



Pardee Consulta
AN APPROVED ADR ENTITY

Closure Report

Date of report: 24/11/2020

Complainant: Shannon Oullette

Operator: SuprPlay Ltd/Voodoo Dreams

Case officer: Celine Cuschieri Debono

Complaint number: CCD-010



Shannon Oullette v. SuprPlay Ltd

Amount in dispute 2500 TL - \$9,000 -
€7,345.84

Player identification

Email: pawzee_80@hotmail.com

Address: 5171 50 ave, Drayton Valley, AB Canada
T7A 1J7

Contact number: 5872872256



Player Complaint

“Registered Gaming Operator : Voodoo dreams casino

Subject-matter of dispute: Refused my withdraw request

Description field : I was playing online at voodoo dreams casino on October 27, 2020 and I deposited \$ 25.00 and used 25 000 spirit points to get 70 free spins at 0.10 cents a spin on the game reactoons. Which I ended up wagering 5 times the deposit i made and 40 x the bonus money and I ended up winning \$12, 000.00 which i went to withdrawal 9, 000 of the money and played the rest out online. The casino refused my withdraw request saying I violated the bonus terms by placing a bet higher than the allowed \$5.00 per bet when using bonus money....but I never did. The money in my casino account was already transferred from the bonus money to real money as I could withdraw it too. I never knew I was playing with bonus money because no where does it tell you if your spinning bonus money or real money like it does on other gaming sites the only way to tell is of you try to raise your bet higher than 5 dollars and the game will not allow you to raise it higher than that if your still in bonus mode....and when your not in bonus mode it will allow the bet to be raised higher.

I contacted the casino via online chat numerous times to get someone to explain to me in detail why my withdraw was not approved and finally I was given a email address to contact someone because in the terms and conditions the contact emails for them no longer work and are bounced back. So I been emailing with support back and forth asking for a detailed explanation as to why they refused my withdraw and a copy of my game play which I still have not received.

I looked at my game history that is on the site under account history and the information there is not helpful in terms of complete transaction history....all it shows is if a game was won or lost and how much money was won or lost....so it doesn't show the wager placed nor the date and time and doesn't show if it was bonus or free spin rounds either. This is very frustrating.

I am contacting you now in hopes you can help me with this. I feel I been treated unfair through this whole process with voodoo dreams support personal and I been following their complaint procedure as is outlined on their terms and conditions and have not had one manager or supervisor contact me as of today....and I have requested for one several times. I can forward you the email conversations I have been having with them to support my complaint.

Please advise if you can help me.”

Admissible or Inadmissible

Having seen the policies and procedures on grounds of refusal, PardeeConsulta finds that this complaint may be considered as being complaint and merits to be investigated.



Evidence in support of complaint

Doc. A - Initial Complaint dated 12th November 2020 (above)

Doc. B – Confirmation of amount in dispute & confirmation of player details (above)

Doc. C - Correspondence between player and operator

Evidence already in hand from operator

By means of an email sent by the operator, the operator has stated the following:

'As requested, please find our response attached:

Timeline of Events

- 2020-06-23 - the player (Ms Shannon Oullette) registered their account with us;
- 2020-10-27 (22:01:31) - the player deposited \$25 and claimed a bonus program (B-4.1) which is a set of free spins with an attached wagering requirement during which the player may only bet up to \$5;
- 2020-10-27 (22:25:37) - the player wagered this specific bonus between 22:25:37 and 22:43:48 (during this wagering, the player lost their real money deposit)
- 2020-10-27 (22:25:37) - the player started out with \$0.09 and \$0.36 bets in Break Da Bank during which she won \$314;
- 2020-10-27 (between 22:42:43 and 22:43:44) - the player placed bets over \$5;
- The winnings were confiscated and \$25 (the player's original deposit) were refunded back to the player.

Reasoning

Since the player increased bets to \$5.40, \$6.30 and \$7.20 while wagering a bonus which does not permit bets over \$5, the bonus completion, and subsequently the bonus winnings, were deemed invalid. All game play and winnings between the end of the bonus (2020-10-27 22:43:48) until the requested withdrawals of \$9000 (2020-10-27 23:47:47) and \$5000 (2020-10-27 23:49:15) respectively were made with funds that the player was not entitled to due to the breach of the bonus terms. If the player had not bet more than \$5 while wagering the bonus, in accordance with the bonus terms and conditions, the request to withdraw the winnings generated would have been approved.

Terms and conditions (<https://www.voodoo dreams.com/en/terms-and-conditions>) relied on in our decision are:

6.11. The maximum wager allowed when using bonus money is of €5 per spin, or €0.50c per bet line, (or currency equivalent) until your wagering requirements have been fulfilled. SuprPlay reserves the right to void any wagers, and winnings resulting from wagers, of larger amounts.

