



Live Blackjack

Game Help

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Version	Date	Remarks
1.0	10 Mar. 2019	Original version
1.1	05 Sep. 2019	Added: Deal Now, Auto-stand features, soft hand definition and UI icons
1.2	26 Sep. 2019	Updates Settings and Balance
1.3	6 Nov. 2019	new UI
1.4	14 may	Bet behind insurance behaviour, side bets, formatting corrections

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Introduction

Live Blackjack is popular casino-banked game, meaning that players compete against the house rather than each other. The game allows up to 7 players to be seated at the table. The Dealer will deal 2 face up cards to each player and two cards to themselves, one face up and another face down (the hole card).

The objective is to get closer to a total of 21 than the Dealer by taking additional cards if needed but without exceeding 21 (Too Many). Any hand that goes over 21 automatically loses to the Dealer, regardless of the Dealer's own hand. But if you get a total of 21 from your initial two cards, it is known as a "Blackjack", and nothing can stop you from winning the game round!

Game Settings

- Live Blackjack is played with 8 decks of 52 cards each;
- Dealer must draw to 16 and stand on all 17's;
- Player can Double Down on any initial two cards;
- Double Down receives one card only;
- Double Down permitted only on initial cards;
- Player can Split two initial cards of the same value;
- Player can Split once each box;
- Player can Split Aces;
- Player cannot Hit Split Aces;
- Insurance is offered with an opened Ace;
- Blackjack pays 3 to 2;
- Insurance pays 2 to 1;
- Push game round when hands have same standing total.

How to Play

To start playing, **take a seat at the table**, select your bet amount and **place it** in the highlighted box spot by clicking on it. The betting time starts, allowing you to place any additional bets or modify your original bet. If another player has initiated the game round, you may participate in it and place your bets while the message "**PLEASE, PLACE YOUR BETS**" is shown on the screen.

Your total bet will be displayed in the "**Total Bet**" window.

You may place bets during the betting time until the Dealer announces: "**BETS CLOSED**".

After the betting time is over, the Dealer will start dealing the cards, starting with the player immediately to their left, and to each player in turn, with the Dealer themselves last. A second card is then dealt in the same manner, face up to each player, with the Dealer receiving a hidden card face down.

Once all the cards have been dealt, players must **select the options** on their hands (Hit, Stand, Double or Split) starting from the first player to the Dealer's left through to the last in clockwise order.

After all players have made their decisions, the Dealer will open their hidden card and will deal additional cards following the rule indicated on the table surface: "Dealer must draw to 16 and stand on all 17's". This simply means that if the Dealer has a total of 16 or less, they will draw more cards.

If the Dealer's opened card is an Ace, an **Insurance** option will be offered to all participating players before the options mentioned above. After the time for placing Insurance bets is over, the Dealer's hand will be checked for a possible Blackjack combination. If the Dealer has a Blackjack, the game round will move to the Result stage. If it is not a Blackjack, the game round will move to Blackjack Options stage.

When the Dealer finishes dealing cards to their own hand according to the rule above, the game round will move to the Result stage when Dealer's hand will be compared with the hands of each player participating in the game round, and the winner(s) will be determined.

Once the game round is finished, the Dealer will collect all the cards on the table, place them in the discard stack and open bets for the next game round.

Card Values

Live Blackjack is played with 8 decks of 52 cards and each card has a value. The total value of the cards in a player's hand is called "hand points" and determines whether a Player's hand or the Dealer's hand wins.

- 2, 3, 4, 5, 6, 7, 8 and 9 all have their face value.
- 10, Jack, Queen, and King all have a value of 10.
- An Ace can have a value of either 1 or 11, chosen by the player. It is generally the combination of cards that dictates which value is chosen and this can change during a game round, depending on the value of any extra cards received.

Example combinations:

$7\clubsuit + 4\diamond = 11$, $5\clubsuit + 10\spadesuit = 15$, $K\heartsuit + Q\clubsuit = 20$, $A\clubsuit + 5\heartsuit = 6$ or 16 and $A\heartsuit + 10\spadesuit = \text{BJ}$.

Any Ace + 10, J, Q or K combination is the best combination in the game and is called a **Blackjack**.

A combination of an Ace and any card with a value between and 2 and 9 is called a "**soft hand**" since the value of an Ace in a such combination may be 1 or 11. For example, $A\clubsuit + 5\heartsuit = 6$ or 16 .

The suits are of no importance in the main Blackjack game.

