



Casino & Live Casino Rules

When participating in games at the casino of the Interwetten España Plc (“**Interwetten**”), Roulette, Live Roulette, Black Jack and Slots, each player agrees to these Casino Rules and the

[General Terms and Conditions](#)

of Interwetten, which apply to all aspects not addressed in this document.

Kindly note that these rules, and any terms and conditions which apply, may change from time to time and that, although the player shall receive and agree to the relevant notices, he undertakes to regularly check these rules and the General Terms and Conditions for any changes or updates made thereto.

Additional terms and conditions may apply to promotions and special offers, for which Interwetten will request your express an independent consent. Please read them carefully before accepting any promotional offers. The individual terms and conditions for each promotional offer are displayed on the respective promotion screen. The rules applicable for each and any casino game are displayed directly on its respective game screen.

If the player has any questions regarding these rules of Interwetten Casino, we are entirely at his disposal to clarify any questions by e-mail to

asistencia@interwetten.es

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1. Representations and Warranties by the Player

Upon participating in a game, the player confirms that he has reached, at least, the age of 18. Interwetten does not accept any underage players.

Interwetten reserves the right to verify any player’s statement of age and to exclude players from its services, if there is any reasonable doubt regarding the attainment of the minimum age required. Any player, who is identified as underage, shall have all his winnings retained and managed according to the applicable regulations and his Interwetten account shall be blocked immediately.

In addition, the player acknowledges that casino games amount to gambling, that the risk of losing money is implicit, and that his involvement is entirely voluntary. On the other hand, the player accepts that the operator is entitled to restrict, limit or block the access of certain players, provided that, following the appropriate internal investigations, it finds strong indicators of irregular, illegal or dishonest conduct, in accordance with the applicable regulations and the provisions of these Terms and Conditions. In these cases, the relevant reasons for the closure of the account shall be disclosed, but, to the maximum extent permitted by the applicable regulations, Interwetten shall not be liable in any way for any loss or damages that may result from any such action other than as a result of



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gross negligence. Please visit Interwetten's [General Terms and Conditions](#) and [Responsible Gaming](#) Site for additional information.

The computer software Interwetten makes available to the player is owned by third parties (Prima Networks Ltd, NetEnt Gaming Solutions PLC, Evolution Limited, Pragmatic Software Solutions Ltd). All these software systems are protected by copyright and protection of intellectual property laws. Interwetten grants the player a non-exclusive license to use the Interwetten website and the gaming services offered by Interwetten for as long as the contractual relationship between Interwetten and the player remains in force. In this regard, the player may only use the software for personal, recreational uses in accordance with all applicable laws, rules and regulations. The use of Interwetten's software systems beyond the cases and conditions foreseen herein or in the General Terms and Conditions shall be cause for termination of the current contractual relationship between the player and Interwetten, and the player shall indemnify Interwetten for any and all damages caused by such use.

2. Participation in the Interwetten Casino and Live Casino

2.1 Interwetten permits only one account at the Interwetten casino per individual person. It is not permissible to open an account under a false name or with the permission of a third party in such party's name, to use front men, act as front man or play on another person's account. Please see our General Terms and Conditions for further information in this regard.

2.2 The player is solely responsible for the safeguarding of his login and password details. The username and password should never be disclosed to third parties. To the extent permitted by the applicable regulations, Interwetten will not be liable for any abuse of the player's username and/or password by third parties unless deliberate intent or gross negligence can be proven. Interwetten operates on the assumption that each person logging into the system with the correct combination of username and password is actually the lawful account holder.

2.3 The player is not allowed to use any error, virus, bug, defect or inconsistency found in the software for his own advantage, or to the disadvantage of other players at any time. Furthermore, the player undertakes to report any such bug to customer service immediately upon discovery of the same.

2.4 If we find solid indicators that you are acting in breach of these rules or any other terms and conditions applicable to the Interwetten Casino, Interwetten may disqualify you



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from participating in general, as well as from special promotions, special offers or bonuses. Any player involved in any form of fraudulent activity will be reported to the appropriate authorities, including the National Gaming Commission.

