

Terms and conditions

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General

Before using the website (Casino), please read the Terms and Conditions carefully.

By registering a Player Account with the website you confirm your consent with the Terms and Conditions.

This website luckyones.com is owned and operated by Dama N.V. that is incorporated under the laws of Curacao with company registration number 152125 and having its registered address at Scharlooweg 39, Willemstad, Curaçao. Dama N.V. is operating under E-gaming license No. 8048/JAZ2020-13 issued by Antillephone N.V. authorized by the government of Curacao. Strukin Ltd. is a company incorporated under the laws of Cyprus with company registration number HE 407624 and having its registered address at Pavlou Nirvana & Aipeias 4, Alpha Tower, floor 1, flat/office 11, 3021, Limassol, Cyprus. Strukin Ltd. is a facilitating company within DAMA group. DAMA group is operating under E-gaming licenses of Curacao(8048/JAZ2020-13), Estonia (HKL000255). All payments with Paysafe are made via Dama N.V. It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction for online gambling.

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Changes to the Terms and Conditions

Current Terms and Conditions may be changed by the Company when such need occurs. The Company will notify the players of any changes prior to them. However, please visit the Terms and Conditions page regularly to check for possible changes.

Who can play

The Casino accepts players only from those countries and geographic regions where online gambling is allowed by law. It is the player's sole responsibility to inquire about the existing gambling laws and regulations of the given jurisdiction before placing bets on the website.

The Casino accepts strictly adult players (the minimum age is 18) and players who have reached the age specified by the jurisdiction of player's place of residence as eligible for online gaming. It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction regarding age limitations for online gambling.

It is entirely and solely your responsibility to enquire and ensure that you do not breach laws applicable to you by participating in the games. Depositing real funds and playing for real money is subject to the laws of your country, and it is your sole responsibility to abide by your native regulations.

The Company reserves the right to ask for proof of age from the player and limit access to the Website or suspend the Player Account to those players who fail to meet this requirement.

Users from the following countries and their territories ("Restricted Countries") are not allowed to deposit and play real money games: United States of America, United Kingdom, France and its overseas territories (Guadeloupe, Martinique, French Guiana, Réunion, Mayotte, French Polynesia, New Caledonia), Netherlands, Israel, Lithuania, Dutch West Indies, Curacao, Gibraltar, Czech Republic, Portugal, Georgia, Estonia, Åland Islands, Norfolk Island, Latvia, Romania, Belgium, Hong Kong, Bangladesh, Bulgaria, Iran, Nigeria, Malaysia, Antarctica, Albania, Tanzania, Chad, Honduras, Macedonia, Andorra, Hungary, Trinidad and Tobago, Guam, Bahamas, Western Sahara, Jersey, Bosnia and Herzegovina, Singapore, Barbados, Cambodia, El Salvador,