Taking Your Seat

To take a seat at the table, please select a free seat (box) marked with a “**Sit Here**” icon and click/tap on it. You may occupy a free seat at any stage of the game.



If the **Multi-Seat Option** is available, you may occupy more than one seat by pressing the multi-seat icons. The maximum number of seats permitted is indicated in the bottom part of the **Bet Limits & Payouts** window. Once you have taken the maximum allowed number of seats, other free seats will become unavailable to you.



As soon as you occupy a seat, it will change to an occupied box view, as shown below.

The main bet spot will be animated (blinking) during the betting time, indicating where you should place your main bet.

Your nickname (in yellow) under the box will identify your seat.

Above the box, there will be an X button. Clicking it allows you to leave the seat. You cannot leave the seat during an active game round if you have placed a main bet.



Placing Bets

When placing bets, please pay attention to the screen elements below to make sure your bets are placed on time and successfully validated.

The **Table Name** indicates the table you are currently playing at and the **Table Limits** show the minimum and maximum stakes allowed at the table. When clicking on this area, the **Bet Limits & Payouts** window will be opened, showing minimum and maximum limits for each bet type as well as the payout odds.

Live Blackjack £1 to £75,000

The **Game Information Indicator** in the middle of the screen will inform you of the game round status, the status of your bets, and will display guidance messages about actions you need to take.

Please place your bets 12

“**PLEASE, PLACE YOUR BETS**” is shown to tell you when you may start placing your bets. The indicator bar will show the remaining time in green, which will decrease to the left. “**LAST BETS**” is shown when only 5 seconds of the betting time remain. This indicator will be coloured orange.

“**BETS CLOSED**” means that there is no more time to place bets and all betting areas will become inactive.

After the betting time is over, you will receive a “**BETS ACCEPTED**” message indicating that your bets have been accepted and will participate in the game round. Otherwise you will receive a message stating “**NOT ALL BETS ACCEPTED**” or “**BETS REJECTED**” in cases described in the “[Game Inconveniences](#)” section of this guide.

The “**DEALING**” message will be shown when the Dealer is dealing initial cards and at the end of the game round when they deal cards to their own hand.

The “**PLEASE, TAKE A SEAT**” message will appear on the screen when you join the table and there is an available seat(s) for you to occupy.

The message “**WAIT FOR NEXT GAME**” is shown if you have no bets placed in the current game round. After this game round is over, you may place your bets during the next betting time.

A “**LOW BALANCE**” message on the status bar means that your balance is too low to cover the minimum bet amount allowed at the table. You will need to add funds to your balance to be able to participate in the game round.

A “**GAME PAUSED**” message will appear if the game round is temporarily suspended due to Dealer failure, equipment failure, or other unforeseen circumstances.

A “**GAME CANCELLED**” message will appear on the status bar if the game round is cancelled due to unforeseen circumstances and immediate resolution is not possible. For more information about “Game Cancelled” cases, please refer to the “**Game Inconveniences**” section of this guide.

The **DEAL NOW feature** will enable you to end the betting time if you have finished placing your bets, and to ask the Dealer to start dealing the cards. This button will be available during the betting time only if 1 or a maximum of 2 players are sitting at the table. If one player is occupying 2 or more seats, this will count as one player.

The **Deal Now button** will appear under the Game Information Indicator on desktop or next to the virtual seat on mobile devices.



After you click on the Deal Now button and the betting time has finished, you will not be able to change or undo your bets.

If there is another player at the table, you may be asked to wait until they have finished placing their bets.

The **Chip Display** allows you to select the value of the chips you wish to bet with. To see all available chip values, click on the chip in the lower part of the screen under the Rebet, Double and Undo buttons. Only chip values that can be used with your current Balance will be available.



The **Rebet button** allows you to repeat the same bet(s) you placed in the previous game round at the current table. Once you have clicked Rebet, the Double and Undo buttons will be enabled.



Clicking the **Double button** will double the number of chips that you have placed on an available bet spot. Every click will double your bet.



Clicking the **Undo button** will remove the last bet you placed. This button will be available only during the betting time. Once bets are closed, you will not be able to undo or change your bets. Repeatedly clicking the undo button will remove bets one by one, with the most recent bet(s) removed first.



The **Balance indicator** shows your available funds and the currency. It is always displayed in the bottom of the game window on desktop and mobile devices.

Please make sure that your balance is sufficient to cover your bets before you start playing.

