



# ONE Blackjack

## Game Help

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## Introduction

**ONE Blackjack** is a casino-banked game, meaning that players compete against the house rather than each other. The game allows unlimited players to be seated at the table. The Dealer will deal 2 face up cards to the players 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

- ONE 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 Aces;
- Player cannot Hit on the Split of Aces;
- Six Card Charlie;
- 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, select your bet amount and place it in the highlighted box spot by clicking/tapping on it. The betting time starts, allowing you to place any additional bets or modify your original bet. If the game round was already, 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 and the next one to the Dealer himself. A second card is then dealt in the same manner, face up to the player, while the Dealer will receive a card face down. All player's cards will be dealt inside the special semi-transparent container (pocket) on the table during the game and the card values relevant to each player's hand depending on their decisions will appear on the game interface.

Once all the cards have been dealt, players can **select the options** on their hands (Hit, Stand, Double or Split).

After all players have made their decisions, the Dealer will open their hidden card and will deal additional 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:

$7\clubsuit + 4\heartsuit = 11$ ,  $5\clubsuit + 10\spadesuit = 15$ ,  $K\heartsuit + Q\clubsuit = 20$ ,  $A\clubsuit + 5\heartsuit = 6$  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.

## 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.

**ONE 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 - 10**

“**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 in orange colour.

“**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 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 **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.

12:36 ID:1234567890

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 box where the cards were dealt, the hand points will be shown in a small rectangle. When it's time to select an option, the value will be evidenced with a yellow colour and animated.

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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. When you select Stand option you may be asked to wait until other players finish with their decisions.



Selecting the **Hit option** means making the 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 (Bust) 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, no further options will be offered on the hand and the game round either moves to the other player's decisions, or the Dealer takes their turn. In some cases, you will be asked to wait until other players finish with their decisions.





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 a second card to your first hand and you may Hit or Stand. Once the game is done on the 1<sup>st</sup> hand, the Dealer will automatically deal a second card to your 2<sup>nd</sup> hand and will wait for your next decision: Hit or Stand.



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.

## 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.



## Player's Statistics

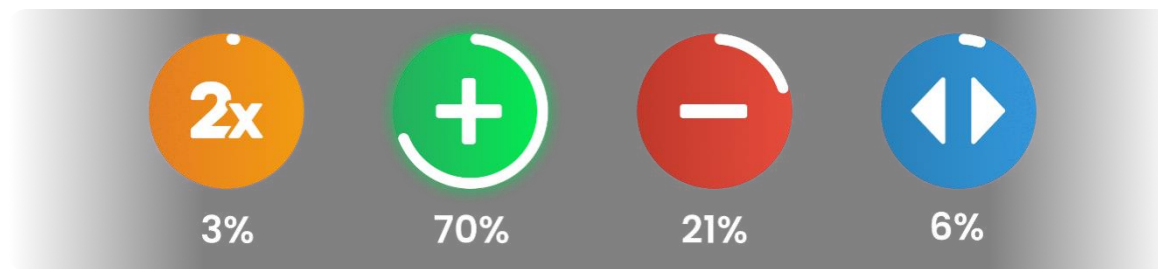
The statistics on players are available in each game round showing how many players are active at the table, decisions taken by majority and the winners. This information will be shown in the small window on the screen.

Once the betting time is over, the total number of players participating in the round will be shown.



When the decisions time will start, this number will start decreasing showing how many players have not made the decision yet.

At the same time the **Player's Decision Statistics** are shown as circle graphs around each available option, giving you an insight of the decisions that other players are taking. The exact percentages values will be shown under each option.



When the time for taking the decisions is over, the most popular decision taken will be shown next together with the number of players who selected it.



After the game round has finished, the number of players that have won the game round will be shown together with the **Winners List**.



## Insurance

Insurance is a special bet that you will be offered 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 you placed**, 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 or not to buy Insurance.

By clicking **YES**, you will have an **"Insured" icon** displayed next to the nickname.



