

TERMS & CONDITIONS

Version 1.3

Please read the following rules and regulations carefully. By registering as a Springbok Casino member and wagering in the Casino, you fully accept and understand that all of the following terms and conditions apply.

Springbok Casino is owned by Quadgreen N.V., 51 Heelsumstraat, E-Commerce Park, Salina, Curacao, which is licensed by the Curacao Gaming Commission. The website is operated by Enneagon Ltd. 4-4a Bloomsbury Square, London, United Kingdom, WC1A 2RP, a company related by law, who also provide payment processing for Springbok Casino. By signing up and accepting the Terms and Conditions you are contracting with Enneagon Ltd. and Quadgreen N.V.

By accepting and playing any of our promotional offers, the member confirms that the promotional terms and conditions have been read, printed, understood and agreed to.

1. Springbok Casino is restricted to individuals of legal age who are residents of jurisdictions where the use of Springbok Casino and its games are not prohibited by law. All Springbok Casino games are void where prohibited by law. Minors are strictly forbidden to play.
2. The Springbok Casino is a real money casino; therefore, all players' winnings and losses are in real money. Players wishing to play the games for fun only can login to their account in fun mode.
3. Springbok Casino monitors all casino games at all times. As a result, Springbok Casino has the ability to track and review each hand/roll/slot pull/spin for each player and game offered.
4. Should any game be at any time interrupted and/or disconnected, the situation at the point of interruption and results from the previous game should be displayed when the player starts the game once again. If the player becomes disconnected from the Casino's server mid-game, the player will be able to continue and complete that game exactly as if the player had never left. If the Casino's server did not receive the player's bet, the player's balance will not have been reduced and the player will see the result of the previous bet.
5. Springbok Casino makes every effort to ensure the full protection of its customers. However, certain unforeseen events are beyond the control of Springbok Casino. In the event of a disconnection for any reason whatsoever between the player and the casino, Springbok Casino shall not be held liable for any

losses which may result therefrom. The balance of a player's account shall at all times be as recorded on the Springbok Casino games server.

6. All disputes should be forwarded to Springbok Casino by e-mail within one (1) hour of the disputed event.
7. By using the Springbok Casino software, players agree to be bound by the following: Players shall hold the Company, its employees, officers, directors, licensees, distributors, wholesalers, affiliates, subsidiaries, advertising, promotion or other agencies, media partners, agents and retailers harmless and shall fully indemnify the same from any and all costs, expenses, liabilities and damages whatsoever that may arise as a result of a player's;
 1. entry, use, or reuse of the website,
 2. use of any materials at the website,
 3. entry, use, or reuse of the Casino Server,
 4. participation in the Game, or,
 5. The acceptance of any prize.
8. Players shall not participate in the Games, open, use or reuse an account, enter the Website, or the Casino, nor accept any prize if the player does not fully understand, agree to, become a party to, and shall, without exception, abide by all rules, regulations, terms and conditions contained herein and as such, the rules, regulations, terms and conditions may change from time to time. Players shall periodically review the Terms and Conditions posted at this website at a rate of at least once a month.
9. Members are only allowed one active account. Winnings will only be paid to players having ONE account. All winnings will be VOID for players with more than one active account. Springbok Casino allows only ONE account per computer, household, IP address unless Springbok Casino grants permission otherwise.
10. Failure to establish individuality of an active account will result in closure of the account and forfeiture of the winning.
11. Should a member give away, share or lose his account number and/or password Springbok Casino will not be held liable for any claims that may result from, or regarding that account. Members are solely responsible for their account transactions and should keep their account information strictly confidential.
12. Personal identity and details of all members will remain confidential. Springbok Casino will not report the wagering history of any member.
13. Players are solely responsible for any applicable taxes on any winnings or prizes collected from Springbok Casino.