If your balance is not updated after placing bets or after you see a win message, please try refreshing your game window in the browser or click the F5 key on your keyboard.

The **Cashier button** (if applicable) located next to your Balance on desktop will open the Cashier window for deposits and withdrawals. On mobile devices the Cashier button is located inside the game Menu.



The **Total Bet indicator** shows the current total of all bets placed on the current game round. It is always displayed at the bottom of the game window.

The **Game ID number** shows the unique identifier of any game – the current Game ID Number. It is located next to the table name. The **Time indicator** shows your current local time.

ID: 1234567890 12:35:56

If you have any questions and wish to contact **Customer Support**, you should always note down (or take a screenshot of) the Game ID Number.

Blackjack Options

Above the boxes where the cards were dealt, the hand points will be shown in a small rectangle. The seat of the player whose turn it is to select a betting option will be highlighted and card points indicated will be yellow and animated (blinking).

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If your first two cards are an Ace and a Ten, Jack, Queen or King, your hand constitutes a natural Blackjack. You do not have to select a betting option as this is the best possible hand in the game.



All players at the table who received initial cards will be asked to select one of the options described below.

The **Stand option** means passing directly to the next stage of the game round – Result – without asking for additional cards or investing any more funds. Players usually select this option when they are happy with their hand points. If you do not select an option during the options time, the Stand option will be selected automatically.



Selecting the **Hit option** means making an attempt to improve your hand points by adding one more card to your initial two. After the Hit option is selected, the Dealer will draw one new card from the shoe and deal it to your hand. This option can be selected several times until you decide to select Stand or until your hand points are equal to 21. If you reach 22 or more (Too Many) you automatically lose your stake on the hand.



Doubling Down is a one-off move that can be statistically favourable, depending on your first two cards. It involves doubling your stake in return for being dealt one additional card. After doubling down, no further options will be offered on the hand and the game round either moves to the next player, or the Dealer takes their turn.



A **Split option** will be offered if your initial two cards are of the same value including any two 10-point cards. By selecting Split you bet a stake equal to your main bet and your initial cards will be split into two individual hands. The Dealer will automatically give each new hand a second card. Then you may hit or stand on either or both of your new hands.



When splitting Aces, each Ace gets only one additional card.

If you get a Ten-value card on top of a split Ace, then it counts as 21 points, not a Blackjack.

After you have selected the desired option for your hand, a mini-icon showing that option will appear next to your nickname.

The **Early Decisions feature** allows you to select an option on your hand without waiting for your turn. Simply click on the desired option under your box on the desktop version and the Dealer will act according to your selection when your turn comes. On mobile devices early decisions are available in the same format as the regular decisions.



Auto-Stand

In our Live Casino we enable you to make quicker decisions by activating the **Auto-Stand Feature**. This can be configured in the **Settings window** in the **Auto-Stand tab** using a simple slider. When

activated, Auto-Stand will instantly choose the Stand option for you when your cards are equal to or higher than the selected value.

Settings made for Auto-Stand during the active game round will be applied to the next game round in which you participate.

Auto-Stand will not stand for you when:

- a) The **Split** option is available on your hand (initial cards constitute a pair)
- b) Your **hand is “soft”**

When Auto-Stand has been applied to your hand, an Auto-Stand mini-icon will appear next to your nickname.



Insurance

Insurance is a special bet that you will be able to place if the **Dealer’s first card is an Ace**, to insure your hand against a possible Blackjack for the Dealer. This insurance requires a stake of exactly **half of the initial stake in your box** and it wins at odds 2 to 1 if the Dealer’s second card has a value of ten.

Additional betting time will be offered to all players at the table to buy Insurance. Click on **Yes** if you want to do so **for all your seats**.



All insured hands will have an **“Insured” icon** displayed next to the nickname.



Click on **No** if you don’t want to buy Insurance for your hand. If you do not select Yes or No during the available time to buy Insurance, No will be selected by default.



After the Insurance time is over, the Dealer will announce whether they have a Blackjack or not. If the Dealer has a Blackjack, the game round is over. Insured hands will be awarded a win.

If the Dealer does not have a Blackjack, the game round continues normally. In this case, you lose your Insurance bets, but you still can win the game round with your own hand.

Game Result

After all the players and the Dealer have made their moves, the result will be calculated by the game server for each hand in the game round.

The total win amount in the game round will be shown in the win message.

All hands with more points than the Dealer win. If the Dealer has “Too Many”, all players at the table win apart from those who reached “Too Many” before the Dealer.

