduce fraudulent actions and avoid negative practice 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 a customer avails of registration free spins while his/her county 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 practice in the future. If a customer or group of customers is suspected of abusing a promotion, Woocasino reserves the right to void the bonus and any winnings. Abusing a promotion means:

Making maximum allowed bets on high variance games in order to increase balance;

Decreasing stake after big hit and switching to low variance game;

Making deposits with only bonus promotions without free cash deposits;

Customer bonus ratio (deposits : bonuses) is more than 50%.

The Casino has zero tolerance to advantage play. Any player who will try to gain advantage of casino welcome offers or other promotions agrees that Company reserves the right to void bonuses and any winnings from such bonuses, for the reasons of:

use of stolen cards;

chargebacks;

creating more than one account in order to get advantage from casino promotions;



providing incorrect registration data;

any other actions which may damage the Casino.

The Casino reserves the right to close your Player Account and to refund to you the amount on your account balance, subject to deduction of relevant withdrawal charges, at Casino's absolute discretion and without any obligation to state a reason or give prior notice. The Casino reserves the right to retain payments, if suspicion or evidence exists of manipulating the casino system. Criminal charges will be brought against any user or any other person(s) who has/have manipulated the casino system or attempted to do so. The Casino reserves the right to terminate and/or change any games or events being offered on the Website.

In order to verify player's account casino management may request documents (ID, payment systems, utility bills etc) in Latin or Cyrillic alphabet. In case player doesn't have an opportunity to provide documents in above-mentioned alphabets, the casino reserves the right to demand video verification where player shows his/her documents.

Should you become aware of any possible errors or incompleteness in the software, you agree to refrain from taking advantage of them. Moreover, you agree to report to the Casino any error or incompleteness immediately. Should you fail to fulfill such obligations, the Casino has a right to full compensation for all costs related to the error or incompleteness, including any costs incurred in association with the respective error/incompleteness and the failed notification. Any deposit has to be wagered 3 times (player must place bets three times their deposit amount) before they can withdraw the funds related to this deposit. In case several deposits were made with no gaming activity, the player has to wager the total amount of these deposits prior to withdrawal. Otherwise the Casino reserves the right, at its sole discretion, to charge a fee for the processing of the deposit(s) and the withdrawal requested.

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.

**DEPOSITING**

Woocasino offers a variety of payment methods. They include VISA and MasterCard credit and debit cards, as well as different web wallets. Please contact our support team at [support@woocasino.com](mailto:support@woocasino.com) to inquire about the most suitable payment methods for your country of residence.

Please note that the minimal deposit amount is \$10/€20 /A\$10. The maximum deposit amount depends on the payment method you decide to use.

Using third party payments is prohibited. You must make deposits only from a bank account, or using VISA/MasterCard bank cards, payment systems Skrill/NETELLER, or other payment methods registered in your own name. If we determine during the security checks that you have violated this condition, then your winnings will be confiscated and the original deposit will be returned to the owner of the payment account; Woocasino also is not responsible for the lost funds deposited from third party accounts.

Kindly note that due to the nature of cryptocurrencies, deposit limits cannot be applied to the deposits made through CoinsPaid payment system. If you want to limit your gambling in the casino, please, use any other available option.

#### WITHDRAWAL POLICY

The minimal amount for withdrawal is \$/€10. The maximum amount for withdrawal depends on the payment method you decide to use. If the requested amount of withdrawal exceeds the limit of a particular payment system, the amount will be withdrawn in installments. Your withdrawals will be processed as soon as possible, however, please keep in mind that for some payment options, your withdrawal request may take up to 3 days to process.

If you have deposited via credit or debit card and the amount of withdrawal is equal to or lower than the one deposited, we reserve the right to pay the withdrawal amount back to the credit or debit card. If the amount exceeds the one deposited, the amount in excess will be paid via one of the alternative payment methods. The Casino reserves the right to check your identity prior to processing payouts and to hold any refunds or withdrawals during that time. 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.

Reporting by the Casino to applicable regulatory bodies of actions performed by the player may be required

The website supports payouts via Original Credit Transfer (OCT) from Visa and via Payment Transfer from Mastercard. Additional requirements are that the respective credit card is not a corporate credit card and issued in a supported country.

For Visa, the following countries are not supported: USA, Australia, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Singapore.

