

You have reached the cached page for <https://www.limoplay.com/terms-and-conditions> (<https://www.limoplay.com/terms-and-conditions>)

Below is a snapshot of the Web page as it appeared on **12.07.2017** (the last time our crawler visited it). This is the version of the page that was used for ranking your search results. The page may have changed since we last cached it. To see what might have changed (without the highlights), go to the current page (<https://www.limoplay.com/terms-and-conditions>).

You searched for: <https://www.limoplay.com/terms-and-conditions> We have highlighted matching words that appear in the page below.

Bing is not responsible for the content of this page.



(/)

## TERMS AND CONDITIONS

The **Terms and Conditions** stipulated below are effective as of May 26, 2014. Before using the website WEB SITE, please read **Terms and Conditions** carefully. **The fact of using the website confirms your consent with the Terms and Conditions.**

The website [www.limoplay.com](http://www.limoplay.com) is owned and operated by Direx N.V. ("Casino", "Company", "We", "Us", "Our"), a company registered and established under the laws of Curacao and its wholly owned subsidiary, Direx Limited, registered address Stasinou 1, MITSU Building 1, 1st Floor, Flat/Office 4, Plateia Eleftherias, Nicosia, Cyprus. Direx N.V. registered by the Government of Curaçao, as an Information Provider legally authorized to conduct online egaming operations from Curaçao. Egaming Licensing and Supervision is provided by Antillephone N.V. Direx N.V.'s registration number is 131879 and its registered address is E-Commerce Park Vredenberg, Curacao.

### CHANGES OF TERMS AND CONDITIONS

Current **Terms and Conditions** may be changed by the Company when such need occurs. The Company will notify the players of any significant changes, where possible. However, please visit the **Terms and Conditions** page regularly to check for possible changes.

### WHO CAN PLAY

The website accepts players only from those countries and geographic regions where online gambling is allowed by law. It is the player's sole responsibility to inquire about the existing gambling laws and regulations of the given jurisdiction before placing bets on the website. The website only accepts adult players (the minimal age is 18) and players who have reached the age specified by the jurisdiction of player's place of residence as eligible for online gaming. It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction regarding the age limitation for online gambling. The Company reserves the right to ask for the proof of age from the player and limit access to the website or suspend the player's account to those players who fail to meet this requirement.

If you are a player from the US or any of its states, or UK, you won't be allowed to play real money wagering games including bitcoins. If you are a player from Spain or France you will not be able to play as well.

### AVAILABILITY OF GAMES:

Certain games may be unavailable in certain jurisdictions, as required by policies of game providers which may change from time to time.

NetEnt games are unavailable for Afghanistan, Albania, Algeria, Angola, Cambodia, Ecuador, Guyana, Hong Kong, Indonesia, Iran, Iraq, Israel, Kuwait, Lao, Myanmar, Namibia, Nicaragua, North Korea, Pakistan, Panama, Papua New Guinea, Philippines, Singapore, South Korea, Sudan, Syria, Taiwan, Uganda, Yemen, Zimbabwe, as well as Belgium, Bulgaria, Canada, Denmark, Estonia, France, Italy, Mexico, Portugal, Romania, Spain, United States of America, United Kingdom, Latvia, and Lithuania. In addition to the above, Guns'n'Roses, Motorhead, and Jimi Hendrix are unavailable in Australia, Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Tunisia, Turkey, Ukraine. Aliens are unavailable in Japan, Canada.

Sign In ( )

Sign Up ( )

EN

Additionally, Universal Monsters series (Frankenstein, the Bride of Frankenstein, Dracula, The Mummy, The Wolf Man, Creature from the Black Lagoon, The Invisible Man) and Scarface are only available in these countries: Andorra, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Brazil, Georgia, Iceland, Liechtenstein, Moldova, Monaco, Montenegro, Norway, Russia, San Marino, Serbia, Switzerland, Ukraine, Croatia, Macedonia, Turkey, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Peru, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

Players from the following countries are not eligible to win any jackpots from jackpot games offered by NetEnt (such as but not limited to Mega Fortune): Australia, Azerbaijan, China, Denmark, India, Israel, Italy, Japan, Malaysia, Qatar, Russia, Spain, Thailand, Tunisia, Turkey, Ukraine. The Casino will make reasonable efforts to prevent players from these countries to reach the games, but if players from any of the stated countries would win the jackpot, the jackpot win will be annulled.

Players from Canada are not eligible to play the games from NYX(NextGen).

## ACCEPTED CURRENCIES:

The website allows playing for CURRENCIES.

- EUR
- USD
- BTC
- AUD
- CAD

## FEES AND TAXES

The player is fully responsible for paying all fees and taxes applied to their winnings according to the laws of the jurisdiction of player's residence.

