

# Terms and Conditions

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## General

Please carefully review these Terms and Conditions before accessing our website. By registering a Player Account with us, you explicitly agree to and confirm your consent with these Terms and Conditions.

The website [www.satoshihero.net](http://www.satoshihero.net) ("Casino," "Website," "Company," "We," "Us," "Our") is the property of Bitplay Global B.V., a company registered and established under the laws of Curacao. Bitplay Global B.V. is duly licensed and regulated by Antillephone N.V. under license number 8048/JAZ. The company's registration number is 164372(0), and its official address is Scharlooweg 39, Willemstad, Curaçao.

It is solely the player's responsibility to be aware of and comply with the applicable laws and regulations regarding online gambling in their respective jurisdictions. The governing law for the Terms and Conditions is the laws of Curacao.

## Changes to Terms and Conditions

The Casino reserves the exclusive right to modify these Terms and Conditions at its discretion and without prior notice. While we will make an effort to inform players of any significant changes through email, we strongly advise all players to regularly revisit this page to stay informed about potential updates.

## Eligibility and Restrictions

The Casino exclusively accepts players from countries and geographic regions where online gambling is legally permitted. Players are solely responsible for familiarizing themselves with the gambling laws and regulations applicable in their jurisdiction before engaging in any betting activities on the website.

Only adult players of a minimum age of 18, as specified by the player's place of residence jurisdiction, are eligible for online gaming. Players must also comply with age limitations for online gambling as required by their respective jurisdictions.

It is your sole responsibility to ensure compliance with the laws governing online gambling in your country. Depositing real funds and participating in real money games must adhere to your native regulations.

The Company retains the right to request proof of age from players and reserves the authority to restrict access to the Website or suspend a Player Account for failure to meet this requirement. Players from Sweden are ineligible for any bonuses, participation in promotional programs, VIP rewards, or the exchange of comp points.

Residents of the following countries and their territories (“Restricted Countries”) are prohibited from depositing and playing real money games: United States of America, United Kingdom, Greece, Spain, France and its overseas territories (Guadeloupe, Martinique, French Guiana, Réunion, Mayotte, St. Martin, French Polynesia, Wallis and Futuna, New Caledonia), Netherlands, Serbia, Czech Republic, Israel, Lithuania, Ukraine, Slovakia, Dutch Caribbean (Aruba, Bonaire, Curacao, St. Maarten, Saba and Statia, Gibraltar, Jersey, Belgium, Syria, Democratic People's Republic of Korea (DPRK), Estonia, Iran, Cuba, Turkey, Brazil, Georgia, Hungary. The Casino cannot guarantee the successful processing of withdrawals or refunds in the event of a player breaching this Restricted Countries policy.

## Accepted Currencies

The website facilitates gameplay using the following currencies: AUD, EUR, USD, CAD, JPY, BTC, ETH, TRX, DOGE, LTC, USDT, BCH, SOL, BNB.

## Fees and Taxes

Players are solely responsible for any applicable taxes on their winnings in their respective jurisdictions.

## Game Rules

By accepting these Terms and Conditions, you confirm that you know and understand the rules of the games offered on the Website. It is at your discretion to familiarise yourself with the theoretical payout percentage of each game.

The maximum bets for the real money game process are set as follows:

- for slot games: 50 EUR / 50 USD / 75 CAD / 75 AUD / 0.002 BTC / 0.03 ETH / 0.6 LTC / 0.4 BCH / 593 DOG / 50 USDT / 877 TRX / 135 XRP / 6250 JPY / 0.18 BNB;
- for table and live games: 100 EUR / 100 USD / 150 CAD / 100 AUD / 0.0047 BTC / 0.069 ETH / 1.1 LTC / 0.83 BCH / 1186 DOG / 100 USDT / 12500 JPY / 270 XRP / 1754 TRX / 0.35 BNB.

Bonus round purchase is considered as a single bet, and the rule applies. In case of exceeding the value, money will not be charged from the player's account.

## Bets and Payouts

**Placing Bets:** The rules governing each game shall outline the procedures for placing bets and wagers. The Casino retains the authority to restrict, cancel, or decline a player's bets and wagers if, at our sole discretion, we deem them to be excessively large or suspect that a player is abusing our systems through their betting patterns.

**Deduction Order:** Whenever a player places bets or wagers, the funds will be deducted from their relevant Player Account in the following sequence:

- a. First, real money deposits will be deducted.
- b. Second, cleared bonuses will be deducted.
- c. Third, uncleared bonuses will be deducted.

**Cleared Bonuses:** For the purpose of these Terms and Conditions, a bonus or any part thereof shall be considered "cleared" if it meets the Website's criteria to be treated as real money. Such criteria shall be detailed in the terms and conditions of the respective bonus, or communicated to the players through the Website.

**Crediting Winnings:** Winnings will be automatically credited to the relevant Player Account balance latest within 24 hours since the bet was made.