6.12. We award bonuses and entry to selected promotions in good faith to players who use our services for entertainment purposes and as a token of appreciation for your loyal play. Free wagers, bonuses and entry to promotions will be revoked, denied or withdrawn from players who abuse the spirit of our offers. SuprPlay reserves the right to cancel a bonus offer at any time in case of any suspected abuse of the offer and to terminate the offender's account with immediate effect. At our sole discretion, we may not issue refunds of any deposits, balances or winnings generated on the account should abuse be suspected. The term "Abuse" shall include, the opening of multiple accounts to claim multiple bonuses.

12.1. If you breach any provision of these T&Cs, or should we have a reasonable ground to suspect that you have breached them, we reserve the right to not open, to suspend, or to close your Account, or withhold the payment of your winnings and apply such funds on account for any damages due by you.



Furthermore, the bonus terms and conditions (<https://www.voodooreams.com/en/bonus-terms>) restate the €5 per spin rule.

The bonus terms and conditions (found here <https://www.voodooreams.com/en/bonus-terms>) relied on in our decision are:

r. In case of breaches of these General bonus terms, or the specific terms related to a bonus or a promotion, in our sole discretion, we reserve the right to reclaim the bonus element of such offers, void bets, and winnings made with the bonus balance. In addition, VoodooDreams reserve the right to charge an administrative charge to the customer of up to the value of the deposit bonus, or €50, or currency equivalent, in case of bonuses not requiring a deposit to activate the bonus.

The following documents are also attached for your perusal:

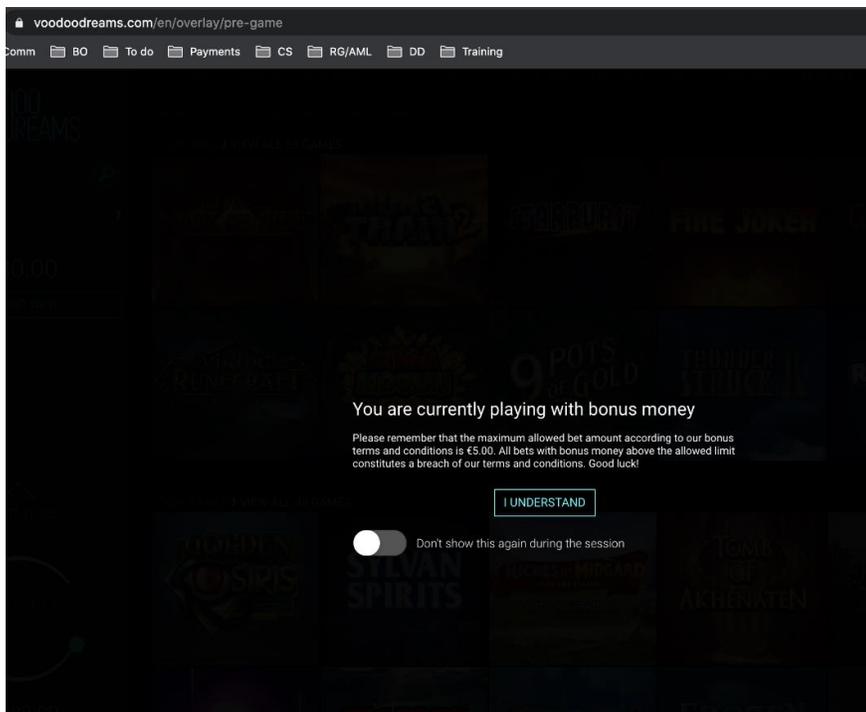
1. The player's game play activities;
2. The player's payment transactions;
3. Screenshot of the in-game overlay informing players that the money being played is bonus money;
4. Screenshot of the bonus applied; and
5. The final response sent to the player.

If you require any further information, please let us know.'

The operator sent to the undersigned case officer additional documents:

1. Player's Game Activities Spreadsheet (attached separately due to size of file and marked, 'Operator Doc 1')
2. Player's Payment Transactions Spreadsheet (attached separately due to size of file and marked 'Operator Doc 2')
3. Screenshot of in-game pop up informing player that bonus money is being played
4. Screenshot of bonus applied
5. Final response sent to player

Operator Doc 3:





Operator Doc 4:

The screenshot shows a user profile for Shannon Louise Marie Ouellette. The 'Bonuses' tab is active, displaying a table with the following data:

Bonus	LastUpdated	DateCreated	WageringAmount	Locked?	RealBonusMoney	BonusMoney	OriginalBonusAmt	OriginalBaseBonusAmt	Status
b-4.1	2020-10-27 22:43:48	2020-10-27 22:25:37	0.0000	✗	0.0000	0.0000	9.9700	6.4157	Completed

Additional information visible in the screenshot includes a total balance of \$0.02, available withdrawal amounts, and a search filter for 'B-4.1'.