## GAME RULES

The player confirms that he/ she knows and understands the rules of games offered by the website. It is at player's discretion to know the payout percentage of each game.

## DISCLAIMER OF LIABILITIES

The player is aware of the fact that gambling at the website may lead to losing money. The Company is not liable for any possible financial damage arising from the use of the website.

The Company is taking effective measures to protect player's private data from any unauthorized use and is only making it available to parties involved in providing of gambling services through the website. Notwithstanding this, the Company is not responsible for how the information is further treated by third parties, for example third party software providers or affiliates. Treatment of player's private data by such parties is subject to **terms and conditions** of these parties, if any.

The Company is not liable of any hardware or software, defects, unstable or lost Internet connections, or any other technical errors that may limit player's access to the website or prevent player from an uninterrupted play.

Some circumstances may arise where a wager is confirmed, or a payment is performed, by us in error. In all these cases the Casino reserves the right to cancel all the wagers accepted containing such an error, or to correct the mistake made re-settling all the wagers at the correct prices/spreads/**terms** that should have been available at the time that the wager was placed in the absence of the error.

Sign In ()

Sign Up ()

If we mistakenly credit your Member Account with winnings that do not belong to you, whether due to a technical, error in the pay-tables, or human error or otherwise, the amount will remain our property and will be deducted from your Member Account. If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be available at law) constitute a debt owed by you to us. In the event of an incorrect crediting, you are obliged to notify us immediately by email.

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

do not warrant that the software or the Website is/are fit for their purpose  
do not warrant that the software and Website are free from errors  
do not warrant that the Website and/or Games will be accessible without interruptions  
shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to Your use of the Website or Your participation in the Games

You hereby agree to fully indemnify and hold harmless the Casino, its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to your use of the Website or participation in the Games.

You acknowledge that the Casino shall be the final decision-maker of whether you have violated the Casino's rules, **terms or conditions** in a manner that results in your suspension or permanent barring from participation in our site.

## USE OF PLAYER'S ACCOUNT

Each player can create only one personal user account. Creating multiple user accounts by a player can lead to termination of the accounts and suspending of all payouts. The player shall not provide access to his user account or allow using the website to any third party including but not limited to minors. The website can only be used for personal purposes and shall not be used for any type of commercial profit.

## ANTI-FRAUD POLICY

The Company has strict anti-fraud policy. If the player is suspected of fraudulent actions including but not limited to:

participating in any type of collusion with other players,  
use of stolen cards,  
providing incorrect registration data,  
development of strategies aimed at unfaithful winnings,  
fraudulent actions against other online casinos or payment providers,  
charge back procedures with a credit card or denial of some payments made,  
other types of cheating,  
or is known to have gone bankrupt in the country of his residence,  
providing incorrect information about personal data during registration  
the Company reserves the right to terminate the user account and suspend all payouts to the player. This decision is at sole discretion of the Company and the player will not be notified or informed about the reasons of such actions. The Company also reserves the right to inform the regulatory bodies of such fraudulent actions performed by the player.

The Casino reserves the right to close Your Member Account and to refund to You the "Account balance", subject to the deduction of relevant withdrawal charges, at Casino's absolute discretion and without any obligation to state a reason or give prior notice.

The Casino reserves the right to retain payments, if suspicion or evidence exists of manipulation of the casino system. Criminal charges will be brought against any user or any other person(s), who has/have manipulated the casino system or attempted to do so. The Casino reserves the right to terminate and/or, change any games or events being offered on the Website. [Sign Up \(\)](#)

Should the user become aware of possible errors or incompleteness in the software, he/she agrees to refrain from taking advantage of them. Moreover, the user agrees to report any error or incompleteness immediately to the Casino. Should the user fail to fulfil the obligations stated in this clause, the Casino has a right to full compensation for all costs related to the error or incompleteness, including any costs incurred in association with the respective error/incompleteness and the failed notification by the user.

Also any returns, deposits, winnings or bonuses which you have gained or accrued during such time as the Duplicate Account was active will be forfeited by you and may be reclaimed by us, and you will return to us on demand any such funds which have been withdrawn from the Duplicate Account.

If a player requested a withdrawal of the funds, but the sum of made bets since last deposit is less than 3x (three) times the size of that deposit, the Casino reserves the right to charge the player the costs of transaction processing, including deposits and withdrawals. This decision is at sole discretion of the Casino management.

**LimoPlay** Casino reserves the right to determine any claimed bonuses or promotions, competition entries or accounts which connected to the same person, using all the appropriate means. In case any multiple accounts have been used, **LimoPlay** Casino immediately abolish any bonuses and bonus winnings, furthermore terminate such accounts and withhold promotional benefits the player ever had.