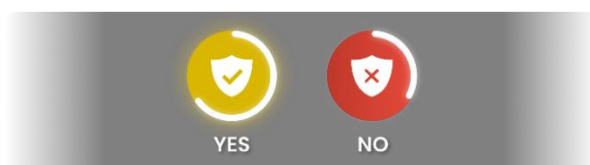
By clicking **NO**, you will choose not to insure your hand. If you do not select **YES** or **NO** during the time offered to buy Insurance, the option **NO** will be selected by default.



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

If it is not a Blackjack, the game round continues normally. You lose your Insurance bets in this case; however, you still can win with your cards on the hand.

**PLAYER DECISION STATISTICS on INSURANCE** are shown as circle graphs around buttons YES & NO giving you an insight of the decisions that other players are taking during the "INSURANCE" time. The exact percentages are shown under each option.



## Game Result

After all the players and the Dealer have made their moves, the game 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 “Busted”, all players at the table win apart from those who “Busted” 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 **wins** 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. It 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 “**BUST**” icon.



Hand points lower than the Dealer’s - loses the game round and the Dealer wins. Losing hands will have a “**NO WIN**” icon displayed next to them.



Hand points that will consist in a number of six cards with a total value of 21 or less, will automatically win through the “Six Card Charlie” rule. In the event of a Split decision, hands will be counted individually.



The **Winners List** will appear as soon as the Dealer’s hand reaches one of the above results, and it 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.

RUB 100 Poker\_face  
 RUB 1000 Tardisblue  
 VND 900,000 MrLuckWong  
 € 50 Roulette2  
 TRY 250 Bob57  
 \$ 25 chester1987  
 ₹ 220,000 Pernyamaa  
 UZS 90,000 Kazanbas12  
 £ 60 LuckyGeoff   
 TRY 25 Geralt  
 RON 800 MegaSheer  
 \$ 25 Jeeves75  
 RUB 1,500 Trevor9  
 € 75 Bacc\_rat  
 \$ 699 SSC\_Miami

## 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 are paid 1 to 1.
- Winning hands with a Blackjack when the Dealer's hand is not a Blackjack are paid 3 to 2.
- Winning Insurance bets are paid 2 to 1.
- In case of a Push, your bet will be returned to your Balance.

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

## 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.



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

You can also place on all side bets at once by clicking/tapping the “**ALL SIDEBETS**” button.


 ALL SIDEBETS

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

There are four the most popular Blackjack side bets offered in One Blackjack as 21+3, Bust Bonus, Perfect Pairs and Crazy 7 giving you the possibility to win at any time, even multiple times before the main Blackjack game is done:

**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) and is based on a 3-card combination using the Dealer’s up-card and two initial cards on your hand to form a 3-card poker:

- **Suited Trips** – three cards of same ranking and of same suits (e.g. three Aces of Hearts);
- **Straight Flush** – three cards in sequence and the same suits (e.g. 10, Jack and Queen of Spades);
- **Three of a Kind** – three cards of the same rank (Queen of Hearts, Queen of Diamonds and Queen of Clubs);
- **Straight** – three cards in sequence but of different suits (Ace can be used to achieve an Ace, 2 and 3 Straight or Queen, King and Ace Straight);
- **Flush** – three cards of different rank but of the same suit (2, 6 and King of Clubs).

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

Winning side bets will be shown right after two initial cards are dealt to the player’s hand.

In case of two winning combination of your hand, only the highest will be paid.

The payout is calculated based on your bet multiplied by the odds according to the combination. The pay table 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

For 21+3 the **Theoretical Return to Player is 96.30%**.