For Mastercard, the following countries are supported: Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Monaco, Netherlands, Norway, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, and United Kingdom.

Please note that even for supported countries the Company 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.

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.

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

The Company reserves the right to check player's identity prior to processing payouts, holding any pending withdrawals during that time. In some cases the Website can request a selfie with an ID, a selfie with an ID and a special sign, or a phone call. Failure to pass verification will lead to the account closed and any winnings confiscated. In case of false personal data provided by the player, the withdrawal can be refused and the user account can be terminated. The player will be informed thereof by email. In some cases The Company may require verification via a live video call (Skype). Due to the restrictions of the payment processor, the minimum withdrawal amount processed via Wire Transfer is 500 USD/EUR/AUD. The maximum withdrawal amount processed to a player is 4,000 USD/EUR/CAD/AUD/NZD, 0.1 BTC, 5 BCH, 700,000 DOGE, 30 LTC per day, 16,000 USD/EUR/CAD/AUD/NZD, 0.5 BTC, 1 400 000 DOGE, 60 LTC per week and

50,000 USD/EUR/CAD/AUD/NZD, 2 BTC, 20 BCH, 2 800 000 DOGE, 120 LCH per month, unless otherwise specified in the promotional Terms & Conditions, where exceptions can be made for players with a higher VIP status. All progressive jackpot winnings will be paid out in full.

For players with an active self-exclusion period or active account restrictions (maximum loss, wager amount, deposit and maximum bet amount) the following maximum withdrawal limits apply: 500 USD/EUR/CAD/AUD/NZD a day, 1,500 USD/EUR/CAD/AUD/NZD a week, 5,000 USD/EUR/CAD/AUD/NZD a month. These limits will also apply to inactive accounts. An account is considered inactive when not being used for making deposits, playing or making bets, or when it's inactive due to any other reasons during 1 month. 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 POLICY

A refund request will only be considered if made within the first twenty-four (24) hours of the alleged transaction, or within thirty (30) calendar days if the Player alleges that another individual has accessed his/her Player Account.

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 purchases 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.

Before a refund is processed, all bonuses and winnings in your balance will be deducted for the purpose of calculating the amount to be refunded.

In case any Credit Card purchases are considered to carry an unacceptable risk for security or legal reasons either by our Payment processors or by the Casino, we will initiate refunds for all such transactions back to the Credit Card, notifying all the appropriate authorities and parties.

All costs that may occur upon refund procedure are on the player.

#### DORMANT ACCOUNTS

An inactive (dormant) account is a Player Account which a player has not logged into or logged out of for twelve (12) consecutive months. If your Player Account is

deemed to be inactive, the Casino reserves the right to charge a monthly administrative fee of €10 or the equivalent in another currency (or the current balance of your account, if less) as long as the balance of your account remains positive.

You authorize the Casino to debit this fee from your Player Account at the beginning of the month following the day on which your account is deemed inactive, and at the beginning of every subsequent month that your account remains inactive. The Casino will stop deducting the fee if the account balance is zero or if the account is re-activated.

#### EXPIRY PERIOD

You agree that any claim and/or cause of action arising out of or related to these Terms and Conditions or a service provided by the Casino must be filed within one (1) year after such claim or cause of action arose.

#### COMPLAINTS

You are free to contact our customer service team according to the instructions found on the Website to make any complaints regarding our services. The complaints are handled in the support department and escalated in the organization of the Casino in case the support personnel did not solve the case immediately. You will be informed about the state of the complaint to a reasonable level. Casino is to acknowledge a complaint started by the account holder only. It is forbidden to hand over or sell your complaint to the third party. Casino will dismiss the complaint if the matter is handed over to be conducted by the third party and not the original account owner. In the event of any dispute, you agree that the server logs and records shall act as the final authority in determining the outcome of any claim. You agree that in the unlikely event of a disagreement between the result that appears on your screen and the game server, the result that was logged on the game server will prevail, and you acknowledge and agree that our records will be the final authority in determining the terms and circumstances of your participation in the relevant online gaming activity and the results of this participation. When we wish to contact you regarding such a dispute, we will do so by using any of the contact details provided in your Player Account.

