



# Mega Roulette

## Game Help

Version: 1.1  
 Created: 21 August 2020  
 Author: Oksana Yanyshyn  
 Approved by Deependra Bhartari  
 Classification: iGaming

### Document Change History

Version	Date	Remarks
1.1.	11 Sep. 2020	New special bets and new game UI assets (marked with red colour)

## Contents

Contents .....	2
Introduction .....	3
How to Play.....	3
Bets and Odds.....	4
Return to Player .....	5
Wheel Sectors .....	5
Neighbour Bets .....	6
Special Bets.....	7
Favourite Bets.....	10
The Last Winning Numbers.....	11
Game Statistics.....	12
Placing Bets.....	13
Autoplay.....	16
Game Result.....	17
Navigation Controls.....	18
Roulette Valid Spin Rule .....	20
Game Inconveniences .....	21
Disconnection Policy.....	21

## Introduction

**Mega Roulette** is a game like no other – it maintains the familiar aspects of Roulette but enhances the experience with features that deliver unmatched gameplay. The main **objective of the game** is the same: to predict which number the ball will land on and place your bets accordingly.

The Mega Roulette wheel has numbers from 0 to 36, and players can bet multiple times to cover the winning ones. In every new game round, between one and five “**Mega Lucky Numbers**” will appear on the screen, giving you the chance to **win up to 500x** your stake on a straight up bet. All other bet types are the same, with standard Roulette payouts. The “**Mega Lucky Numbers**” will be selected at random after the betting time has ended, increasing your chances of winning big.

If the numbers you bet on are among the “**Mega Lucky Numbers**”, you get the “**MEGAWIN**”.

## How to Play

In **Mega Roulette**, bets should be placed during the betting time on a table called **Roulette Layout** that displays all the standard betting positions.



To start playing, wait until the message “**PLEASE PLACE YOUR BETS**” appears, then select the value of the chip you would like to wager on a given spin and place it on the appropriate betting field(s) on the gaming table.

Your total bet will be displayed in the “**Total Bet**” area.

Wagers can be made during the betting time until the **Game Host** announces: “**BETS CLOSED**”. No bets will be accepted after this point.

The ball will be spun by the automatic wheel, which is powered by a special engine. Once the betting time is over, between 1 and 5 “**Mega Lucky Numbers**” will be randomly selected, offering impressive “**Mega Multipliers**” ranging from a **minimum of 50x** to a **maximum of 500x**.



When the ball comes to rest in a number pocket, the winning number will be highlighted on the game interface. If any of your bets cover the winning number, you will receive winning returns in accordance with the Roulette pay table. If the winning number is among the randomly selected “Mega Lucky Numbers” and is covered by your **Straight Up bet**, then you will be the winner of the “MEGAWIN”! Your win amount will be shown in the win message.

## Bets and Odds

You can place many kinds of bets on the Roulette table. Each type of bet covers a certain range of numbers, and each type has its own pay-out odds.

Bets which are placed on the numbered spaces or on the lines between them are called **Inside bets**, while the ones placed on the special boxes below and to the left of the board are called **Outside bets**. When you move your mouse over the betting table, the numbers that would be included if you bet on that spot will be highlighted. The different bet types and payouts are summarised below:

- **Straight Up** - place your chips directly on any single number (including zero).
- **Split Bet** - place your chips on the line between any two numbers (e.g. split 0/2, 16/17).
- **Street Bet** - place your chips at the lower end of any row of numbers on the Outside Bets side. A street bet covers three numbers (e.g. Street 7, 8, 9). Bets placed at the junctions of 0, 1 and 2 or 0, 2 and 3 are also accepted as Street Bets.
- **Corner Bet** - place your chips at the cross lines where four numbers meet. All four numbers are covered. (e.g. Corner 5, 6, 8, 9). A bet placed on 0, 1, 2, 3 (the lower junction of 0 and 1) is also taken as a Corner Bet.
- **Six Line Bet** - place your chips on the T-shaped crossing lines between two adjoining streets. A six-line bet covers all the numbers in both rows, for a total of six numbers (e.g. Six line 4, 5, 6, 7, 8, 9).
- **Column Bet** - placing a chip in one of the boxes marked "2 to 1" at the end of the columns covers all the numbers in that column, for a total of twelve numbers. The zero is not covered by any of the columns.
- **Dozen Bet** - placing a chip in one of the three boxes marked "1st 12," "2nd 12," or "3rd 12" covers those twelve numbers in the sequence of numbers 1 to 36. The zero is not covered by any of the dozens.

