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Bonus Policy

This Bonus 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 the Bonus Policy, except where explicitly excluded.

General Terms

1. If, at any point in time after reading this policy something is not clear, or If you would like to be blocked from receiving our bonuses please contact our Customer Support Department team before you commence play.
2. You will only use your Bonus Balance after first using any Real Balance you have.
3. If you use your Bonus Balance and your bet generates a win, the winning will be added to your bonus balance (unless the bet completes all your wagering requirements in which case, except if the bonus is non-Cashable, the entire remaining bonus balance will be transferred to your real balance). If a bet uses both real and bonus balance and the bet generates a winning amounts will be credited proportionally to the respective balances.
4. Any bonus, free spins or free bingo tickets which you are credited (credited directly to your account or via a prize giving mechanism for example Prize Twister) to your account shall be subjected to this Bonus Policy.
5. If the bonus/free spins/free bingo tickets you were trying to claim do not appear automatically in your player's account, please contact our Customer Support team, prior to placing any bets, and the bonus/free spins/bingo tickets shall be credited for you.
6. Unless stated otherwise in the promotion offer bonuses are only available to players who made at least one successful deposit in their accounts.
7. Any winnings from free spins are credited to your Bonus Balance and are subject to a ten (10) times wagering requirement.
8. Having an active bonus does not prevent you from withdrawing, however you will have to choose to cancel your entire bonus balance (this includes any winnings you accrued using your bonus) should you wish to withdraw. You may cancel your bonus at any time from your personal area in the casino.
9. If you choose to cancel your bonus this is an irreversible action. In the rare event we decide, upon your request, to re-instate the bonus, it will be added back with the full wagering conditions regardless of the number of wagering made.
10. In the event that a technical misconfiguration, human error or failure of any kind results in the incorrect number or value of free spins, free bets, golden chips, free bingo tickets or an incorrect bonus being 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.
11. 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, we will award the Free Spins 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
12. Any attempt to register multiple accounts to gain bonus money will be deemed as bonus abuse and will result in the account(s) being suspended and the removal of your funds.
13. Individual promotions may have additional terms and conditions which will override or contribute to the terms and conditions here stated. Please carefully check all terms and conditions associated with an offer before taking part. Should the terms and conditions of the individual promotions conflict with the Bonus Policy, the individual promotions terms shall apply.
14. In accordance with the privacy policy, we regularly send promotional emails with bonus offers. You are only eligible for the bonus if you received the email 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 sent out to, we will not honour any payout requests from the customer, even if they have met the wagering criteria.

15. We reserve the right to cancel promotions or bonus offers, of any kind at any time, without prior notice. Any such cancellation will not affect an award already redeemed.
16. In instances where strong indications of gambling-related harm are identified via our customer interaction monitoring framework, we reserve the right to immediately restrict the account from making further deposits and participating in gameplay. In situations where a player is in the process of meeting bonus wagering requirements and the above mentioned strong indications of gambling-related harm are identified necessitating a restrictive action on the account, we will assess and consider, based on all available information at our disposal, whether to prevent or allow the completion of the bonus offer.
17. All offers you see in your Daily Picks 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.
18. Unless otherwise specified, the minimum deposit to qualify for any deposit bonus is £20 or the equivalent value in any other currency.
19. Unless stated otherwise if the last bonus received by a player was a bonus which was not associated with any deposit, a deposit needs to be made first before the player is eligible to use any further bonuses, even if it was marketed to the player. Any breach of this term can result in blocking from future bonuses and/or removing any winnings that might have been the result of the use of any non-Deposit bonus.
20. If you receive a non-Deposit bonus (general no deposit bonus/refer a friend bonus/registration bonus etc'), free spins, free bets, free bingo tickets or golden chips with no deposit, unless stated otherwise, the maximum amount that you can win or withdraw from it is £100 or two times the bonus amount. The larger amount of the two will be applied. Any winnings greater than the applied amount, including winnings subsequently won from with that money even after any deposit, will be removed from your account.
21. A bonus (including the bonus funds credited from free spins bonus) is also considered as a non-Deposit bonus if your Real Money balance at the time you were credited the bonus is lower than your most recent deposit.
22. Free spins/free bingo tickets are spins which take place that do not reduce funds from your bankroll. For the avoidance of doubt, any mention of free spins/free bingo tickets in this bonus policy refers to spins that do not reduce money from your bankroll, regardless of what those free spins are marketed as. This does not include free spins which are a triggered feature within a game.
23. If you receive a claimable bonus/free spins/free bingo tickets in conjunction with a deposit offer or purchase free spins using your Real Money balance, you must claim the Bonus or play with the free spins/free bingo tickets before playing with your available funds (Real Money and Bonus Balance alike). Failure to comply with this may result in any winnings being removed.
24. Players are allowed to play in any game while having an active bonus. In certain games bonus balance funds are not available to play with and when you open those games you will only see your real balance. To check for the bonus availability, please refer to the information card for each game in the casino platform.
25. A Pending Bonus is a bonus which will be available for use only after any wagering has been completed. You will see this bonus in your Pending Bonus balance.
26. A non-cashable bonus is a bonus which, once wagering is completed or the bonus is consumed, will not be added to your real balance regardless of whether there was any bonus amount left when it was consumed. Once the wagering is completed/bonus is consumed, any amount left will be removed from your bonus balance.
27. Bonuses, free spins, free bets, bingo tickets or golden chips which are not subject to wagering requirements are subject to 'Irregular Play' monitoring as described in clauses 28.
28. 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.
29. Should you attempt to withdraw following receiving a bonus, bingo tickets, free spins, free bets or golden chips, without risking the deposit made to receive the bonus/free spins/free bets/ free bingo tickets/golden chips, the bonus you received will be forfeited.