Operator Doc 5:

12/22/2020 Regarding your bonus | Groove

Isabella replied to Shannon O NOV 14 @ 1:40 AM

VoodooDreams Support
cc: support-gb@voodoodreams.com

Hello Shannon,

I hope this email finds you well and we wish to apologize for the delay for our response.

We have reviewed your case, and we wish to clarify that these bets was placed once you wagered your deposit and get free spins bonus which was active between 2020-10-27 22:25:37 to 2020-10-27 22:43:48. When you claim our welcome bonus, your deposit and the received bonus will turn into a bonus balance with a required wagering of x30 times.

Once you place a bet higher than €5, you'll receive a warning popup window saying that you are playing with bonus funds, however, if you confirm and continue to place the bet, it will be placed as per your request, even if it's higher than €5.

Kindly be informed that you have confirmed our terms and conditions while signing up which also includes our bonus terms.
Since it is not allowed to place bets over €5 while wagering a bonus, we've consider this case as a breach against our bonus rules.
Please see the specific term attached below:

<https://www.voodoodreams.com/ca/bonus-terms>
~~<https://www.voodoodreams.com/ca/bonus-terms>~~

g. The maximum amount you are allowed to bet per spin when playing with a bonus is €5 / \$5 / £5 / 50 SEK / 50 NOK / ₣ 500 per bet (or equivalent in any other currency) until the wagering requirements of the bonus have been met. This includes double-up wagers after the game round has been completed, as well as purchasing bonus round features in games such as for example White Rabbit.

You may also find all the specific bonus bets on the document attached. Kindly see the titles from the upper left, which shows the Date, Vendor, Game, Currency, Amount, Before, After, Real (real cash), Bonus (bonus funds).

We wish to clarify that this is a standing decisions in comply with our terms and conditions.

Let us know shall you have any queries,
we wish you a nice day!

Attachments

Game Activites (5) Shannon.ods 15 KB



Considers

THAT:

- The dispute in question concerns the amount of \$9,000 - €7,345.84.
- Since the amount exceeds €5,000, operator consent is required for this decision to be binding.
- By virtue of an email dated 23rd December 2020, the operator consented to the decision being binding.
- The dispute centres around Rule 1(g) of Voodoo Dreams' Bonus Terms and Conditions which provides:

"The maximum amount you are allowed to bet per spin when playing with a bonus is €5 / \$5 / £5 / 50 SEK / 50 NOK / ₹ 500 per bet (or equivalent in any other currency) until the wagering requirements of the bonus have been met. This includes double-up wagers after the game round has been completed, as well as purchasing bonus round features in games such as for example White Rabbit."
- As is evidenced by the Game Activities Sheet, on the 27th of October 2020, between 22:42:43 and 22:42:43, the player placed bets over \$5 when playing with a bonus.
- The player alleges that she did not know that she was playing a bonus, since whenever she was, a pop-up appeared on the screen to warn her of this. In this case, she argues, no such pop-up appeared. However, as explained by the operator in 'Operator Doc 5' (above), 'Once you place a bet higher than €5, you'll receive a warning popup window saying that you are playing with bonus funds, however, if you confirm and continue to place the bet, it will be placed as per your request, even if it's higher than €5.'
- In subsequent correspondence, the player referred to row 14357 of 'Operator Doc 1' and argued: 'As you can see the whole play is missing and I deposited \$25.00 for these games not 9.99 or 9.97. This whole game play does not add up ..the numbers just don't add up for me.' If one refers to row 57 of 'Operator Doc 2' (which deals with the same span of time as row 14357 of Doc 1), it is true that the amount deposited was \$25. **However**, the amount deposited and the amount played are two different things and this is precisely why the operator provided two different sheets explaining both. Therefore, there is no reason to doubt the Game Activities sheet forwarded to the undersigned case officer.
- This means that from the evidence submitted by both parties, it is perceived that the player did indeed place a bet higher than \$5 during a bonus play. Therefore, the operator proceeded exactly as its Terms and Conditions stipulate and applied them correctly to the facts of the case.

Decide

Thus, in light of Player complaint, submission made by Player and Operator, upon analysing the evidence brought forward, PardeeConsulta is **dismissing Player's complaint**.