Please note: 21 with two cards (Blackjack) beats 21 on split Aces and 21 with 3 or more cards.

All winning hands (including split hands) have a “**Win**” icon displayed next to them.



Players holding a **Blackjack** in their hand automatically **win**, unless the Dealer also has a Blackjack. Then the game round is known as a **push**.

All hands with an equal number of points as the Dealer are categorized as **Push** hands. This means you do not win or lose money on that hand and your stake is returned to your balance.



Hand points higher than 21 automatically lose and are marked with a “**Too Many**” icon. This icon will not be applied to the Dealer’s hand.



Hand points lower than the Dealer's lose the game round and the Dealer wins. Losing hands will have a "No Win" icon displayed next to them.



Blackjack Payouts and RTP

Winning and pushed hands are paid out as described below. This information is shown inside the **Bet Limits & Payouts** window.

All winning hands with higher points scores than the Dealer receive the payout 1 to 1.

Winning hands with a Blackjack receive the payout 3 to 2.

Winning Insurance bets are paid receive the payout 2 to 1.

In the event of a Push, your stake will be returned to your Balance.

~~The total win amount in the game round will be shown in the win message.~~

Blackjack game **RTP (Return to Player) is 99.28%**.

Bet Behind

The **Blackjack Bet Behind** feature allows you to place bets on the hands of other players at the table. You judge the strength of the hand of one of the main players and bet accordingly. If they win, you win.

The players playing with the main bet in the seat will make the decisions on the hand. To play bet behind any player, place your bets during the betting time in the specially designated area of their box marked "**Bet Behind**".



On mobile devices the Bet Behind bet spot will be located over the boxes.



The **payout** for a Bet Behind wager is the same as for a main Blackjack bet.

The table limits for Bet Behind wagers are indicated the **Bet Limits & Payouts** window.

You may bet behind players occupying other seats even if you have your own main bet placed, but you cannot bet behind your own hand.

The **Winning Badge** next to a player's nickname will help you to identify the most successful players with the longest winning streaks. The number inside the star indicates the number of consecutive winning game rounds for this box. The player loses the Winning Badge for his box if he loses a game round, no matter how many consecutive game rounds he previously won.



An unlimited number of players may bet behind any player. To see how many players are betting behind a selected box and the total value of those bets, hover over the Bet Behind area of the box.

Your Bet Behind wager may be rejected after the betting time is over if the main player does not ultimately participate in the game round. The rejected bets are returned to your Balance.

You may bet behind any player at the table but the player occupying the seat with the main bet may disable the possibility of betting behind them in the Bet Behind preferences of the **Settings window**.

The nickname below the box identifies the player who will make the decisions on the hand, such as Hit, Stand, Split and Double Down. By default, the Bet Behind settings are configured to follow the actions of the main player. In the cases of Double Down or Split, the required amount will be automatically taken from your Balance. However, you may change these preferences in the **Bet Behind Tab** of the **Settings Window**. **The new preferences will be applied starting from the next game round in which you participate and will be stored in your account settings.**

If the Insurance option is offered, you will be able to decide on Insurance options for your Bet Behind wager.

If the player you are betting behind decides to Double Down and you have unticked the option "**Double my bet when the main player Doubles Down**" the third card will be applied to your hand as a Hit option, but you will not be able to take any additional cards.

If the player you are betting on decides to split and you have unticked the option "**Double my bet to cover both hands when the main player Splits**" your bet will only apply to the first split hand.

Side Bets

With side bet options, you can enhance your enjoyment - and potentially your bankroll - even if you lose the main bet in the game round. Side bets are placed on outcomes other than the result of the hand.



The payouts on side bets are relatively high compared to regular Blackjack payouts and therefore the minimum and maximum betting limits are usually lower.

You may place side bets during the betting time but only after you have placed a main bet in the box.

Side bet descriptions and payouts are available in the **Bet Limits & Payouts** window.

There are two different side bet options available at each Live Blackjack table:

Perfect Pairs (PP) is a side bet that is placed prior to any cards being dealt. It gives you the opportunity to win additional money if your two initial cards constitute a pair. There are 3 different types of pairs:

Perfect Pair – two identical cards (e.g. two Queens of Hearts);

Coloured Pair – two cards of the same rank and colour but different suits (e.g. 2 of Hearts + 2 of Diamonds);

Mixed Pair – two cards of the same rank but different colour, e.g. 2 of Spades + 2 of Diamonds.