- **Even Chances** - a chip placed in one of these six boxes covers the 18 numbers on the board as described in that box: Red/Black, Even/Odd, Low numbers (1 - 18), or High numbers (19 - 36). The zero is not covered by any of these boxes.

BET TYPE	COVERS	PAYOUT
<b>Straight Up</b>	1 Number	29-499:1
<b>Split</b>	2 Numbers	17:1
<b>Street</b>	3 Numbers	11:1
<b>Corner</b>	4 Numbers	8:1
<b>Six Line</b>	6 Numbers	5:1
<b>Column/Dozen</b>	12 Numbers	2:1
<b>Red/Black</b>	18 Numbers	1:1
<b>Even/Odd</b>	18 Numbers	1:1
<b>1-18/19-36</b>	18 Numbers	1:1

## Return to Player

The theoretical Return to Player in Mega Roulette on straight up bets is 96.50%.

The theoretical RTP for all other bet types is 97.30%.

## Wheel Sectors

Bets on **Wheel sectors** are complex bets known worldwide and used by expert Roulette players. These bets, like **Neighbour bets**, are placed using a Roulette Racetrack, which represents the numbers as they appear on the Roulette wheel, rather than the Roulette table.



You can access it by selecting the **Racetrack** button on the game interface.



A Single-zero Roulette wheel is split into 3 main sectors that correspond to areas on the table. The traditional names of these sectors are **Voisins du Zero** with a subsection **0 Game**, the **Tiers Du Cylindre** section, and **Orphelins**.

**Voisins Du Zero** is a 9-chip bet that covers zero plus seven numbers on the right and nine numbers on the left. This is the biggest sector of the wheel. On the Racetrack it is marked with the name “Voisins”. The distribution of this bet is as follows:

- 2 chips on the street bet 0/2/3;
- 1 chip on each of splits 4/7, 12/15, 18/21, 19/22 and 32/35;
- 2 chips on the corner bet 25/26/28/29.

**0 Game** is a 4-chip bet that covers zero and the closest neighbouring numbers. The chips are placed on the 0 Game sector as follows:

- 1 chip on the straight-up bet: 26;
- 1 chip on each of splits 0/3, 12/15 and 32/35.

**Tiers Du Cylindre** is a 6-chip bet which covers the numbers on the wheel sequence from thirty-three to twenty-seven inclusive. On the Racetrack it is marked with the name “Tiers”. The name can be translated literally as “The 3<sup>rd</sup> part of the wheel” and the chips are placed on the split bets of its 12 numbers: 5/8, 10/11, 13/16, 23/24, 27/30 and 33/36.

**Orphelins** is a 5-chip bet which covers the numbers from the two sections of the wheel apart from Tiers and Voisins. This bet’s distribution is as follows:

- 1 chip on the straight-up bet: 1;
- 1 chip on each of splits 6/9, 14/17, 17/20 and 31/34.

## Neighbour Bets

These are bets which can be placed according to the numbers as they appear on the Roulette wheel, rather than the Roulette layout. Neighbour bets can be placed using a **Roulette Racetrack**.

A **Neighbour bet** is a 5-chip bet distributed on the number itself and the two numbers on either side of it on the Roulette racetrack.

The number of selected **Neighbours** can be decreased to 1 or increased up to 9 on each side.



Clicking on the Racetrack during the time to place bets will result in placing chips of the selected value on the main Roulette layout.

To get back to the default layout view, please tap again on the Racetrack button.