14. Springbok Casino reserves the right, in its sole discretion and without notifying its players, to add new activities or games to the Casino or to discontinue any Casino activity or game at any time.
15. By accepting any winnings or prizes from Springbok Casino, players consent to the use of their name and photograph for advertising and promotional purposes without any additional compensation except where prohibited by law.
16. Source of fund and source of wealth might be required at later stage. Also, players might be required to provide proof of how they fund e-wallet.
17. Pay-out are only allowed to accounts controlled and owned by the gaming account holder.
18. All cash-ins will be subject to audit before being processed. Players must provide a copy of their proof of identity, address, copies of credit cards and/or other appropriate documentation when withdrawing credits. Proof of identity must match the registered name and surname. If a player fails to provide this within 4 weeks of our request, his account may be subject to lock out and winnings and/or cash-ins made, voided. In cases of fraudulent documentation, account will be locked and all winnings and/or cash-ins will be voided.
19. Payments will always be sent back to the processor by which deposits were made if possible. Springbok Casino reserves the right to make the final decision through which withdrawal method the customers receives their withdrawals.
20. If a deposit has not been turned over at least once before requesting a payout, customer is not allowed to withdraw. To comply with Anti-money laundering Regulations, Player is not allowed to request for pay out without play through.
21. The maximum withdrawal per customer per week is R25,000. Springbok Casino reserves the right to pay out higher winnings over a period of several weeks.
22. Springbok Casino reserves the right to withhold play and/or payment from any party that Springbok Casino deems as fraudulent. Springbok Casino may assess service charges to any account for services rendered to any fraudulent account. Springbok Casino requires any deposit to be turned over at least once prior to withdrawal otherwise rule number 17 mentioned above may be applied.
23. Springbok Casino reserves the right to cancel a player's membership at any time without notice. Any balance in your account will be immediately credited back to your personal account. In addition, Springbok Casino reserves the discretionary right to void any winnings and withhold any balance in a player's Casino account under any of the following circumstances.
 1. If there is evidence to suggest that a player has more than one active account for the Casino

2. Using bank card in different name other than the account holder is forbidden. Deposits are accepted in the account holders name only. Copies of the card(s) used to deposit are required at the time of withdrawal. Authorization letter and Identification documents are required from the card owner.
3. Playing is only allowed in own name. Players are not allowed to play on behalf of beneficial owner. Pay-out will be suspended if verification can't be completed.
4. If the name on a player's casino account does not match the name on the credit card(s) used to make purchases in the casino account;
5. If the name on a player's casino account does not match the name of the beneficial owner of the financial instrument used to make the deposit
6. If a player participates in a Casino promotion and cashes-in before fulfilling the requirements of that particular promotion;
7. If a player provides incorrect or misleading registration information;
8. If a player is not of legal age;
9. If a player resides in a jurisdiction where participation in the Game is prohibited by law;
10. If a player has permitted (intentionally or unintentionally) anyone else to play using his casino account;
11. If a player has not played at the Casino on an individual basis for personal entertainment only (that is, has played in a professional sense or together with other player(s) as part of a club, group, etc.);
12. If a player has reversed or charged back any of his purchases in his casino account;
13. If a player is found cheating or if it is determined by Springbok Casino that he has used a system or machine, be it an additional computer, additional software or otherwise. In addition, any system used to circumvent the natural randomness of our systems and or collection of data to or from the gaming server for analysis purposes during real money play.
24. Customers are reminded to print a copy of all transaction data, rules, payment methods and cancellation/refund methods in order to avoid misconceptions at a later time.
25. Springbok Casino reserves the right to make final decision on transaction methods. Springbok Casino may decide what constitutes a qualified transaction on a per transaction basis. Players agree that they may not make claim to entitlement at any time.
26. Springbok Casino reserves the right to modify any rules or cancel promotions at its discretion.

27. Only accounts from the following countries will be allowed to redeem a bonus: South Africa, Namibia, Swaziland, Lesotho and Mozambique.
28. Accounts is treated as dormant after 12 months of inactivity.
29. Abusive or offensive language/ behaviour will not be tolerated within the Casino, nor towards the staff. Any violation of this policy could result in a suspension of playing privileges, or such other action as may be required by Springbok Casino to ensure compliance. You are not permitted to use inappropriate or offensive language in connection with your user name and/or player ID which includes, but is not limited to; profane, sexist or racist language/ behaviour. Springbok Casino reserves the right to make changes to any users name or player ID that violates this policy, and to take any steps it deems appropriate, up to and including closing your account.
30. Springbok Casino does not accept bets from players residing in Australia while the bets are placed. In case of violation of this term all bets will be considered void, all deposits will be returned and all withdrawals will be reversed. In addition, Springbok Casino reserves the discretionary right to void any winnings and withhold any balance in a player's Casino account.
31. Springbok Casino does not offer its services to customers from Belgium, Netherlands and Netherlands Antilles.