Liechtenstein, British Indian Ocean Territory, Fiji, Spain, China, Christmas Island, Bolivia, Greenland, Faroe Islands, Palestine, Indonesia, Aruba, Benin, Bermuda, Seychelles, South Georgia and the South Sandwich Islands, Vietnam, Taiwan, Ecuador, San Marino, Greece, Guatemala, Holy See (Vatican City State), Lao People's Democratic Republic, Cayman Islands, Dominican Republic, Cook Islands, Tonga, Guernsey, Vanuatu, Belize, Montenegro, Saint Kitts and Nevis, Niger, Gabon, Swaziland, Panama, Congo Democratic Republic of the Congo, Ghana, Dominica, Burundi, Bouvet Island, Togo, Northern Mariana Islands, Wallis and Futuna, Tokelau, Suriname, Saint Lucia, Sri Lanka, Mauritius, Zambia, Paraguay, Botswana, Saint Martin (French part), North Korea, Djibouti, Isle of Man, Zimbabwe, Saint Pierre and Miquelon, Jamaica, Solomon Islands, Falkland Islands (Malvinas), Senegal, Cameroon, Cuba, Cabo Verde, Kenya, Kyrgyzstan, Anguilla, Tuvalu, Cocos (Keeling) Islands, Antigua and Barbuda, Guinea, Brunei Darussalam, Bonaire, Tajikistan, Sao Tome and Principe, Côte d'Ivoire, Guadeloupe, Angola, Madagascar, Heard Island and McDonald Islands, Montserrat, Mozambique, Nepal, Pakistan, Central African Republic, Guyana, Guinea-Bissau, Nauru, Turks and Caicos Islands, Bhutan, Myanmar, Namibia, Virgin Islands, Gibraltar, Kiribati, Malawi, Equatorial Guinea, Saint Helena, Nicaragua, Saint Barthélemy, Mali, Republic of the Congo, Syrian Arab Republic, Pitcairn, Eritrea, Rwanda, Burkina Faso, South Sudan, United States Minor Outlying Islands, Palau, Ethiopia, Libya, New Caledonia, Gambia, Niue, Maldives, French Polynesia, Yemen, Macao, Turkmenistan, Grenada, Somalia, Uganda, Micronesia, Serbia, Timor-Leste, Sint Maarten (Dutch part), Mauritania, Marshall Islands, Comoros, Azerbaijan, Algeria, Iraq, Armenia, Philippines, Svalbard and Jan Mayen, American Samoa, Poland, Afghanistan, Moldova, Costa Rica, Venezuela, Colombia, Turkey. The Casino cannot guarantee successful processing of withdrawals or refunds in the event that player breaches this Restricted Countries policy.

Availability of games

Please bear in mind that some games may be unavailable in certain jurisdictions, as required by the policies of game providers which may change from time to time.

Using VPN to bypass provider's block is strictly prohibited and may lead to confiscation of winnings.

NetEnt games are unavailable for Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark,

Estonia, Ecuador, Ethiopia, France, Ghana, Guyana, Hong Kong, Italy, Iran, Iraq, Israel, Kuwait, Latvia, Lithuania, Mexico, Namibia, Nicaragua, North Korea, Pakistan, Panama, Philippines, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Sudan, Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, United Kingdom, United States of America, Yemen, Zimbabwe.

In addition to the above, Street Fighter Video Slot is not available for the following countries: Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island, Columbia, Costa Rica, Cuba, Curacao, Dominica, Dominican Republic, El Salvador, Greenland, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Martinique, Mexico, Montserrat, Navassa Island, Paraguay, Peru, Puerto Rico, Saba, Saint Barthelemy, Saint Eustatius, Saint Kitts and Nevis, Saint Lucia, Saint Maarten, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, South Korea, Suriname, Turks and Caicos Islands, United States of America, Uruguay, US Virgin Islands, Venezuela.

Fashion TV Video Slot is not available in the following countries: Cuba, Jordan, Turkey, Saudi Arabia.

Planet of the Apes Video Slot is not available in the following territories: Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Turkey, Ukraine.

Vikings Video Slot is not available in the additional jurisdictions: Azerbaijan, Cambodia, Canada, China, France, India, Indonesia, Laos, Malaysia, Myanmar, Papua New Guinea, Qatar, Russia, South Korea, Thailand, Turkey, Ukraine, United States of America.

Narcos Video Slot is not available in the following territories: Indonesia, South Korea.

Additionally, Universal Monsters (Dracula, Creature from the Black Lagoon, Phantoms Curse and The Invisible Man), are only available in the following territories: Andorra, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Iceland, Liechtenstein,

Moldova, Monaco, Montenegro, Norway, Russia, San Marino, Serbia, Ukraine, North Macedonia, Turkey, Austria, Cyprus, Finland, Germany, Greece, Hungary, Ireland, Luxembourg, Malta, Netherlands, Poland, Slovakia and Slovenia.

Players from the following countries are not eligible to win any jackpots from jackpot games offered by NetEnt (such as but not limited to Mega Fortune): Australia, Azerbaijan, China, Denmark, India, Israel, Italy, Japan, Malaysia, Qatar, Russia, Spain, Thailand, Tunisia, Turkey, United Arab Emirates, Ukraine. The Casino will make reasonable efforts to prevent players from these countries to reach the games, but if players from any of the stated countries would win the jackpot, the jackpot win will be annulled.