The administration of the casino reserves the right to call its players if regarded as a necessary part of verification. The account will not be verified and the win will not be processed till the conversation with the manager came about (the call is realized via phone number provided at the player's account) In case the phone number is invalid or missing herewith possible fraud take place, casino reserves the right to terminate the account and confiscate the win. If the player do not get through the procedure within two weeks the account will be permanently closed and the win confiscated. Such actions may help to reduce fraudulent actions and avoid negative practice in the future.

In case the player has duplicate account with bonuses, or same ID, or used few accounts in the same browser, or same playing scheme at both accounts, casino reserves the right to terminate such accounts and withhold the win.

If a customer avails of registration freespins herewith his/her county differs from IP address, the administration of the casino reserves the right to terminate such accounts and withhold the win in order to avoid negative practice in the future.

If a customer or a group of customers are suspected to have taken casino offers for the purposes of abusing the promotion, **limoplay** reserves the right to void the bonus and any winnings

Abusing of the promotion means:

- Making max allowed bets on high variance games in order to increase balance
- Decreasing stake after big hit and switching to low variance game
- Making deposits with only bonus promotions without free cash deposits
- Customer bonus ratio (deposits : bonuses) is more than 50%.

()

## DEPOSITING

Sign In ()

Sign Up ()

**Limoplay** casino offers a variety of payment methods. They include VISA and MasterCard credit and debit cards, as well as different web wallets. Please contact our support team at support@limoplay.com to inquire about the payment methods which are most favorable for your country of residence.

Please note that the minimal amount of deposit for a bonus is 20\$/€.

## WITHDRAWAL/ REFUND POLICY

The minimal amount for withdrawal is 20\$/€. The maximum amount for withdrawal depends on the payment method you decide to use. If the requested amount of withdrawal exceeds the limit of a particular payment system, the amount will be withdrawn in installments. Your withdrawals will be processed as soon as possible, however, please keep in mind that some web wallets take up to 3 days to process the withdrawal request.

If you have deposited via credit or debit card and the amount of withdrawal is equal or smaller to the one deposited, we reserve the right to pay the withdrawal amount back to the credit or debit card. If the amount exceeds the one deposited, the amount in excess will be paid via one of the alternative payment methods.

The Company reserves the right to check player's identity prior to processing payouts and to hold withdrawals for the time needed to check the player's identity. In case of false personal data provided by the players, the withdrawal can be refused and the user account can be terminated. The player will be informed thereof by email.

If you win more than 60 Bitcoins or €15, 000, the Company reserves the right to divide the pay out into monthly instalments of 60 BTC or €15,000 until the full amount is paid out.

Maximum withdrawal amount processed to a player is 7500 €/\$/£ per a week and 15000 €/\$/£ per a month, unless otherwise specified in the promotional **Terms & Conditions**, where exceptions can be made to players with a higher VIP status.

The Company supports payouts via Original Credit Transfer (OCT) from Visa and via Payment Transfer from Mastercard. Additional requirements are that the respective credit card is not a corporate credit card and the card is issued in a supported country.

For Visa, the following countries are not supported: USA, Australia, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Singapore.

For Mastercard, the following countries are supported: Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Luxembourg, Malta, Monaco, Netherlands, Norway, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, and United Kingdom.

Please note that even for supported countries the Company is not able to guarantee successful credit card payment processing in all cases, since banks issuing credit cards may block or reject such transactions at their own discretion.

()

Please mind that the internal operating currency of the website is Euro. You will not be able to request a Bank Transfer for USD payouts. All Bank Transfer payouts are processed within 3 (three) working banking days. If you transact in other currencies, the amount deducted from your credit card may be insignificantly higher than displayed at the time of transaction due to currency conversions on the side of your bank and/or the Casino's payment processing system. Besides, the Casino is not a financial institution and thus should not be treated as such. Your account will not bear any interests and no conversion or exchange services will be offered.

All progressive jackpot winnings will be paid in one installment in full.

[Sign In \(\)](#)

[Sign Up \(\)](#)

## DORMANT ACCOUNTS

An inactive Account is a Player Account which a player has not logged into or logged out of for twelve consecutive months. If your Player Account is deemed to be inactive, the Casino reserves the right to charge a monthly administrative fee of €10 or the equivalent in another currency (or the current balance of your Player Account, if less) as long as the balance of your Player Account remains positive. You authorize the Casino to debit this fee from your Player Account on the beginning of the month following the day on which your Player Account is deemed inactive, and on the beginning of every subsequent month that your Player Account remains inactive. The Casino will stop deducting the fee if the account balance is zero or if the account is re-activated.

## COMPLAINTS

You may contact our customer service according to the instructions located at the Website to give us any complaints regarding our services.