PROMOTIONAL TERMS AND CONDITIONS:

1. One Bonus amount per account, customer, household, shared computer, shared IP address.
2. New accounts (New player accounts) are defined as accounts that are opened by new players who have never at any stage opened an account at Springbok Casino before.
3. Bonuses pertaining to new accounts are bonuses on a player's first deposit made into his Springbok Casino account.
4. Springbok Casino can at any time run different promotions for new accounts. Only one new player promotion coupon can be redeemed per new player account at any one time.
Promotions are for a limited time only and Springbok Casino reserves the right to terminate any promotion at any time without prior notice. Promotions may not be combined, unless otherwise specified.
5. Springbok Casino reserves the right to request further documentation and/or withhold bonus amounts.
6. To receive bonus payments, all casino accounts must have a valid e-mail address and telephone number.

7. The minimum bonus amount for our deposit coupon codes is R20; the maximum bonus amount is R100, unless otherwise stated. The coupon codes are valid only for one deposit (unless otherwise stated). The coupon code must be entered before depositing and cannot be retroactively credited to any customer's account.
8. Wagering requirements for our deposit bonus coupons are 30 times the sum of the deposit plus the bonus, unless otherwise stated. Wagering requirements must be fulfilled for each and every deposit bonus used. This rule will only be annulled after the customer's balance has reached R0 again.
9. The following games count towards fulfilling the wagering requirements for all bonuses (deposit and no-deposit): 7 Stud Poker, Bingo games, European Slot Poker, Keno, Pai Gow Poker, Scratch Cards and all Slots unless otherwise stated.
10. Any wagers made on excluded games before the wagering requirements are completed, will result in the bonus and any winnings being voided.
11. Wagering requirements for our no-deposit coupons are 60 times the bonus, unless otherwise stated.
12. Any free money given without requiring a deposit, e.g. a No-Deposit Coupon, loyalty bonus, VIP bonus, vanity card, manager deposit, competition/tournament prizes, compensation bonus, inconvenience bonus, birthday bonus etc. (unless otherwise stated) will have a maximum cash out of 5x the bonus given e.g. R50 given; max cash out = R250 (Random Jackpots are also included). This rule is also valid when a customer's balance is positive at the time of redeeming the non-deposit bonus. After redeeming the bonus, the rule will only be annulled after the customer's balance has reached R0 again.
13. Any no deposit bonus received, has to be redeemed within one month of its receipt. In the case of our birthday bonuses, up to one month past the birth date.
14. Every time you wager R10 in bets on any game, you earn 1 Comp Point, 100 Points = R1. (Except for Game of the Month where you can Double your Comps and only have to wager R5 in bets). The minimum amount of Comp Points that can be redeemed is 100. VIP customers earn more comp points for every wager made, according to the player's VIP group.
15. Non-compliance with the above terms and conditions shall be deemed promotion abuse and as such will give Springbok Casino management the discretionary right to take the following action against such abusers: All balances/withdrawals shall be considered null and void. Abusing player accounts may be terminated with immediate effect. Players found to be abusing promotions may be precluded from receiving further promotional offers at the casino.