Players from Canada are not eligible to play the games from NYX.

Accepted currencies

The website allows playing for the following currencies: EUR, USD, CHF, CAD, AUD, NOK, RUB, NZD, INR, ZAR, CNY, NGN, BRL, KZT, BTC, ETH, BCH, XRP, USDT, VND, IDR, MYR, THB, PHP, TRY, BNB, DOG, USDC, TRX, ADA, LTC.

Fees and taxes

The player is fully responsible for paying all fees and taxes applied to their winnings according to the laws of the jurisdiction of player's residence.

Game rules

The player confirms that he, she or they know(s) and understand(s) the game rules offered by the website. It is at player's discretion to familiarise yourself with the theoretical payout percentage of each game.

Disclaimer of liabilities

By accepting these Terms and Conditions you confirm your awareness of the fact that gambling may lead to losing money. The Casino is not liable for any possible financial damage arising from your use of the Website.

The Casino is not liable of any hardware or software defects, unstable or lost Internet connection, or any other technical errors that may limit access to the Website or prevent any players from uninterrupted play.

In the unlikely case where a wager is confirmed or a payment is performed by us in error, the Company reserves the right to cancel all wagers accepted containing such an error, or to correct the mistake by re-settling all the wagers at the correct terms that should have been available at the time that the wager was placed in the absence of the error.

If the Casino mistakenly credit your Player Account with a deposit, bonus or winnings that do not belong to you, whether due to a technical issue, error in the paytables, human error or otherwise, the amount and/or the winnings from such bonus or deposit will remain the Casino property and will be deducted from your Player Account. If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be available at law) constitute a debt owed by you to us. In the event of an incorrect crediting, you are obliged to notify us immediately by email.

The Casino, its directors, employees, partners, service providers:

do not warrant that the software or the Website is/are fit for their purpose;
do not warrant that the software and Website are free from errors;
do not warrant that the Website and/or games will be accessible without interruptions;
shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to your use of the Website or your participation in the games.

You hereby agree to fully indemnify and hold harmless the Casino, its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to your use of the Website or participation in the Games.

You acknowledge that the Casino shall be the final decision-maker of whether you have violated the Casino's Terms and Conditions in a manner that results in your suspension or permanent barring from participation in the Website.

Our general terms and conditions, as detailed on this website, constitute the binding agreement between luckyones.com and its users. Any information or guidance provided by our customer support team is intended for assistance and clarification purposes only and should not be interpreted as a modification or waiver of these terms. It is the user's responsibility to carefully review and adhere to the terms and conditions governing their interactions with www.luckyones.com

In the event of any inconsistency or conflict between the advice of our customer support team and the terms and conditions on this website, the general terms and conditions shall always prevail.

Furthermore, please note that in case of any discrepancies or mistranslations between versions of these terms in different languages, the English version shall take precedence.

Use of player's account

Each player can create only one (1) personal account.

Creating multiple Player Accounts by a single player can lead to termination of all such accounts. The player shall not provide access to their Player Account or allow using the Website to any third party including but not limited to minors.

It is the player's complete responsibility to ensure that they do not open multiple accounts with Luckyones, regardless of the status of any previous account they may have owned previously.

Luckyones will not be responsible for the actions of a player on any subsequent account created, such as deposit activity or gameplay activity.

Should we have reasonable grounds to believe that multiple accounts have been opened with the intention to defraud the company or to bypass restrictions applied to a previous account related to the same player, we reserve the right to suspend permanently one or all of the player's account(s) and void any winnings that may have been generated.

Any returns, winnings or bonuses which the player has gained or accrued during such time as the Duplicate Account was active may be reclaimed by us, and players undertake to return to us on demand any such funds which have been withdrawn from the Duplicate Account.

The Website can only be used for personal purposes and shall not be used for any type of commercial profit.