To win a Perfect Pair side bet, place your bet in the specially designated box area marked “PP” before the cards are dealt, according to the table limits.

Winning side bets will be shown immediately after two initial cards are dealt to each box participating in the game round.

A winning PP hand is not affected by the Dealer’s hand.

The payout is calculated based on your bet multiplied by the odds for the pair type. The pay **table for 8 decks** is shown below:

Combination	Payout
Perfect Pair	25 to 1
Coloured Pair	12 to 1
Mixed Pair	6 to 1
Non a pair	1

For Perfect Pairs the **Theoretical Return to Player is 95.90%**. ~~in other words, the casino has a 4.1% house edge.~~

Twenty-One-Plus-Three (21+3) is a side bet which sees two of the most popular casino card games merged into one (Blackjack and Poker). It is based on a 3-card combination using the Dealer's up-card and the two initial cards in your hand, which form a 3-card poker hand.

The value of each type of hand is as follows:

Suited Trips – three cards of the same rank and suit (e.g. three Aces of Hearts);

Straight Flush – three cards in sequence and of the same suit (e.g. 10, Jack and Queen of Spades);

Three of a Kind – three cards of the same rank (e.g. Queen of Hearts, Queen of Diamonds and Queen of Clubs);

Straight – three cards in sequence but of different suits (an Ace can be used to achieve an Ace, 2 and 3 Straight or Queen, King and Ace Straight);

Flush – three cards of different ranks but of the same suit (e.g. 2, 6 and King of Clubs).

To win a 21+3 side bet, place your bet in the specially designated box area marked "21+3" before the cards are dealt, according to the table limits.

Winning side bets will be shown immediately after two initial cards are dealt to each box participating in the game round.

In the event of your hand containing two winning combinations, only the higher one will be paid out.

The payout is calculated based on your bet multiplied by the odds according for the combination type. The pay table ~~for 8 decks~~ is shown below:

Combination	Payout
Suited Trips	100 to 1
Straight Flush	40 to 1
Three of a Kind	30 to 1
Straight	10 to 1
Flush	5 to 1
No combination	-1

For 21+3 the **Theoretical Return to Player is 96.30%**. ~~in other words, the casino has a 3.7% house edge.~~

Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change table, select any other live game or simply leave the table. You will not be removed from your current table

until you have selected the new table you wish to join, so the Lobby can be used to browse other games while remaining at the current table. Once on the lobby page, please click the **Return to Game** button in order to exit the lobby and return to your open table.



Clicking the **Chat button** opens the chat window so you can send messages to the Dealer and other players. Our Dealers will communicate with you directly and answer any questions regarding the game.



If you need to speak with our **Live Support team**, please select the corresponding chat room by clicking the **Support button** and you will be assisted in a private chat.



If your chat window becomes very crowded, you may hide other players' messages by selecting this preference in the **Settings window**.

Chat messages are monitored by dedicated Studio personnel at all times. Any chat messages may be deleted, and your chat feature may be blocked if you use inappropriate or rude language with the Dealers and/or other players at the table or flood the chat with unnecessary messages.

Clicking the **Volume Control button** will open a slider which lets you change the sound volume at your table. Clicking the Volume control button will mute the game – it will then turn into a “Muted” icon.



By default, the game is opened with muted audio. Please click the **Muted button** to unmute the game. The icon will then turn into the **Volume Control** button.



Clicking the **History button** will open a window showing details of your activity in our Live Casino. By default, it will be opened on your history for **Today**. You can also see your history from previous days by selecting the **Older** tab.



Simply select a game from the list to see details of it, including all your bets.

The details of your **Live Blackjack** game history will be shown in the Player History window and will be split into 2 parts: game information and bets information.

Clicking the **Game Help button** opens the Help window you are in right now.



Clicking the **Settings button** opens a **Settings window** allowing you to set your desired preferences.

a) In the **General tab** the following options are available:



- Manage video quality
- Manage game sounds
- ~~Show or hide other players' chat~~
- Change interface language

b) In the **Bet Behind tab** you will be asked to decide whether to follow or unfollow the behaviour of the main player when you play behind the other players.

c) In the **Auto-Stand tab** you can access information about this feature. The slider allows you to set up the desired value for Auto-Stand and activate it or deactivate the feature altogether.

By clicking the **Classic View button**, you will change the view of the game to **Classic mode** where the video will be shown inside a small frame. The virtual table will be available below the video and the graphical cards will be shown for each box.