2.5 Interwetten operates casino products in which the player takes part either in the “play for fun” mode, without staking money, or as a money player in the “play for real” mode, staking money. In order to place stakes, the Interwetten Account needs to hold sufficient credit. Interwetten operates Live Casino products only in the "play for real"-mode in which the player takes part as a money player staking money. A "play for fun" mode without staking money is not possible in the Live Casino.

2.6 In order to be able to place stakes, the player needs to deposit funds into his Interwetten account. The minimum stake for casino games amounts to 1 Cent.

2.7 Notwithstanding the regulations in clause 2.8, Interwetten will pay any prizes to the winning player under the selected games’ specific terms once the game has ended orderly. Any winnings are recorded in the player’s account statement. In principal, the payment of a prize does not impose any additional cost or obligation to the player.

2.8 To the maximum extent permitted by the applicable regulations, Interwetten does not warrant the constant availability of the casino system. However, Interwetten has a contingency plan in place that will be activated in case the website or software platform becomes inoperative for any reason. In the event a game or a gaming session is unexpectedly interrupted and/or disconnected, the situation at the point of interruption and the results of the previous game will be displayed as soon as the player starts the game again. If the player becomes disconnected from the casino’s server after his stake has been recorded and whilst playing a game, the player will be able to continue and complete the game exactly as if he had never left. If the casino server did not receive the player’s wager, the balance will not be reduced and the player will see only the result of the previous game. The balance of the player account will at all times be as it has been recorded on the Interwetten server device. If, for whatever technical reasons, the situation at the point of interruption may not be reproduced, the player will receive a refund of the initial wager on the interrupted game/s. To this effect, the player has to notify the Interwetten Service Team and request the correction of his account-balance with respect to the interrupted/unresolved game. In case of a justified request, the wager on interrupted/unresolved games will be refunded within 48 hours. As a general rule, all refunds will be recorded as an adjustment in the player’s Interwetten account. They will be free of charge and do not impose any further obligation to the player.

2.9 Furthermore, Interwetten disclaims any responsibility regarding information outside its website that is not managed directly by Interwetten. Likewise, Interwetten shall not be responsible for the contents or the state of third party websites whose links may be



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contained in its own website, nor does their inclusion imply that Interwetten approves of them or shares their contents or any opinions they may contain.

2.10 For Interwetten Espana Plc, Interwetten Gaming Ltd, Sportsbook Software GmbH, Prima Networks Ltd, NetEnt Gaming Solutions PLC, Evolution Limited and Pragmatic Software Solutions Ltd a prohibition of participation applies: shareholders, partners or significant holders (5%), as well as the executives and employees directly involved in the development of the games, their wives or persons with whom they live, ascendants and descendants up to the first degree are prohibited from participating in Interwetten gaming offers, promotions, special offers or bonuses. The same prohibition applies for excluded participants, minors and those banned to legally bind themselves, NGC members involved in the inspection of gaming, their wives or persons with whom they live, ascendants and descendants up to the first degree; and any other person that can be included in this list by any future applicable regulation/legislation.

3. Complaints

3.1 As a licensed operator, Interwetten maintains a complaint system in line with the regulatory requirements. In order to resolve any grievances or problems a player may have encountered, a complaint process may be opened with the operator within six months as from the date on which the event being subject matter of the complaint occurred. Interwetten is legally bound to respond to any complaint that is addressed to its attention. Complaints may be forwarded to the attention of Interwetten Espana Plc, by post to the registered address of the company or by email to asistencia@interwetten.es

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3.2 Interwetten will instantly identify itself, acknowledge receipt of the player's complaint, and provide an estimated time frame for the matter's resolution. Interwetten's final statement will be forwarded to the player within one month of the receipt of the complaint.

3.3 If the player is not satisfied with the matter's resolution or if he is not furnished with a final statement by Interwetten within one month of opening the complaint, he may forward his complaint to the National Gaming Commission (dgoj.sugerencias@minhap.es)

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. The regulatory authority will revert to the player with a final decision within two months from the day the complaint was registered.

3.4 The deadline for the expiry of any prizes will be suspended from the date of receipt of



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the complaint by Interwetten until the date on which Interwetten notifies its decision to the complainant, or as appropriate, until the notification of the ruling of the Directorate General.