Wagering Requirements

30. Only when you are using your Bonus Balance and playing an eligible game bets made will generate the points needed to wager your bonus.
31. While making bets to wager any Casino Bonus or Free Spins winnings, the maximum bet permitted is 10% (min £0.10) of the original/credited bonus amount or £5 (the lower amount applies). For example, if you receive a £20 Casino Bonus, the maximum bet you may place while wagering that bonus shall be £2. Failure to comply with this rule means you are in breach of the bonus/offer terms and we reserve the right to void and remove any winnings. A bet includes any special bet feature, any gamble function or any other type of wagering activity (regardless of its name).
32. Notwithstanding clause 29, unless stated otherwise in the promotion offer, any Casino Bonus or any winnings derived from Free Spins shall carry a wagering requirement of ten (10) times the total bonus amount. Free Bingo Tickets carry zero (0) wagering requirements, and any winnings derived therefrom shall be credited directly to your Real Balance. For example, if you win £10 from Free Spins, you must wager £100 before being eligible to withdraw. If you win £10 from Free Bingo Tickets, the £10 will be credited directly to your Real Balance. We have 2 different types of wagering that we apply to our bonuses. The contribution rules in this section apply only when wagering a Casino Bonus/Free Spins (10x). They do not apply to Free Bingo Tickets (0x).
33. We have 2 different types of wagering that we apply to our bonuses. Unless otherwise stated, the bonus has standard wagering terms. Games that are included within the below wagering groups count towards the wagering requirements of a bonus:
    1. **Standard wagering**: bets placed in any game except Slots and Scratch games do not count towards the wagering requirements.
    2. **Mixed wagering:** All games count towards your wagering requirements.
34. When the bonus is added to your account the amount of wagering required is converted to bonus redeem points.
35. Bonus wagering requirements are displayed as Points to Redeem in the Bonus page in the Personal Area. Unless the game you are playing is a game referred to in clause 29 or subject to clause 23, for every £1 wagered, you will accrue 0.5 points.
36. Wagering only counts for one bonus at a time according to the following rules:
    1. If there are bonuses restricted to a specific game or games, wagering will contribute to these bonuses first if that specific game is played.
    2. If multiple bonuses are active with different wagering conditions, the wagering will be applied to the bonus with the largest amount first.
    3. If there are two active bonuses with identical conditions, wagering will contribute to the bonus with the largest amount first.
    4. Please note that you will always first wager your real money funds and only when they are fully wagered, you will then start wagering your Bonus Balance.
    5. Payouts will only be applied to the largest bonus that has been used. This includes instances where a bet has been placed using the highest bonus balance or if the largest bonus has already accrued redeem points.
37. Unless stated otherwise, you have up to 24 hours to meet the wagering requirements for non-deposit Bonuses before the bonus and any winnings are removed.
38. All free spins, free bets, free bingo tickets and golden chips are available for 24 hours.
39. In the case that bonus money is wagered and lost, but not all wager requirements were met, providing you don't have any open games, the next deposit made to your account will automatically reset the bonus as Consumed and it will not be necessary to complete the remaining wager requirements. If you want to continue your game session and make sure that your bonus gets Consumed, please contact support after your deposit. Any abuse of this in order to avoid completing bonus wagering will result in all winnings being removed, and your deposit potentially being confiscated.
40. If you have a bonus consumed/cancelled/expired, either by the system or due to your own request, and the wagering was not completed, all your winnings will be removed including any pending/unclaimed winnings from games/promotions you played whilst you had the bonus.