The game interface may also change automatically to Classic mode if your internet connection is slow or unstable. If this happens, the video will be automatically set to **Low video resolution**.

Clicking the **Full Screen button** will launch **Full Screen** mode and the game and/or Lobby will fill the entire screen. **To exit this mode, either click the button again or press the "Esc" key on your keyboard.**



Cards Shuffle and Cards Change

Deck shuffling occurs once the postillion (cutting card) is removed from the shoe and the game round has been completed.

When the cutting card appears during play, it will be removed, and the hand completed. The Dealer will announce “**The last hand of the shoe**”. Upon completion of this hand, no more cards should be dealt until the shoe change or shuffle procedure occurs.

Cards must be shuffled (mixed) by a Shuffler on the accessory table or by the Dealer at the gaming table, according to the established procedure.

The cards change procedure takes place at each card game table once every 24 hours. However, it shall also be done in the following cases:

- Table has been opened after a period of inactivity;
- Video stream was unavailable at the table;
- More than three cards fell to the floor during the game round;
- A card with a defective barcode is present in the shoe.

Game Inconveniences

You are personally responsible for the correct positioning of **your wager or** wagers at any **Blackjack table**.

In the event of any technical malfunction or human error, the instance will be reported to the **Shift Manager** immediately.

If **any error in the game procedure** occurs, the game round will be temporarily paused, and the Shift Manager will be notified. You will be informed by an on-screen notification that the issue is being investigated.

If the **Shift Manager can immediately resolve the error** (e.g. by rescanning the cards, placing the cards in the correct positions, etc.) the game round will continue as normal.

If **immediate resolution is not possible**, the game round will be cancelled, and initial bets will be refunded to all players who participated in the game round.

If **the game round must be cancelled** for any reason and you hold a correctly dealt Blackjack in your hand, you will be paid through Casino Customer Support, as long as the Dealer's open card is not an Ace or a 10-value card.

If the game round must be cancelled and your **side bets** were confirmed as winning, the win amount will be credited to your account through Casino Customer Support.

If more than three cards fell to the floor, the **Cards change procedure** must be performed.

A bet may be rejected by the system after the betting time has finished due to not being placed in time, not meeting the minimum or maximum requirements, or to other transaction issues.

If you are the only player at the table, you will initiate the new game round by placing a valid main bet in the box. If your bet is **lower than the permitted minimum bet** limit specified in the **Bet Limits & Payouts** window, it will appear as an inactive chip. You will be informed about this via the small tooltip above your bet and in this case, the new game round will not be initiated.

Once the betting time is over, all bets lower than minimum permitted bet limit will be rejected.

If your **bet exceeds any maximum bet limit**, it will be adjusted automatically, and you will be informed about this via the small tooltip window above your bet.

In the event of any irregularities, please provide the relevant **Game ID number** to Casino Customer Support.

Disconnection Policy

Pragmatic Play Live Casino services are provided over the internet, from which you may be disconnected at times. This poses potential problems to the game flow and your user experience.

In order to minimize the impact of unexpected disconnections, when you lose connectivity to the game server, a reconnect message will be displayed on the screen.

The following error handling rules apply in the event of disconnection:

If **you are disconnected from a Blackjack table and have placed a valid bet**, this bet will stand, and the Dealer will deal cards to your hand. If you reconnect to the table in time, you still will be able to choose an option on your hand. Otherwise, the **"Stand"** option will be selected on your hand automatically.

If **Insurance** is offered to you while you are disconnected, the "No" option will automatically be selected for your hand(s).

If you have **side bets** correctly placed and a disconnection then occurs, your main bet together with side bets will stand, the Dealer will deal the cards to your hand, and any wins from your side bets will be automatically calculated and transferred to your balance after the game round has finished.

If you are disconnected after placing a **Bet Behind wager**, your participation in the game round depends on whether the main player participates in this game round. If so, your bet will be processed, and decisions will be applied according to your Bet Behind preferences. Otherwise, your bet will be rejected, and your stake returned to your balance.

After being disconnected, please check your winnings in the **History window** and if you have any doubts regarding game outcomes, please contact Live Support within the game or Casino Customer Support, providing them with details of the game round in question including the Game ID number.

If **connection to the table from the Studio is lost** for more than 5 minutes, the game round will be cancelled.

If we determine that you would have won the game round, your winnings will be credited to your account through **Casino Customer Support**.