## Special Bets

These are a series of multiple bets that are traditionally popular among Roulette fans. To place any of these special bets, open the **Special bets window** by clicking the **SPECIAL BETS button**.



When you click/tap on any of the Special Bets, you will cover multiple numbers with your selected chip value in a single move. Two types of Special bets are found at Mega Roulette:

- Mega Bets
- Classic Special Bets

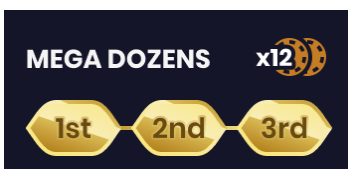
**Mega Bets** – Group bets specially designed for Mega Roulette. These give you the possibility to place your chips on multiple straight up bets in one click, allowing you to place bets faster and thus boost your luck for a MEGAWIN. Mega Bets are split into 4 categories: Mega Chances, Mega Dozens, Mega Columns, and Bet on All.

**Mega Bets >**

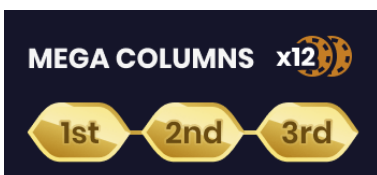
**MEGA CHANCES** – In one click you cover 18 numbers on the board corresponding to the indication on the button: Red/Black, Even/Odd and (1 – 18) / (19 – 35). Unlike traditional Roulette chance bets, Mega Chances allow covering all 18 numbers in straight up with one chip on each number.



**MEGA DOZENS** – Clicking/tapping on one of the bet spots in the Mega Dozens area will result in covering of 12 numbers of the selected dozen. Unlike traditional Roulette dozen bets, Mega Dozens allow covering all 12 numbers in straight up with one chip on each number.



**MEGA COLUMNS** – Clicking/tapping on one of the bet spots in this area will result in covering of 12 numbers of the selected column. Unlike traditional Roulette column bets, Mega Columns allow covering all 12 numbers in straight up with one chip on each number.



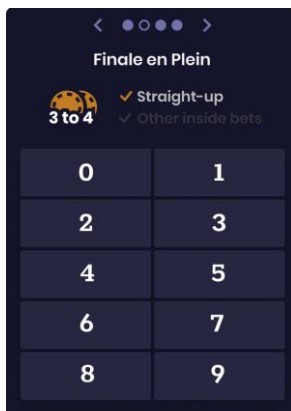
You may cover all 37 numbers on the Layout in one move by clicking/tapping on the **BET ON ALL** button during the betting time. Bets will be placed with your selected chip value.



**The Classic Roulette Special Bets section** includes the following special bets: Final en Plein, Finales a Cheval, and Full Complete, as described below.



**Final en Plein** is a French term referring to placing Straight Up bets on all numbers ending in the selected digit. These bets can be also called Finals.



When you click on any of the numbers in the Finale en Plain section, it will result in placing chips on the Roulette layout as follows:

- Finale en Plein 0 is a 4-chip bet on 0, 10, 20 and 30;
- Finale en Plein 1 is a 4-chip bet on 1, 11, 21 and 31;
- Finale en Plein 2 is a 4-chip bet on 2, 12, 22 and 32;
- Finale en Plein 3 is a 4-chip bet on 3, 13, 23 and 33;
- Finale en Plein 4 is a 4-chip bet on 4, 14, 24 and 34;
- Finale en Plein 5 is a 4-chip bet on 5, 15, 25 and 35;
- Finale en Plein 6 is a 4-chip bet on 6, 16, 26 and 36;
- Finale en Plein 7 is a 3-chip bet on 7, 17 and 27;
- Finale en Plein 8 is a 3-chip bet on 8, 18 and 28;
- Finale en Plein 9 is a 3-chip bet on 9, 19 and 29.