3.5 That is established without prejudice to the right of the player to present, if considered appropriate, a claim before any of the available alternative dispute resolution entities, which can be consulted at the following link:

<https://www.ordenacionjuego.es/es/reclamaciones>

4. Specific regulations for slot games

4.1 Upon selecting a specific slot game from the casino tab at

www.interwetten.es

, the player may familiarize himself with the rules of the game. The game description contains a description of the winning combinations and of the prizes allocated as well as a mathematical forecast of the game return, calculated on the basis of one year, together with the actual percentage return of prizes in relation to the amount gambled for each of the prizes in each of the six previous months (if available). The prizes allocated to jackpots will be excluded from the calculation of such percentage, without prejudice to the information which Interwetten wishes to provide in relation to the latter.

4.2 The said game description indicates also clearly the maximum and minimum stake for each game.

4.3 Participation in slot machine games may be done manually or automatically. At Interwetten, the default mode for each game is manual. In manual mode, the game will commence when the player manually activates the start mechanism. In automatic mode, the game will commence once this game mode has been configured. Not more than 100 games may be configured in automatic mode, and in any case, this mode may be abandoned at any time.

4.4 Prior to the start of each slot machine game session, the player shall set the maximum time that he is prepared to use, and the maximum reduction in his gaming account that he is prepared to accept for this session. The definition of time and loss limits shall be carried out expressly and at the beginning of each slot machine game session. It is not possible to use default settings or to carry over setting from one session to another. Likewise, the configuration of any session may not be modified during game play. When the predetermined time limit has expired, or the allocated amount has been used, the said session will end automatically by disconnecting the session once the game in course has ended. In any case, Interwetten will issue a warning to the player two minutes prior to the lapse of the time limit, so that the player may close the session orderly, if he wishes so.



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Notwithstanding the definition of time and loss limits at the beginning of each gaming session, the player may terminate a running session at any time before the above mentioned targets are met.

4.5 As a general rule, the amount of money which the player may gamble in a slot machine game cannot exceed the balance which he has in his gaming account at the time that the game session commences.

4.6. Prior to the start of each slot machine game session, the player needs to define also the frequency of a warning that Interwetten will raise with regard to the time taken and the amount spent during the gaming session. The minimum possible frequency for this alert on the game interface is fifteen minutes, to be calculated from the start of the session or from the last warning.

4.7 From the start of each slot machine gaming session, during each session, and at any given time, Interwetten will make the balance of the game session with a breakdown of amounts staked and prizes won visible on the game interface. Interwetten will also make available the history of amounts gambled and prizes obtained in each gaming session, as well as the resulting balance of the above, and the percentage of the amount gambled by each player which is allocated to the jackpot.

4.8 At the end of each game session, Interwetten will provide the player with a report setting out a summary of the amounts bet and the results obtained during the session. Any player wishing to start a new slot game session within 60 minutes of the end of the previous session, will receive a warning raised by Interwetten, prior to making said connection, highlighting the importance of responsible gaming and the implications arising from compulsive or problem gambling. This warning includes a link to Interwetten's responsible gaming page and the operator's responsible gaming policy.

4.9 Each gaming session is configured in a way that allows for the option of a temporary self-exclusion by the player for any future sessions.

4.10 Interwetten offers, if any, only progressive jackpots. The offering of guaranteed jackpots that originate in whole or in part from the operator's funds is prohibited by law.

5. Disclaimers

The use of robotic, mechanical, electronic, or other devices to automatically make playing decisions in any game, whether as a guest or real player is strictly prohibited save where such devices are provided, or specifically authorized in writing, by Interwetten. Once confirmed its existence, any use of such prohibited mechanical or electronic devices may



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imply the adoption of appropriate measures by Interwetten, including exclusion from further play at the Interwetten Casino and confiscation of funds, in accordance with the General Terms and Conditions and the applicable regulations.

6. Severability

Each clause contained in these rules shall be separate and severable from each of the others. If any clause is found to be void, invalid, or unenforceable for any reason whatsoever, the remaining clauses shall remain with full force and effect. The content of these Casino Special Terms and Conditions must be read jointly with the Interwetten General Terms and Conditions.

7. Language Matters

These rules are set forth on in different languages (Spanish, English and German). In the event of a discrepancy or dispute as to the meaning of a word or matters of interpretation, the Spanish version shall prevail over all others.

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