You must maintain your account and keep your details up-to-date.

We reserve the right to make a phone call to the number provided in your user account, which at our own discretion can be a necessary part of the KYC procedure. Withdrawals may be terminated until the account is fully verified. We will make reasonable efforts trying to contact you regarding the withdrawal of the funds, but if we are not able to reach you (by email or phone) in two (2) weeks, account will be locked, since you have failed to pass the KYC procedure.

Anti-fraud policy

The Company has a strict anti-fraud policy and utilises various anti-fraud tools and techniques. If the player is suspected of fraudulent actions including, but not limited to:

- Participating in any type of collusion with other players,
- Development of strategies aimed at unfaithful winnings,
- Fraudulent actions against other online casinos or payment providers,
- Depositing money from ill-gotten means,
- Chargeback procedures with a credit card or denial of some payments made,
- Creating two or more accounts,

Other types of cheating,

or becomes a bankrupt in the country of their residence, the Company reserves the right to terminate such Player Account and suspend all payouts to the player. This decision is at the sole discretion of the Company and the player will not be notified or informed about the reasons of such actions. The Company also reserves the right to inform applicable regulatory bodies of the fraudulent actions performed by the player.

The Casino has zero tolerance to advantage play. Any player who will try to gain advantage of casino welcome offers or other promotions agrees that Company reserves the right to void bonuses and any winnings from such bonuses, for the reasons of:

use of stolen cards;

chargebacks;

creating more than one account in order to get an advantage from casino promotions;

providing incorrect registration data;

providing of forged documents;

any other actions which may damage the Casino;

low risk roulette play where the player betting equal stakes for both black/red or even/odd covering 25 or more out of 37 numbers on the table. (Placing bets on black/red only covers 36 of 37 possible numbers).

The Casino reserves the right to close your Player Account and to refund to you the amount on your account balance, subject to deduction of relevant withdrawal charges, at Casino's absolute discretion and without any obligation to state a reason or give prior notice.

In order to verify player's account casino management require documents (ID, payment systems, utility bills etc) in Latin or Cyrillic alphabet. In case player doesn't have an opportunity to provide documents in above-mentioned alphabets casino reserves the right to demand video verification where player shows his/her documents.

The Casino reserves the right to retain payments, if suspicion or evidence exists of manipulation of the casino system. Criminal charges will be brought against any user or any other person(s) who has/have manipulated the casino system or attempted to do so. The Casino reserves the right to terminate and/or change any games or events being offered on the Website.

Should you become aware of any possible errors or incompleteness in the software, you agree to refrain from taking advantage of them. Moreover, you agree to report to the Casino any error or incompleteness immediately. Should you fail to fulfill such obligations, the Casino has a right to full compensation for all costs related to the error or incompleteness, including any costs incurred in association with the respective error/incompleteness and the failed notification.

Any deposit has to be wagered 3 times (player must place bets three times of their deposit amount) before the withdrawal of funds connected to this deposit is available. In case several deposits were made with no gaming activity, player has to wager the total amount of these deposits prior to withdrawal. Otherwise the Casino has a right to charge a fee for the procession of deposit and withdrawal, which is at the sole decision of the Casino.

We will make reasonable efforts trying to contact you regarding the withdrawal of the funds, but if we are not able to reach you (by email or phone) in two (2) weeks as from the date of the request for withdrawal, account will be locked, since you have failed to pass the KYC procedure. Any player's winnings, whether acquired through gameplay with bonuses or using real funds, may be subject to confiscation in the event that the player fails to provide the required KYC information in its entirety within 40 days from the date of the request.

The casino is not a financial institution and thus should not be treated as such. Your account will not bear any interests and no conversion or exchange services (including fiat-crypto exchange) will be offered at any time.