**Finales a Cheval** are also French-inspired bets involving backing one of the splits, as shown below:



When you click on any of the numbers in the Finales a Cheval section, it will result in placing chips on the Roulette layout as follows:

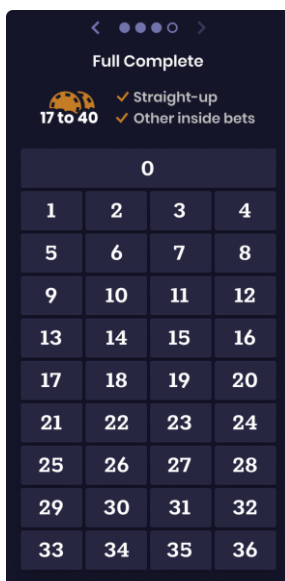
- Finales a Cheval 0/3 is a 4-chip bet on splits 0/3, 10/13, 20/23 and 30/33;
- Finales a Cheval 1/4 is a 4-chip bet on splits 1/4, 11/14, 21/24 and 31/34;

- Finales a Cheval 2/5 is a 4-chip bet on splits 2/5, 12/15, 22/25 and 32/35;
- Finales a Cheval 3/6 is a 4-chip bet on splits 3/6, 13/16, 23/26 and 33/36;
- Finales a Cheval 4/7 is a 4-chip bet on splits 4/7, 14/17, 24/27 and 34 straight up;
- Finales a Cheval 5/8 is a 4-chip bet on splits 5/8, 15/18, 25/28 and 35 straight up;
- Finales a Cheval 6/9 is a 4-chip bet on splits 6/9, 16/19, 26/29 and 36 straight up;
- Finales a Cheval 7/10 is a 3-chip bet on splits 7/10, 17/20 and 27/30;
- Finales a Cheval 8/11 is a 3-chip bet on splits 8/11, 18/21 and 28/31;
- Finales a Cheval 9/12 is a 3-chip bet on splits 9/12, 19/22 and 29/32.

A **Full Complete** bet is the maximum coverage bet that includes all possible Inside bets for an individual number.

When you press any of the numbers in the Full Complete area, a chip of the selected value appears on the corresponding betting positions of the Roulette layout as follows: **1 chip on straight up, 2 chips on each of splits, 3 chips on street, 4 chips on each of the corners and 6 chips on each six line.**

Each number on the layout has a defined number of chips as follows:



Full Complete			
17 to 40			
✓ Straight-up			
✓ Other inside bets			
0			
1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16
17	18	19	20
21	22	23	24
25	26	27	28
29	30	31	32
33	34	35	36

- Full Complete bet on 0 is a 17-chip bet;
- Full Complete bet on 1 is a 27-chip bet;
- Full Complete bet on 2 is a 36-chip bet;
- Full Complete bet on 3 is a 27-chip bet;
- Full Complete bet on any of the numbers 4, 7, 10, 13, 16, 19, 22, 25, 28 and 31 is a 30-chip bet;
- Full Complete bet on any of the numbers 5, 8, 11, 14, 17, 20, 23, 26, 29 and 32 is a 40-chip bet;
- Full Complete bet on any of the numbers 6, 9, 12, 15, 18, 21, 24, 27, 30 and 33 is a 30-chip bet;
- Full Complete bet on 34 is an 18-chip bet;
- Full Complete bet on 35 is a 24-chip bet;
- Full Complete bet on 36 is an 18-chip bet.

To get back to the default layout view, tap again on the Special Bets button.

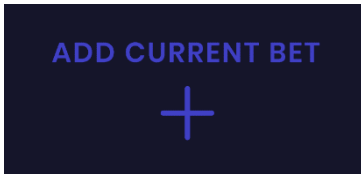
## Favourite Bets

You may save up to 5 Favourite bets and reuse them whenever you like in future game rounds and even on different Roulette tables or on different devices. In order to save a bet as a Favourite, follow these steps:

- a) Place your desired bets on the layout.
- b) Open the **FAVOURITE BETS window** by pressing a Favourite Bets button.



- c) Press the **“ADD CURRENT BET” icon**.



Once your bet is saved in your Favourite Bets list, you may use it during the betting time. When you press the selected Favourite bet, your chips will appear on the layout.