**Maximum Aggregate Winnings:** The maximum total winnings a player can accumulate on the Website in any given calendar month shall not exceed 100,000 USD, or its equivalent in the currency selected for the Player Account.

**Game-Specific Winnings Limits:** Certain games may have specific limits on winnings. Applicable limits for individual games will be communicated to players through the Website.

**Modification of Withdrawal and Winnings Limits:** We reserve the right to reasonably modify the maximum withdrawal amounts and winnings limits outlined in these Terms and Conditions without providing prior notice to players. Any such changes will be published promptly on the Website.

By using the services provided by the Casino, players acknowledge and accept these terms and conditions related to bets, wagers, and winnings. It is the responsibility of the players to review and comply with these rules regularly, as they are subject to change at any time. Players engaging in manipulation, abuse, or violation of these terms may be subject to account suspension or termination at the Casino's discretion.

## Disclaimer of Liabilities

By accepting these Terms and Conditions, you acknowledge the inherent risks of gambling and the possibility of financial loss. The Casino shall not be held liable for any financial damage arising from your use of the Website.

The Casino assumes no responsibility for hardware or software defects, internet connection instability or loss, or any other technical errors that may hinder access to the Website or disrupt uninterrupted play for players.

In the unlikely event of a wager being confirmed or a payment made by the Casino in error, the Company reserves the right to cancel all such wagers affected by the error or rectify the mistake by settling the wagers according to the correct terms that should have applied at the time the wager was placed, considering the absence of the error.

In case the Casino erroneously credits your Player Account with winnings not rightfully yours, whether due to technical issues, errors in the paytables, human error, or any other reason, such amount shall remain the property of the Casino and will be deducted from your Player Account. If you have withdrawn funds erroneously credited prior to our awareness of the error, the incorrectly paid amount will constitute a debt owed by you to the Casino. In such instances of incorrect crediting, you must promptly notify us via email.

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

- Do not guarantee that the software or the Website is fit for your intended purpose;
- Do not guarantee that the software and Website are free from errors;
- Do not guarantee uninterrupted access to the Website and/or games;
- Shall not be liable for any direct, indirect, special, consequential, incidental, or otherwise arising loss, costs, expenses, or damages related to your use of the Website or your participation in the games.

You hereby agree to indemnify and hold harmless the Casino, its directors, employees, partners, and service providers for any costs, expenses, losses, damages, claims, and liabilities incurred arising from your use of the Website or participation in the Games.

You acknowledge that the Casino retains the final decision-making authority to determine if you have violated the Casino's Terms and Conditions in a manner warranting suspension or permanent exclusion from participation on the Website.

## Use of Player Account

Each player is allowed to create only one (1) personal account per IP address or household.

Creating multiple Player Accounts by a single player can lead, at the sole discretion of the Casino, to the termination of all such accounts and cancellation of all payouts to the player. The player shall not provide access to their Player Account or allow using the Website to any third party, including but not limited to minors.

Any returns, winnings or bonuses which the player has gained or accrued during such time as the Duplicate Account was active shall be reclaimed by us, and players undertake to return to us on demand any such funds which have been withdrawn from the Duplicate Account.

The Website can only be used for personal recreational purposes and shall not be used for any professional activity or commercial profit.

You must maintain your account and keep your details up-to-date.

We reserve the right to make a Skype or phone call to the number provided in your user account, which at our own discretion, can be a necessary part of the KYC procedure. Withdrawals may be terminated and the account disabled until it 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) within 180 days from the date of the withdrawal request, your account remains closed and funds forfeited, since you have failed to pass the KYC procedure.

## Anti-Fraud Policy

The Company maintains a rigorous anti-fraud policy and employs various tools and techniques. Any player suspected of engaging in fraudulent activities, including but not limited to:

- Participating in collusion with other players;
- Employing software-assisted methods or hardware devices for an unfair advantage during gameplay;
- Creating multiple accounts;
- Engaging in any form of cheating;
- Becoming bankrupt in their country of residence;

In such cases, the Company reserves the right to terminate the respective Player Account and suspend all payouts to the player. The Company retains the sole discretion to make such decisions, and the player shall not receive prior notice or explanations for these actions. Additionally, the Company may report instances of fraudulent behaviour to the relevant regulatory bodies.

In the event of a chargeback / double-spent crypto transaction on the player's account, the Casino reserves the right to:

- Debit an amount equal to the player's available balance funds to compensate for damages and expenses incurred due to the chargeback;
- Pursue further damages and financial losses by contacting the player through the provided contact details during the registration process (e.g., phone, email, etc.);
- Close the player's personal account and void any winnings resulting from the act or attempt of a chargeback.

The Casino maintains a zero-tolerance policy toward advantage play. Players attempting to gain an unfair advantage through casino welcome offers or promotions accept that the Company may void bonuses and any associated winnings in cases of:

- Creating multiple accounts to exploit casino promotions;
- Providing incorrect registration information;
- Engaging in any actions that may harm the Casino.