#### NON TRANSFERABILITY

You can not assign, pledge or transfer ownership under any title whatsoever to claims arising from these Terms and Conditions, the use of the Website or participation in the Games against the Casino without consent of the Casino. This prohibition is designed as a non-transferability clause ex article 83 paragraph 2 of book 3 of the Civil Code and includes the transfer of any assets of value of any kind, including but not limited to ownership of accounts, winnings, deposits, bets, rights and/or claims in connection with these assets, legal, commercial, or otherwise. The prohibition on said transfers also includes however is not limited to the encumbrance, pledging, assigning, usufruct, trading, brokering, hypothecation and/or gifting in cooperation with a fiduciary or any other third party, company, natural or legal individual, entity in any way shape or form.

## ARBITRATION

All disputes which may arise between you and the Casino including their successors in title under general or special title as a result of these Terms and Conditions or as a result of further agreements and other acts in connection with these Terms and Conditions shall be settled exclusively by arbitration in Cyprus and in accordance with Cyprus Civil Procedure Rules.

## PRIVACY NOTICE

To understand how we use your personal information, you may view our [Privacy Policy here](#)

## RESPONSIBLE GAMING

### 1. GENERAL

Gambling at an online casino should always be aimed at entertainment. However, there is a certain percentage of people who lose control over themselves while gambling. Before starting to play, it is important to understand that gambling should never be viewed as a source of income or means of recovery from debts. It is useful to keep track of the time amount of money spent at an online casino daily.

If you think that you start spending more money than you can afford, or in case gaming starts interfering with your normal daily routines, we strongly advise to consider several measures that can help, such as setting Personal Limits on your gaming activities, opting for Self-Exclusion, and seeking help and support from trusted independent bodies.

## 2. PERSONAL LIMITS

To assist you in gambling responsibly we offer the Personal Limits feature. If you want to setup any limits - you should contact customer support at [support@woocasino.com](mailto:support@woocasino.com)

**Deposit Limit.** A limit on your deposits for a day, a week, or a month. **Loss Limit.** A limit on your losses in the casino for a day, a week, or a month. Please note the loss is based on the initial deposit and not winnings attributed to the deposited amount. If for example you deposit €50, set a Loss Limit of €10 and then go on to win €1,000, you can still lose more than €10 of the €1,000 balance, as it is based on the initial deposit instead of the winnings. **Wager Limit.** A limit on the amount wagered during a day, a week, or a month. **Cooling-Off Limit.** You can set a Cooling-Off Period for 1 week, 1 month, 3 months, or 6 months. While the limit is active you cannot deposit with the Casino and will be excluded from all promotional offers, although you may withdraw the remaining funds during this period. Cooling-Off period is applied to your account immediately. Upon its expiration your account will automatically be re-activated. **Self-Exclusion Limit.** You can set a Self-Exclusion Limit for 6 months, 9 months, or 1 year. Upon doing so your Player Account will immediately be disabled and you will be excluded from all promotional offers for the set period. You will not be able to deposit or withdraw funds when the limit is active. Please note that if you are self excluded from the casino for indefinite period of time, the funds remaining on balance will be paid according to the casino limits. If you are self excluded for a definite period of time, the funds remaining on balance will be paid according to the casino limits only when the period of self exclusion expires.

## 3. SELF-EXCLUSION BY REQUEST

You may also contact our support team at [support@woocasino.com](mailto:support@woocasino.com) and inform us about your decision to stop gambling at the Website for a certain period of time or forever. We will take all measures to block your access to your account and make sure that you receive no promotional materials.

## 4. EXTERNAL HELP

You may contact any of the following organizations for consultation and support:

[Gamblers Anonymous](#)

[GamCare](#)

[Gambling Therapy](#)

## 5. PROTECTION OF MINORS

The Casino only accepts players who are at least 18 years old and uses all available methods to stop any attempts of minors to register and play on our Website. The Casino reserves the right to ask for a proof of identity and in case the player has not reached the legal age to play, access to the Website will be denied immediately.

However, we realize that due to the wide availability and nature of the Internet people under the legal age still have a chance to register and play at an online casino. We therefore strongly encourage parents to cooperate in protecting their children from free access to gaming websites. There is special software that can help in this matter. Please visit the following websites for more information:

[CyberPatrol](#)

[GamBlock®](#)

[Solid Oak Software](#)

[Net Nanny](#)