

Terms & Conditions

Version 1.5

Effective October 13th 2025

Please read the following rules and regulations carefully. By registering as a member at Springbok Casino (also referred to as "Springbok," "we," "us," or "the Casino") and participating in any wagering activities, you confirm that you have read, understood, and agreed to be bound by all of the following terms and conditions.

Springbok Casino is owned by Quadgreen N.V., Groot Kwartierweg 10 Livestrong Building, Curacao, which is licensed by the Curacao Gaming Commission ("Company"). 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.

1. Promotional Acceptance

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

2. Legal Participation & Age Restriction

The Casino is restricted to individuals of legal age who are residents of jurisdictions where such use is not prohibited by law. All games are void where prohibited. Minors are strictly forbidden from playing.

3. Real Money Operation

The Casino operates with real money; therefore, all player winnings and losses are in real currency. Players may use fun mode for entertainment play.

4. Game Monitoring

The Casino monitors all games and may track and review all gameplay activity including hands, rolls, spins, and outcomes.

5. Interrupted Games

In the case of unexpected disconnection during a game, Springbok Casino will attempt to restore your session to the last known state upon reconnection. If a wager was not registered by our server before disconnection, your account balance will remain unchanged and no bet will be deducted.

6. Disconnection Liability

We strive to maintain uninterrupted service, but are not liable for losses resulting from disconnections. Player balances are determined by server records.

7. Dispute Handling

Any concerns or disputes relating to game results or account activity must be submitted in writing to Springbok Casino's support team within one (1) hour from the time the issue occurred. Late submissions may not be eligible for review.

8. Indemnity

By using the services provided by Springbok Casino, you agree to fully indemnify and hold harmless the Casino, its operators, employees, affiliates, and related entities against any claims, liabilities, costs, or damages arising from your actions or use of the platform, including but not limited to:

- a. Accessing, using, or reusing the Casino website or its content;
- b. Engaging with any materials or downloads from the Casino;
- c. Connecting to or interacting with the Casino's game servers;
- d. Participating in any games or promotional activities;
- e. Accepting or attempting to claim any rewards or winnings.

This indemnity extends to any legal or financial consequences resulting from breaches of these terms, violations of local laws, or misuse of your account credentials.

9. Agreement to Terms

Players may not participate in any services unless they fully understand and accept these terms, which may be modified at any time. Users are expected to review them monthly.

10. One Account Policy

Each player is permitted only one active account. Opening multiple accounts—intentionally or unintentionally—without prior written consent may lead to closure of related accounts and voiding of winnings.

11. Account Authenticity

Failure to verify the uniqueness of an account may result in closure and loss of winnings.

12. Account Security

Players are solely responsible for keeping their account number and password confidential. The Casino is not liable for unauthorized account use.

13. Privacy

All member identity information remains confidential. The Casino will not disclose wagering history.

14. Tax Responsibility

Players are solely responsible for declaring and paying any local, state, federal, or other taxes that may apply to winnings or prizes collected from the Casino.

15. Game Changes

The Casino may add or remove games or services at its sole discretion without prior notice.

16. Promotional Consent

By accepting prizes from Springbok Casino, players grant permission for limited promotional use of their first name, initials, or screen name for public announcements, subject to compliance with applicable laws and privacy guidelines.

17. Source of Funds

Players may be asked to provide documentation on their source of funds or wealth at any time.

18. Withdrawal Ownership

Withdrawals are only permitted to accounts owned and controlled by the registered player.

19. Verification & Documentation

All withdrawal requests are subject to verification, including valid proof of ID, address, and deposit methods. If requested documentation is not provided within four (4) weeks, the account may be locked, and any winnings and pending withdrawals may be voided. Submitting fraudulent documents will lead to account closure and forfeiture of funds.

20. Return to Deposit Method

Withdrawals will typically be returned to the original deposit method. Final method is at the Casino's discretion.

21. Wagering Requirement

Deposits must be wagered at least once before a withdrawal request is accepted.

22. Weekly Withdrawal Limit

The weekly maximum withdrawal is R25,000. The Casino reserves the right to modify this limit as needed.

23. Fraud & Abuse

Springbok Casino reserves the right to withhold service or funds from any account suspected of fraud, abuse, or rule violations.

24. Account Termination

The Casino may cancel accounts at its discretion. Remaining balances may be returned unless prohibited actions were taken.

25. Prohibited Activities

Springbok Casino reserves the right to withhold play and/or payment from any account it deems fraudulent. This includes, but is not limited to:

- Use of multiple active accounts without permission;
- Deposits made using a bank card or financial instrument not matching the player's name;
- Playing on behalf of another individual or beneficial owner;
- Providing false or misleading registration, verification, or financial information;
- Participation in group, club, or professional-style play;
- Use of external systems, devices, or software designed to manipulate the outcome or data collection from games;
- Reversed or charged-back transactions;
- Any behavior considered an attempt to exploit or abuse promotions or bonus mechanics.

Springbok Casino may assess administrative fees, void winnings, and terminate accounts associated with any such violations.

26. Record-Keeping Recommendation

Players are advised to print or securely store a copy of all transaction data, payment and refund methods, and the current Terms and Conditions to prevent misunderstandings or disputes.

27. Transaction Decisions

The Casino retains full authority over transaction definitions and methods. Springbok Casino reserves the right to determine what constitutes a qualified transaction on a per-case basis and may override player disputes regarding transaction legitimacy.

