

Introduction

Speed Blackjack is a popular casino-banked game where players compete against the house rather than each other. The game allows for up to 7 seats to be occupied 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 core difference with Classic Blackjack is that all players make decisions right after the hidden card has been dealt with by the Dealer and will get their cards depending on the speed of making a decision.

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 unless the Dealer also has a Blackjack.

Game Settings

- Speed 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 two initial cards;
- Player can also Double Down after a Split, except when splitting Aces;
- 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) at the same time which is opposite original rules where the game starts from the 1st player on the Dealer's left hand and to the last in the clockwise order. Additional cards are to be dealt with in the order of selecting options by players.

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

Speed 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:

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



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

Your nickname under the box will be the identification for “your” seat and it will be of a yellow colour.

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.

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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 value will be shown in the small box. Your box when a turn is to select an option will be evidenced with a yellow colour.

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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.

In cases when the **Double Down** fails and is cancelled, the decision will revert to a **Hit**.



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, double down 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.

In cases when the **Split** fails and is cancelled, the decision will revert to a **Stand**.

The **Honest Decision** feature becomes active, if you have not selected any option within the options time or in case of disconnection, and automatic selections will be done:

- **Stand** if the value of your hand is 12 or more and **Hit** if the value of your hand is 11 or less.
- If **Insurance** offer is missed, the **No** option will be automatically selected for your hands.

Auto-Decisions

The **Auto-Decisions** feature enables you to make quicker decisions. It is available in Settings under the Auto-Decisions tab, where you can select to activate either **Basic** or **Advanced** Auto-Decisions.

Basic Auto-Decisions

The **Basic Auto-Decisions** let you configure **Auto-Stand**, **Auto-Hit** and **Auto-Insurance** options and set rules for when a Split or Double Down offer should be taken if you are using Auto-Decisions to adapt it to your game strategy.

When activated, **Auto-Stand** will instantly choose the **Stand** option if the value of your cards is equal to or higher than the selected value. To activate, turn the slider on and set the desired value for applying the option. The value cannot overlap with **Auto-Hit**.

Auto-Stand will not be applied when:

- **Split** offer is activated, and initial cards constitute a pair and are in the range set in the option.
- **Double** offer is activated, and initial cards are in the range, set in the option.
- Your hand is a "soft hand".

If **Auto-Stand** is applied to your hand, a small icon of Auto-Stand will appear next to your seat.



When activated, **Auto-Hit** will instantly choose the **Hit** option if the value of your cards is equal to or lower than the selected value. To activate, turn the slider on and set the desired value for applying the option. The value cannot overlap with **Auto-Stand**.

Auto-Hit will not be applied when:

- **Split** offer is activated, and initial cards constitute a pair, and are in the range, set in the option.
- **Double** offer is activated, and initial cards are in the range, set in the option.
- Your hand is a “soft hand”.

If **Auto-Hit** is applied to your hand, a small icon of **Auto-Hit** will appear next to your seat.



When activated, **Double** and **Split** offer work as exceptions, compared to **Auto-Stand** and **Auto-Hit** options. The decisions will be made ordinarily based on the value of the hand. To activate, turn the slider on and set the desired value range for applying the option.

When **Auto-Insurance** is active, you can choose one of two options to follow:

- **Always** take Insurance offer (for all taken seats)
- **Never** take an Insurance offer (for all taken seats)

If **Auto-Insurance** with the selected option **Always** is applied to your hand, a small icon of **Auto-Insurance** will appear next to your seat.



Any Basic Auto-Decisions enabled in Settings will be automatically applied in the Advanced Strategy charts, where applicable.

Enabling Basic Auto-Decisions will automatically disable Advanced Auto-Decisions.

Advanced Auto-Decisions

The **Advanced Auto-Decisions** allow you to configure a full set of customisable rules to cover all possible game scenarios. Once set, these rules enable automatic gameplay based on your preferred decisions.

You can modify the Advanced Auto-Decisions to suit your preferences using the buttons provided. Once you are finished customising, switch the toggle to activate. Select the desired actions for each situation and set the values in the chart by simply clicking/tapping them.

Hit — take a card



Stand – end game round



Split – split into two hands



Double/Hit – double your bet, if possible, otherwise Hit



Double/Stand – double your bet, if possible, otherwise Stand



Settings selected for Auto-Decisions during an active game round will be applied to the next game round in which you participate.

Enabling Advanced Auto-Decisions will automatically disable Basic Auto-Decisions.

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.



Speed 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 optimal theoretical Return to Player (RTP) in Blackjack is **99.41%** based on the initial bet.

Bet Behind

The **Speed Blackjack Bet Behind** feature allows you to place bets on the hands of other players at the table. 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 at the table.

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 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 Speed 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 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%**.

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 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%**.

Navigation Controls

The **Lobby** button can be selected at any time from any game. It allows you to easily change the game 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 game table you wish to join. You can use the Lobby to browse

other games while remaining at the current table. Once on the Lobby page, please click/tap the **Close Lobby** button to exit the Lobby page and return to your open table.



Clicking/tapping the **Chat** button opens the chat window. You can chat with the Dealer and other players. The dealer will communicate with you directly and answer any questions regarding the game.



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



Chat messages are monitored by dedicated Customer Support personnel at all times. Players who misuse Chat by abusing the Dealer or other players, or by using inappropriate and/or offensive language might have their chat privileges disabled.

Clicking/tapping the **Volume Control** button opens a slider and lets you adjust the sound volume at your table. Click/tap the Volume control button to mute the sound. To unmute, click/tap the Volume Control button icon again.



Click/tap the **History** button to launch a window showing details of your gaming activity. By default, it will open your history for today. Under the tab **Older** you can view your previous gaming history.



Simply select a game round from the list to review it in detail, arranged by game round information and information about bets.

Clicking/tapping the **Game Help** button opens the Help window.



Click/tap the **Settings** button to open the Settings window allowing you to select your preferences.



Under the tab General following settings are available:

- Manage video quality
- Manage video sounds
- Manage game sound effects

Under the **Bet Behind** tab, you can set your preferences on whether to follow or unfollow the behaviour of the main player when you Bet Behind other players.

Under the **Auto-Decisions** tab, you can access information about this feature and enable or disable **Basic** or **Advanced** Auto-Decisions.

Clicking/tapping the **Classic View** button changes the game view to Classic mode, showing the video inside a small frame. Below the video, the virtual table with graphical cards displayed for each side will be available.



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**.

Click/tap the **Full Screen** button to launch the Full Screen mode. To exit this mode, click/tap the button again or use the “Esc” key on your keyboard.



Subtitles

Subtitles may not be completely accurate. Please refer to the information from the in-game user interface as the primary source.

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.
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Game Inconveniences

You are personally responsible for the correct positioning of 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 delivered over the Internet, and occasionally disconnections may occur.

After being disconnected, check your winnings in the **History** window. If you have any questions regarding the game outcomes, please contact Live Support within the game or Casino Customer Support, providing your Game ID number.