Complaints are handled in the support department and escalated in the organisation of the Casino in the case that support personnel do not solve the case immediately. The player shall be informed about the state of the complaint to a reasonable level.

If the dispute is not resolved on the casino management level, you can contact any independent body, gaming authority or licensor listed on the casino website.

In the event of any dispute, you agree that the records of the server shall act as the final authority in determining the outcome of any claim.

You agree that in the unlikely event of a disagreement between the result that appears on your screen and the game server, the result that appears on the game server will prevail, and you acknowledge and agree that our records will be the final authority in determining the **terms** and circumstances of your participation in the relevant online gaming activity and the results of this participation.

When we wish to contact you regarding such a dispute, we will do so by using any of Your Contact Details.

## PRIVACY AND SECURITY

### 1. PRIVACY

**Limoplay** casino is complying with the data protection and privacy laws and is treating all customer information as strictly confidential.

### 2. COLLECTION OF PERSONAL DATA

We collect players' private information when players register within our system, respond to our communication, or contact our support team. The information may include player's name, date of birth, private address, email address, IP address, credit and debit card details, and some other information personal data. The personal data of players are available to **Limoplay** casino employees, employees of the software provider Direx N.V., to payment systems and other third parties which assist **Limoplay** casino in providing gambling services to the end users. All parties to whom the players' information is disclosed are treating it as confidential according to the corresponding agreements and laws. The data is fully protected from unauthorized access.

### 3. INFORMATION ON PLAYERS' BALANCE

**Limoplay** casino is keeping information on players' deposits, winnings and cash-outs as strictly confidential and is not disclosing it to any third parties without prior consent of the player unless otherwise required by the law.

### 4. USING PERSONAL DATA FOR MARKETING

**Limoplay** casino is using players' information for marketing purposes. However, we respect players' privacy. If players do not wish to receive any promotional materials, they can choose such an option during registration or unsubscribe at any time when using **Limoplay** casino.

[Sign In \(\)](#)

[Sign Up \(\)](#)

gambling services.

## 5. COOKIE POLICY

**LimoPlay** casino website is using cookies to store your preferences and guarantee a more pleasant gaming experience. For any custom privacy settings, players shall contact our support team at support@limoplay.com

## 6. DISCLOSURE OF PERSONAL DATA

In case **LimoPlay** casino discovers that a player has participated in any type of fraudulent actions, such as game manipulation, payment fraud, provision of false personal data, money laundering, using stolen credit cards, etc., the company reserves the right to disclose such player's personal data to any third party or make it publicly available.

## 7. SECURITY OF PERSONAL DATA

**LimoPlay** casino is committed to provide 100% secure gambling services to players to ensure that no data is stolen, lost or misused. We implement the latest technological achievements to provide for the safety of all personal data of the players.

## SSL TECHNOLOGY

We use 128-bit SSL (Secure Socket Layer), the technology preferred by many legal and financial institutions, to guarantee safety of all transactions performed on the website.

## ANTI-FRAUD SYSTEM

Moreover, we use special anti-fraud techniques to prevent any type of financial fraud on the website. Any attempts of fraudulent actions result in immediate termination of player's account.

## ACCESS TO PLAYER'S ACCOUNT

Player's account can only be access with the unique ID and password of the players. The player is responsible for keeping their login information confidential and making sure it cannot be accessed by another person.

## SECURE PAYMENT PROCESSING

We only work with the most reputable and trustable payment processing providers to make sure that players' deposits and cash outs are handled carefully and according to the corresponding standards.

## NETENT GAMES

When you play casino slots developed by NetEnt, NetEnt's privacy policy also applies. It can be found here NetEnt privacy policy (<https://www.netent.com/en/netent-privacy-policy-eu/>)

## RESPONSIBLE GAMING

Gambling at an online casino is mostly done for entertainment purposes. However, there is a certain percentage of people who lose control over themselves while gambling. Before starting to play, it is important to realize that gaming shall not be viewed as a source of income or means of recovery from debts. It is useful to keep track of the time and the amount of money spent at an online casino daily.

()

Besides, as a player, you have the opportunity to put a loss limit on your account (among other limits such as "Deposit", "Cooling Off", "Wager", and "Self-Exclusion" that can be applied in "Responsible Gambling" tab of your Personal Profile). To clarify the functionality of this limit, the loss is based on the deposit made by the player and not winnings attributed to the deposited amount. If a player for example deposits €50, has a loss limit of €10 and the player goes on and wins €1,000, the player can still lose more than €10 of the €1,000 balance as it's based on the initial deposit instead of the winnings.

## ASSISTANCE FOR PROBLEM GAMING

Sign In ()

Sign Up ()