28. Terms Modification

Springbok Casino may change terms or promotions at any time without prior notice.

29. Bonus Eligibility

Bonus redemption is restricted to players from South Africa, Namibia, Swaziland, Lesotho, and Mozambique.

30. Dormant Account Policy

Accounts with no activity for 12 months will be marked dormant and balances may be voided.

31. User Conduct

Offensive, abusive, or inappropriate behavior will not be tolerated within the Casino environment or in any communication with Springbok Casino staff. This includes, but is not limited to:

- The use of profane, sexist, racist, or otherwise derogatory language in chats, usernames, or messages;
- Harassment or threats directed at staff or other players;
- Repeated attempts to circumvent rules or customer service policies through manipulation or intimidation.

Springbok Casino reserves the right to take corrective measures, including issuing warnings, renaming or locking offensive usernames, suspending gameplay privileges, or permanently closing the offending account. These actions may be taken at the sole discretion of the Casino to maintain a safe and respectful gaming environment.

32. Jurisdiction Exclusion

The Casino does not accept play from individuals residing in Australia, Belgium, Netherlands, or Netherlands Antilles.

33. Governing Law

These terms are governed by the laws of Curacao. Disputes are subject to the jurisdiction of Curacao courts.

34. Inactive Accounts

Accounts with no login activity for six (6) consecutive months are considered inactive and balances may be voided.

35. Intellectual Property

All content on the Springbok Casino website, including but not limited to graphics, logos, text, software, and trademarks, are the exclusive property of the Casino or its licensors. You are granted a personal, non-commercial, non-transferable license to use this content

for your individual entertainment only. Unauthorized use, duplication, or distribution is strictly prohibited.

36. Limitation of Liability

The Casino shall not be held liable for any indirect, incidental, or consequential damages that may arise from access to or use of the services, including technical failures or disconnections. The Casino's server records shall serve as the final authority in all transactional matters.

37. Player Complaints

The Company will engage an independent Alternative Dispute Resolution (ADR) entity approved by the Curaçao Gaming Authority to provide an ADR procedure. This procedure will become effective once the Curaçao Gaming Authority publishes the list of certified ADR providers and the relevant guidelines.

The Player can submit a complaint within six months after the incident or bet settlement.

The Player cannot sell, donate, rent out, lease, pawn or pledge, under any title, any of their claims against the Company.

If the Player has any complaints on the performance of the Company under the agreement governed by the Terms, the Player should address the complaint to the Customer Support Team. If the initial response of the Customer Support Team is unsatisfactory, the Customer may find the player complaint submission form via [this page](#) or request one via the Customer Support Team and submit this accordingly. An example of the player complaint submission form can also be found on the website of the Company, but as it is important to be able to verify that the complaint originates from a registered Player, the Form can only be submitted via email. Upon receiving the player complaint submission form, it becomes a Reportable Complaint in case the identification of the Customer can be verified.

On the Complaint Submission Form the following details need to be provided:

- Customer's name, address and place of residence;
- Customer's account number or username;
- Date of the complaint and date of the disputed event;
- Description of the conduct being disputed;
- Amount in dispute;
- URL;

Depending on the nature of the complaint, the Customer Support Team shall acknowledge the complaint within 2 business days (in case of responsible gaming complaint) or 1 week (for other complaints).

The aim of the Company is to solve complaints regarding Responsible Gaming within five (5) working days. In case more time is needed to make a reasonable and informed decision, this period can be extended with two (2) weeks. Players will be informed about this delay. If a delay is due to a lack of or slow response from the Player, the resolution period may be extended by another two (2) weeks.

The aim of the Company is to solve all other types of complaints within four (4) weeks, which can be extended with another four (4) weeks in case of complexity of the complaint or slow response by the player. The extension will be communicated accordingly to the Player.

If the Complaint is not wholly resolved after the abovementioned conversations, the Company offers and provides the player with further details to escalate the issue to the related ADR service, free of charge. Unless otherwise agreed, the ADR process will start not later than four (4) weeks after the date of the ADR Notice.

A decision of an ADR entity is binding both upon the Company, as well as the Player who referred the Reportable Complaint. The Player can only bring complaints to ADR if:

- the value of the complaint is more than EUR 5,000; or
- if the Complaint pertains to a Responsible Gaming Complaint.

The Player may not commence any court proceedings or arbitration in relation to the dispute until it has attempted to settle the Complaint by arbitration and either the arbitration has terminated, or the Company has failed to participate in the mediation, provided that the right to issue proceedings is not prejudiced by a delay.

It is noted by Parties that the Curaçao Gaming Authority (CGA) will not resolve or make decisions on any Player Complaints nor act as an ADR or escalation entity, as it does not mediate in individual disputes. The CGA can be contacted by the Player regarding matters such as malpractice, breach of license conditions, or whistleblowing.

38. Responsible Gaming

Springbok Casino is committed to promoting responsible gaming and ensuring that play remains a fun and safe form of entertainment. Players who wish to learn more about setting limits, self-exclusion options, or obtaining support can visit our [Responsible Gaming page](#).

Promotional Terms and Conditions:

1. One Bonus amount per account, customer, household, shared computer.
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.
27. For all deposit bonuses exceeding 100%, a maximum cashout of 15 times the deposit amount applies, unless stated otherwise.

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 playthrough requirements, except when won while playing with a deposit bonus or cashback. In such cases, wagering requirements of the respective bonus apply.