Irregular Play/Fair Play

41. We reserve the right to review transaction records and logs from time to time, for any reason whatsoever. If, upon such a review, it appears that a customer is participating in irregular play that We, in our sole discretion deem to be abusive, We reserve the right to revoke the entitlement of such a customer to any promotion.

42. We reserve the right to refuse or void a bonus and/or winnings in the event of funds being cancelled or denied or disputed by any payment service or payment provider or by the user himself.
43. We reserve the right to withhold any withdrawals and/or confiscate all winnings and bonuses for irregular play. The wording 'Irregular play' may include but is not wholly restricted to any one or more of the following types of play: Low margin betting, equal betting, zero risk bets or hedge betting are considered irregular gaming when done purposely to exploit bonuses. In addition to this, the following are considered irregular playing patterns:
    1. Increasing the balance then changing the gaming pattern significantly (bet, game type, bet structure, etc) in order to complete the wagering requirements for that bonus.
    2. Using any betting system, or placing even money bets on Baccarat and Roulette.
    3. Wagering to meet an award in one currency, and then changing currency to a stronger currency before the award is added to your account.
44. If We suspect a player has or is abusing a bonus offer/s, either on his own or in association with partners, We reserve the right to rescind the bonus or bonuses, void any winnings and close the relevant player/s accounts.
45. If you have a pending withdrawal at the time of claiming a non deposit bonus the casino reserves the right to void all subsequent winnings from that bonus including the bonus amount.
46. Promotions and bonuses are there to reward our valued players – We have zero tolerance policy on bonus abuse and fraudulent activity. We reserve the right to block bonuses from any player who is deemed to be abusing our promotions. If fraudulent activity or abuse is suspected, We reserve the right to remove bonuses and winnings from the account.
47. Fair play means depositing with the intention of playing / risking the funds you deposited with.
48. Bonuses/free spins winnings/free bingo ticket winnings with zero wagering are subject to Fair Play. Any player that takes advantage of such offers, and attempts to withdraw without adhering to Fair Play, will have all their winnings confiscated and be restricted from taking any future offers.

Bingo Specific Terms

49. Free bingo tickets are available to use in a specific game/s and/or room. Bingo tickets awarded as part of campaigns (including Free Tickets or promotional tickets) can only be used in games or bingo rooms specifically enabled for their use. Eligibility of rooms or games for these tickets is at the SimbaGames.co.uk's discretion.
50. Free bingo tickets can only be redeemed in eligible rooms for the next scheduled game where the ticket price matches (or falls within) the free ticket value. Free tickets cannot be used on games that already include another free ticket offer such as Buy One Get One Free (BOGOF) or similar promotions.
51. Any Promo Tickets offered, "Buy X Get Y Free", where the player gets a certain number of free bingo tickets upon purchase of a certain number of normal tickets can only be used in the games or rooms where BOGOF functionality is enabled. Such games will be clearly marked or communicated as supporting BOGOF offers.
52. Free bingo tickets have an expiry date and cannot be used later than this date and will be automatically canceled. Tickets will be applied first according to the nearest expiry or retrieval date.
53. The most recent free bingo ticket(s) needs to be redeemed before any other free bingo tickets can become redeemable from the queue.
54. Free bingo tickets, promotional tickets, or BOGOF tickets cannot be used in:

    Cash-only rooms

    Mini Bingo games accessed via the Mini games menus

    Rooms/games not enabled for ticket use

    Free bingo tickets cannot be used for pre-buy.

55. Free bingo tickets will contribute to standard game prizes as per the applicable room rules, but will not contribute to jackpot prize pools unless specifically stated otherwise.
56. If a bingo game malfunctions, any unused or used Free Tickets will be returned to the player's Free Bingo Tickets balance.

57. Free bingo tickets issued for specific scheduled games are now classified as Game Entry Tickets and may have distinct rules or usability terms as described on the Game Entry Tickets help page.
58. Certain free bingo tickets may be assigned to a specific bingo variant (e.g., Rainbow Riches). These tickets are valid only for games scheduled within the corresponding variant and cannot be used elsewhere.