**BUST BONUS** is a side-bet, which simply says that you are betting that the dealer will inevitably exceed 21. Whether it will be with three, five or more cards, this bet will win with a dealer having too many on their hand. The pay-outs differ depending on how many cards it took for the dealer to bust with max payout 250:1. There are 6 different outcomes when you can win with this side bet:

- **Bust with 8+ cards** – the Dealer has to bust after 8 or more cards are dealt to his hand;
- **Bust with 7 cards** – the Dealer has to bust after 7 cards are dealt to his hand;
- **Bust with 6 cards** – the Dealer has to bust after 6 cards are dealt to his hand;
- **Bust with 5 cards** – the Dealer has to bust after 5 cards are dealt to his hand;
- **Bust with 4 cards** – the Dealer has to bust after 4 cards are dealt to his hand;
- **Bust with 3 cards** – the Dealer has to bust after 3 cards are dealt to his hand.

To win on **Bust Bonus** side bet, please place your bet in the specially designated box area marked with **Bust Bonus** before the cards are dealt according to the table limits.

Winning side bets will be shown when the Game Round has finished.

The payout is calculated based on your bet multiplied on the odds according to the pair type. The pay table is shown below:

Combination	Payout
Bust with 8+ cards	250 to 1
Bust with 7 cards	100 to 1
Bust with 6 cards	50 to 1
Bust with 5 cards	9:1
Bust with 4 cards	2:1
Bust with 3 cards	1:1

For **Bust Bonus** the Theoretical Return to Player is 93.82%.

**Perfect Pairs (PP)** is a side bet that is placed prior to any cards being dealt and 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 is shown below:

Combination	Payout
Perfect Pair	25 to 1
Coloured Pair	12 to 1
Mixed Pair	6 to 1

For Perfect Pairs the **Theoretical Return to Player is 95.90%**.

**CRAZY 7** – is a side-bet that is decided by evaluating the player's first three cards. If the first card is a 7, the player wins a payout 5 to 1. If the second card is also a 7, the payout is higher. If the player hits or splits the hand, and the third card is also a 7, the payout grows even higher. And the highest payout 2000 to 1 is paid if the sevens are suited.

- **7-7-7 Suited** – three 7's of the same suit (e.g. three 7 of Hearts);
- **7-7-7 (Unsuited)** - three 7's of different suit (e.g. 7 of Hearts, 7 of Clubs and 7 of Diamond);
- **7-7 Suited** – two 7's of the same suit (e.g. two 7 of Clubs);
- **7-7 (Unsuited)** – two 7's of different suit (e.g. 7 of Clubs and 7 of Diamond);
- **7** – any 7 of any suits (e.g. 7 of Spades).

There are also two considerations for the **Crazy 7** side bet:

- When splitting 7's, if the second card dealt to the first hand is a 7, it will count as card number three.
- If the Dealer "peeks" for Blackjack and he does have it, you will not be able to request a 3<sup>rd</sup> card on your hand to reach a possible **7-7-7**.

To win on **Crazy 7** side bet, place your bet in the specially designated box area marked with Crazy 7 before the cards are dealt according to the table limits.

Winning side bets will be shown when the Game Round has finished.

The payout is calculated based on your bet multiplied on the odds according to the combination type. The pay table is shown below:

Combination	Payout
7-7-7 Suited	2000 to 1
7-7-7	500 to 1



7-7 Suited	150 to 1
7-7	25 to 1
7	5 to 1

For Crazy 7 the **Theoretical Return to Player is 94.26%**.

## Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change the 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, click the **Return to Game** button in order to exit the lobby and return to your opened 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.



Chat messages are always monitored by dedicated Studio personnel. 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.

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 the history from the previous days by selecting the tab **Older**.



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

The details of ONE Blackjack game history will be shown in the 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:



- Video quality;
- Video sounds;
- Game effects;
- “Share my actions” feature;
- Interface language.

b) 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.



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 not available at the table;
- More than three cards fell to the floor during the game round;
- A card with defective barcode is present in the shoe.

## Game Inconveniences

**You are personally responsible** for the correct positioning of wagers on ONE Blackjack table.

In the event of any technical malfunction or human error, it 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.

In case, 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 in the small tooltip above your bet.

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

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

In the event of any irregularities, please provide the relevant **Game ID** or **Round 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 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 ONE Blackjack table and a valid bet has been placed**, the bet will stand in the game round, and the Dealer will deal the cards. If you will 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.

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

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