Depositing

The Website offers a variety of payment methods. They include VISA and MasterCard credit and debit cards, as well as various alternative payment methods. Please note that all payments with Paysafe are processed via Dama N.V. You can also contact our [Support team](#) to inquire about payment methods most favorable for your country of residence. [Click the link](#)

Please note that the minimal amount of deposit is 20€/USD, 30 CAD/AUD, 200 NOK, 1,700 RUB, 30 NZD, 1760 INR, 400 ZAR, 90 PLN, 500 CZK, 10,000 KZT, 0.0001 BTC, 1 USDT. The maximum amount of deposit depends on the payment method you decide to use.

The Company does not accept third party payments. You must make deposits only from a bank account, bank cards, e-wallets or other payment methods that are registered in your own name. If we determine during the security checks that you have violated this condition, your winnings will be confiscated and the original deposit will be returned to the owner of the payment account. The Company is not responsible for the lost funds deposited from third party accounts.

Kindly note that due to the nature of cryptocurrencies, deposit limits cannot be applied to the deposits made through CoinsPaid payment system. If you want to limit your gambling in the casino, please, use any other available option.

Withdrawal policy

The minimal amount for withdrawal is 20€/USD, 30 CAD/AUD/NZD, 200 NOK, 1700 RUB, 1760 INR, 335 ZAR, 90 PLN, 500 CZK, 10,000 KZT, 0.0006 BTC, 20 USDT. The maximum amount for withdrawal depends on the payment method you use. If the requested amount exceeds the limit of a particular payment system, the amount will be withdrawn in installments.

The Casino reserves the right to request verification documents before being able to process your withdrawal (ID, payment systems, utility bills, etc.), following standard KYC (Know Your Customer) procedures, even if similar or other documentation has previously been provided by you) as well as to hold any refunds for the time needed to

check your identity. In case you provide false or incompleting Personal Data, the withdrawal can be refused and the Player Account terminated, of which you will be informed by email. Reporting by the Casino to applicable regulatory bodies of actions performed by the player may be required.

The Website supports payouts via Original Credit Transfer (OCT) from Visa and via Payment Transfer from Mastercard. Additional requirements are that the respective credit card is not a corporate credit card and the card is issued in a supported country. For Visa, the following countries are not supported: USA, Australia, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Singapore. For Mastercard, only the following countries are supported: Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Luxembourg, Malta, Monaco, Netherlands, Norway, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, and the United Kingdom.

Please note that even for supported countries the Casino is not able to guarantee successful credit card payment processing in all cases, since banks issuing credit cards may block or reject such transactions at their own discretion.

The internal operating currency of the Website is Euro. Due to this fact, in case you transact in other currencies, the amount deducted from your credit card may be insignificantly higher than displayed at the time of transaction due to currency conversions on the side of your bank and/or the Casino's payment processing system.

All Bank Transfer payouts are processed within 5-7 banking days. Please mind that you will not be able to request a Bank Transfer for USD payouts. Withdrawals are made using the same details as the deposit.

You acknowledge that withdrawals via bank transfers can in exceptional cases be subject to additional charges by the intermediary banks. These charges remain outside the influence of The Casino and are limited to the equivalent of EUR 16.

Daily withdrawal limit is 4000 EUR/USD/CHF, 6,000 CAD/AUD/NZD, 40,000 NOK, 360,000 RUB, 337,000 INR, 65,000 ZAR, 18,000 PLN, 99,000 CZK, 2,000,000 KZT, 0.10 BTC, 4,000 USDT; weekly withdrawal limit is 8000 EUR/USD/CHF, 12,000 CAD/AUD/NZD, 80,000 NOK, 720,000 RUB, 670,000 INR, 130,000 ZAR, 36,000 PLN, 198,000 CZK, 4,000,000 KZT, 0.21 BTC, 8,000 USDT; monthly withdrawal limit is 30,000 EUR/USD/CHF, 42,000 CAD/AUD, 48,000 NZD, 300,000 NOK, 2,500,000 RUB, 2,500,000 INR, 500,000 ZAR, 135,000 PLN, 740,000 CZK, 15,000,000 KZT, 0.8 BTC, 30,000 USDT.