You may place several of your saved bets in the same game round and place any additional chips besides those that make up part of the Favourite bet.

You can delete any of your Favourite Bets at any time by clicking/tapping on the X Button and then you can create new ones.



The name of the saved Favourite bet may be edited in desktop version.



To get back to the default **Layout** view, tap again on the Favourite bets button.

## The Last Winning Numbers

The **Last Winning Numbers** are always shown at the bottom of the screen. The very last winning number is clearly visible on the left.



On desktop, you may click on any of the numbers during the betting time. This will place a Straight Up bet on the selected number.

## Game Statistics

The information in the **STATISTICS window** can help you to decide which numbers to choose when playing Roulette. You may manually select the number of spins for which you want to check statistics using the slider. You can choose from a minimum of 50 up to a maximum of 500 spins.

The Statistics window can be opened by pressing the **Statistics icon**.



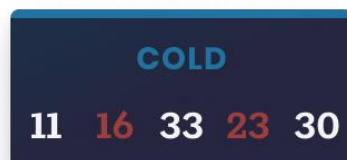
Inside the window the complete game statistics are presented, divided into three **sections**, as described below.

In the **Hot and Cold** section, you can find information about the most frequent and least frequent numbers for your selected number of spins.

**Hot Numbers** are those which have won most often for the selected number of spins on the slider.



**Cold Numbers** are those which have won the least amount of times for the selected number of spins on the slider.



In the desktop version, you can see all the numbers as a **pie chart** in a default view.



By hovering your mouse pointer over the sector for each number in the **pie chart**, you will bring up tooltips showing how many times that number came up throughout the selected number of game rounds. The larger the sector, the greater the number of times that number has won.

If you prefer to see the numbers as a scrollable **list** ordered in the same sequence as they are positioned in the Roulette wheel, please click on the List View icon. In this view, each number has an indicator displaying the amount of times it appeared for the selected spins on the slider. The **Hot and Cold List** view is available on the mobile version as well.



In the **Charts tab** you can find the percentages of Columns, Dozens and Red, Black, Even, Odd, Low and High numbers.

In the **Last Results tab**, you can find the last winning numbers for a selected number of spins. When you hover your mouse pointer over a number, it will be highlighted, indicating how often it came up.

During the betting time you may place a bet by directly clicking/tapping on any value or number in the Statistics section. Bets will be placed with your selected chip value. Just hover your mouse pointer to see a preview of the highlighted corresponding betting field on the layout and click to place the chip of the selected value.

To get back to the default layout view, tap again on the **Statistics button**.

## Placing Bets

**When placing bets**, please pay attention to the following screen elements 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 the minimum and maximum limits for each bet type as well as the payout odds.

Mega Roulette € 1 to € 5,0000 ▾

The **Game Information Indicator** will inform you of the game status, the remaining time for placing bets, the status of your bets, the winning number, etc.

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 message “**MEGA MULTIPLIERS**” will be shown on the status bar when the Mega Lucky Numbers are being randomly selected with their corresponding Mega Multipliers.

The message “**WAIT FOR NEXT GAME**” is shown if you have no bet placed in the current game round. After it 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.

A “**GAME PAUSED**” message will appear if the game is temporary suspended due to wheel cleaning, **Game Host** 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 **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. With every click it 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 winning 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 the desktop version will open the Cashier window for deposits and withdrawals.



On mobile devices, the Cashier button is located inside the game **Menu window**.



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**.

## Autoplay

The **AUTOPLAY feature** gives you the ability to automatically repeat your bets for a selected number of game rounds. To activate the Autoplay feature, place your desired bets and then press the **Autoplay button**.



This will open the **Autoplay window** where you will find all the available settings to start the Autoplay feature. Depending on your casino jurisdiction, some configurations may be mandatory.

While the Autoplay window is open, Autoplay may begin in the game round when it was initiated or in any of the subsequent game rounds. After pressing the Start button, the Autoplay feature will begin. The remaining number of Autoplay rounds will be indicated on the **Modify Autoplay button**.