16. Bonuses are made available on a regular basis at Springbok Casino. These are offered as a reward to all our regular and loyal/VIP players. However, any player found to be availing of these promotions, not in the spirit in which they are given, may be subject to exclusion.
17. Each bonus must be completely wagered before withdrawals can be requested. Any premature withdrawal requests will be denied and the wagering requirements for the previous bonus or bonuses must be completed.
18. The winnings from Free Spins have to be wagered 60 times the initial free spins value in ZAR before a withdrawal can be made. A maximum of 5 times the initial free spins value in ZAR can be withdrawn. Free Spins are always limited to one specific game. Free Spins on top of a deposit bonus have to be completed at the specified game before any other game can be played with the deposit bonus. The Free Spins do not change the terms and conditions of the deposit bonus.
19. Please note that customers who have not made any deposits can only claim free bonus winnings one time.
20. Customers whose last deposit is older than three months and claim a free bonus, are not entitled to a withdrawal.
21. Winnings made on linked accounts using same offers will automatically be voided and therefore will be removed from the accounts.
22. Max bet rule for all bonuses = R100.00. Any winnings plus bonus amounts derived from such bets will be voided.
23. Customers cannot redeem multiple free bonuses/free spins offers consecutively: When a customer uses two or more free bonuses without making a real money deposit in between, management reserves the right to void any bonuses, winnings or winnings from comp points.
24. A promotion cannot be used in conjunction with any other promotional offer or existing account balance. If you happen to redeem bonuses on top of an existing playable balance, any winnings will be voided and original deposit reimbursed in your account. All promotional offers are only available to those players to whom the offer was issued directly by the casino. Promotional offers by email are for the intended recipient only and cannot be transferred.
25. Players with one or more pending withdrawals currently in their account are not eligible to receive any bonuses, promotional or otherwise, until such withdrawals are either processed or cancelled. Abuse of this policy, as defined by the casino, may result in cancellation of the player's winnings
26. Cashback Promotion Terms & Conditions. Player can claim 25% (40% for VIP players) cashback via our customer support team on every busted deposit WITHOUT using a deposit bonus. The cashback offer is

10x playthrough (wagers vary on different games). Balance must be lower than R10 to claim the cashback. Players don't necessarily have to redeem cashback after every deposit made, it is possible to claim cashback after several deposits. Cashback can be claimed on busted deposits dating up to 3 month prior to the day the cashback is requested.

REFUND POLICY

1. No refund can be issued when the deposit or part of the deposit has been played.
2. Refunds will always be sent back to the processor by which deposits were made if possible. Springbok Casino reserves the right to make the final decision through which refund method the customers receive their refunds.
3. Springbok Casino reserves the right to withhold any refund until the identity of the account holder has been proven.
4. If Springbok Casino considers any risk involved in a credit card transaction for any reason refunds to the same credit card may be initiated.
5. After positive approval, a refund will be initiated not later than 7 calendar days after the date of the approval.

SLOT TOURNAMENTS T&CS:

1. Tournament Buy-Ins, Add-ons, or Re-Buys will be deducted from your Real Money account balance. Bonuses cannot be used for Buy-Ins, Add-ons, or Re-Buys on Slot Tournaments.
2. Springbok Casino Bonus Terms & Conditions apply to the Slot Tournament Buy-Ins, Add-ons, and Re-Buys. Suppose you use the playable balance obtained through a no-deposit bonus to enter a tournament. In that case, the maximum withdrawal amount of 5 times the bonus (or max cash-out) will be applied to any tournament winnings.
3. If you are disconnected from the system during tournament play, the following rules apply: If you are disconnected during play, the slot will not spin on your behalf. If you reconnect within the tournament time, you can continue playing in the tournament. If you cannot reconnect, your Win Box total will remain static, reflecting the amount at the time of disconnection.
4. The Buy-In will be refunded to the player account if a slot tournament is cancelled.
5. Add-ons and Re-Buys are available for selected Tournaments. Prices, values, and rake are variable and determined by Springbok Casino. The number of Add-Ons and Re-Buys available varies per tournament.

6. Please note that customers who have not made any deposits can only claim winnings from a tournament once.

LOBBY JACKPOTS

1. To participate in the casino Lobby Jackpot customers must log in and manually opt-in. Players can also opt-out at any point from contributing to the Lobby Jackpot.
2. Enrolled players have a chance to win the accumulated jackpot amount as a compulsory 0.08 ZAR bet will be placed on every spin in any slot game.
3. Free bonuses cannot be used to contribute to the Lobby Jackpot. Lobby jackpots won while playing with a balance derived from a free bonus will be subject to the maximum withdrawable amount of that bonus.
4. Lobby jackpot prizes are awarded as a real money balance with no wagering restrictions.