If you win more than 30,000 EUR/USD/CHF, 42,000 CAD/AUD, 48,000 NZD, 300,000 NOK, 2,500,000 RUB, 2,500,000 INR, 500,000 ZAR, 135,000 PLN, 740,000 CZK, 15,000,000 KZT, 0.8 BTC, 30,000 USDT. the Casino reserves the right to divide the payout into monthly instalments of maximum €30,000 until the full amount is paid out.

Maximum cumulative profit on all Casino Games (excluding any progressive jackpot wins) in any daily period (00:00-23:59 UTC) by each customer shall be capped at USD 100,000 (or currency equivalent) for VIP users, and at USD 50,000 (or currency equivalent) for non-VIP users. If a bet or wager is made by you that takes your profits over the limit within the daily period (00:00-23:59 UTC) you will be paid out up to USD 100,000 for VIP users and USD 50,000 (or currency equivalent) for non-VIP users, and any excess profits may, at our discretion, be voided entirely.

Finally, please keep in mind the Casino is not a financial institution. Your account will thus not bear any interests and no conversion or exchange services will be offered at any time.

Refund policy

A refund request will only be considered if it is requested within the first twenty-four (24) hours of the alleged transaction, or within thirty (30) calendar days if a Player alleges that another individual has accessed his/her Player Account.

If you have funded your account with a Credit Card we reserve the right to pay all withdrawal requests up to the total amount deposited as refunds against the purchases

you have made. If your withdrawals exceed the total amount deposited, any excess amount will be paid to you via one of our alternative methods available.

Before a refund is processed all bonuses and winnings in your balance will be deducted prior to calculating the amount to be refunded.

In case any Credit Card purchases are considered to carry an unacceptable risk for security or legal reasons either by our Payment processors or by the Casino, we will initiate refunds for all such transactions back to the Credit Card, and notify all the appropriate authorities and parties.

All costs that may occur upon refund procedure are on the player.

Contact our support team at support@luckyones.com to inquire about the possibility of a refund. List of required documents to proceed with the refund (please note that additional documents could be requested): photo of ID, photo or screenshot of the payment system, photo or screenshot of the document confirming the current address. We reserve the right to make a phone call to the number provided in your user account, which, at our discretion, can be a necessary part of the KYC procedure. Withdrawals may be terminated until the account is fully verified. We will make reasonable efforts to contact you regarding the withdrawal of funds, but if we are unable to reach you (by email or phone) within two (2) weeks from the date of the withdrawal request, the account will be locked since you have failed to pass the KYC procedure. All refund payouts are, in principle, processed between five and seven (5-7) banking days.

Dormant accounts

An inactive (dormant) account is a Player Account which a player has not logged into or logged out of for twelve (12) consecutive months. If your Player Account is deemed to be inactive, the Casino reserves the right to charge a monthly administrative fee of €10 or the equivalent in another currency (or the current balance of your account, if less) as long as the balance of your account remains positive.

You authorise the Casino to debit this fee from your Player Account at the beginning of the month following the day on which your account is deemed inactive, and at the beginning of every subsequent month that your account remains inactive. The Casino will stop deducting the fee if the account balance is zero or if the account is re-activated.

Complaints

If you're experiencing any issues with Casino with regards to your payments, bonuses, responsible gaming limits, etc feel free to contact our Support team at any time! We will do our best to resolve any issues you might have.

Complaints are handled in the support department and escalated in the organisation of the Casino in the case that support personnel did not solve the case immediately. You shall be informed about the state of the complaint to a reasonable level.

If the dispute is not resolved on the casino management level, you can contact any independent body, gaming authority or the licensing regulator listed on the Website.

In the event of any dispute, you agree that the server logs and records shall act as the final authority in determining the outcome of any claim. You agree that in the unlikely event of a disagreement between the result that appears on your screen and the game server, the result that was logged on the game server will prevail, and you acknowledge and agree that our records will be the final authority in determining the terms and circumstances of your participation in the relevant online gaming activity and the results of this participation.

When we wish to contact you regarding such a dispute, we will do so by using any of the contact details provided in your Player Account.