Once Autoplay has started, you may modify your bets by placing additional chips on the layout during the betting time.

**To stop the Autoplay feature**, open the Autoplay window and press the **Stop button**.



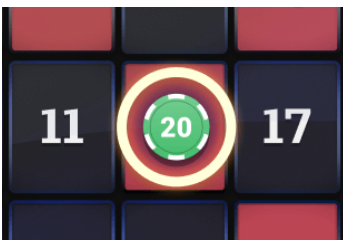
The Autoplay feature will be **stopped automatically** in the following cases:



1. The selected number of Autoplay rounds reaches 0. You will be notified with an on-screen message.
2. Your balance is too low to continue Autoplay.
3. One or more of the Stop Autoplay triggers occur (if applicable): balance decreases, balance increases, or single win exceeds selected value.

## Game Result

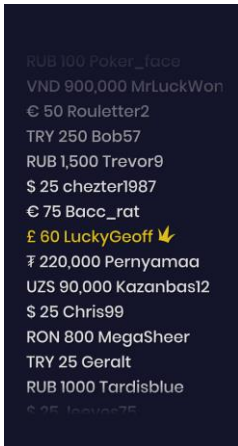
The winning number of the game round will be indicated on the layout with an **animated circle** around it. This will help you to check whether it was covered by your chips.



A graphical representation of the **Winning Number** will also be shown at the top of the video. If you are the lucky winner, your win amount will be indicated below it. **If the game result is a Mega Lucky Winning number, it will be shown on the screen with its corresponding multiplier.**



The **Winners List** will appear at the same time as the winning number and will show the nicknames of all the players who won at the current table in the last game round. The winning amounts are shown in the currency you selected for your account.



## 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 **Game Host** and other players. Our **Game Hosts** 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.



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 **Game Hosts** 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 round from the list to see details of it, including all your bets.

The details of your **Mega Roulette** game round history will be shown in the History window and will be split into 2 parts: game round 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 the following preferences:



- Video stream On/Off
- Manage video quality
- Manage game sounds
- Change interface language

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 layout is static without changing its appearance and size during the betting time or afterwards.



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.**



## Roulette Valid Spin Rule

A winning number is valid only when the spin was deemed valid. A valid spin is defined as follows:

**The Roulette ball must be spun in the direction opposite to the rotation of the wheel and must complete at least three complete revolutions counted from the point where ball was launched around the track of the wheel before dropping to constitute a valid spin.**

If the spin is defined as invalid, this situation is called a **"No Spin"**.

Situations where a **"No Spin"** will be declared are:

- The ball made fewer than 3 complete revolutions;
- The ball was spun in the same rotation direction as the wheel;
- The wheel stopped rotating during the spin;
- A stuck ball, either on a fret ball, ball stop or number track;

In the event of a **"No Spin"**, the **re-spin of the ball will be made** based on our standard operating procedures.

Your bets will remain in play until a valid spin is made.

## Game Inconveniences

**You are personally responsible** for the correct positioning of your wager or wagers at **Mega Roulette** 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 message that the issue is being investigated.

If the Shift Manager can **immediately resolve the error**, 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.

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

If you place a **wager that is lower than the minimum table bet limit**, it will be shown as an inactive chip. You will be informed about this via the small tooltip window above your bet. Once the betting time is over, all inactive chips 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.

If the game ends with what you consider to be a **wrong result**, or in the event of any other irregularities, please contact Casino Customer Support providing the **Game ID number**.

## 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 a disconnection occurs **before the “BETS CLOSED”** message appears on the screen and your bets were not yet accepted by the server, your bets will not be deducted from your balance and you will not participate in the game round. Once reconnected, please verify your balance and inform your Casino Operator immediately if there are any issues.

- If a disconnection occurs **after the “BETS CLOSED”** message appears on the screen and your bets were accepted by the server, the game will proceed as normal and any winnings will be processed according to the game result regardless of the disconnection.

**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 in question including the Game ID number.

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