The Casino reserves the right to disallow any bonus promotions when the customer's bonus ratio (deposits: bonuses) exceeds 50%, at the sole discretion of the Casino.

The Casino may close a Player Account at its absolute discretion and refund the account balance, after deducting relevant withdrawal charges, without the obligation to state a reason or provide prior notice.

To verify a player's account, the Casino may require documents (ID, payment systems, utility bills, etc.) in Latin or Cyrillic alphabets. If a player cannot provide documents in the mentioned alphabet, the Casino reserves the right to demand video verification, where the player shows their documents.

The Casino retains the right to retain payments if there is any suspicion or evidence of manipulation of the casino system. Users who manipulate the casino system or attempt to do so may face criminal charges. The Casino reserves the right to terminate and/or modify any games or events offered on the Website.

Players are obligated to refrain from taking advantage of possible errors or incompleteness in the software and are required to report such errors or incompleteness to the Casino immediately. Failure to comply may result in the Casino seeking full compensation for all costs related to the error or incompleteness, including any costs incurred due to the respective error/incompleteness and the failure to notify the Casino.

All funds deposited into the casino must be used solely for gaming activities. As a result, all deposits must be wagered at least three times before withdrawals can be made. The Casino reserves the right to terminate a player's account if money laundering or other fraudulent activities are suspected.

The Casino is not a financial institution and shall not be treated as such. As a consequence, player accounts will not accrue any interest, and no conversion or exchange services, including fiat-crypto exchange, will be offered at any time.

## Depositing

The Website provides crypto payment methods in the following cryptocurrencies: BTC, ETH, TRX, DOGE, LTC, USDT, BCH, SOL, BNB. For information on the most favourable payment methods for your country of residence, please contact our support team at [support@satoshihero.net](mailto:support@satoshihero.net).

Players must make deposits only from their own crypto wallets. Violation of this condition may result in the confiscation of winnings. The Company shall not be liable for any lost funds deposited from third-party accounts.

Please note that the minimum deposit amount is €10 or an equivalent. Due to the nature of cryptocurrencies, deposit limits cannot be applied to deposits made through the CoinsPaid payment system.

## Withdrawal Policy

The minimum withdrawal amount is €20 or an equivalent. The maximum withdrawal amount depends on the chosen payment method. If the requested amount exceeds the limit of a particular payment system, the withdrawal will be processed in instalments.

The Casino reserves the right to verify a player's identity before processing payouts and may hold any refund or withdrawals for the time required to verify the player's identity. Providing false or incomplete Personal Data may result in the refusal of withdrawal and termination of the Player Account, with notice sent via email. The Casino may report player actions to applicable regulatory bodies.

Withdrawals via CoinsPaid are sent to the unique address provided by the player during the withdrawal request in Wallet. Players are solely responsible for ensuring the correctness of the crypto address and their access to it.

The maximum withdrawal amount processed to a player per week is 0.36 BTC / 6 ETH / 82 BCH / 130 LTC / 142,500 DOG / 10,000 USDT / 24,000 XRP / 160,500 TRX / 32 BNB. Per month, the maximum withdrawal amount is 1.42 BTC / 24 ETH / 325 BCH / 530 LTC / 570,000 DOG / 40,000 USDT / 96,000 XRP / 642,500 TRX / 129 BNB. Exceptions may be granted to players with a higher VIP level, if any, at the Casino's sole discretion.

If a player wins more than €40,000 or its equivalent, the Casino reserves the right to pay out the amount in monthly instalments of a maximum of €40,000 or equivalent until the full amount is paid.

All progressive jackpot wins will be paid in full.

The Casino is not a financial institution, and therefore no interest will be accrued on player accounts. Conversion or exchange services will not be provided at any time.

## Refund Policy

Refund requests will be considered only if made within the first twenty-four (24) hours of the alleged transaction or thirty (30) calendar days if a player claims unauthorized access to their Player Account.

Before processing a refund, all bonuses and winnings in the player's balance will be deducted.

Virtual Funds, such as Bitcoin, are not considered legal currency or tender and are treated as virtual funds with no intrinsic value on the Website. Therefore, refunds or cancellations of Virtual Funds are not provided.

All costs incurred during the refund procedure are the responsibility of the player.

## Dormant Accounts

An inactive (dormant) account is defined as a Player Account that has not been logged into or logged out of for twelve (12) consecutive months. In such cases, the Casino reserves the right to charge a monthly administrative fee of €10 or its equivalent in another currency (or the current account balance, if lower) for as long as the account balance remains positive.

The Casino is authorized to debit this fee from the Player Account at the beginning of the month following the date on which the account is deemed inactive and at the beginning of every subsequent month that the account remains inactive. The Casino will cease deducting the fee if the account balance reaches zero or if the account is reactivated.

The Terms and Conditions provided above were last updated on November 26, 2023.