

# General Bonus Terms & Conditions

## Bonus Terminology

A "bonus" or "promotion" at Riviera Casino may involve free spins, any kind of deposit bonus, or an amount added directly to the player's account.

## General

1. It is the player's responsibility to read and understand bonus terms before taking part in any promotion offered by Riviera Casino. For any questions, please contact customer service via email at [support@riviericasino.com](mailto:support@riviericasino.com) or via online chat.
2. Bonuses are an integral part of a player's game play and should be treated as such. Riviera Casino reserve the right to audit any customer account to ensure that game play is in line with these generally accepted standards. Players who are found to be taking advantage of bonuses will be encouraged to stop and eventually will no longer be eligible for bonuses.
3. Promotions may also be offered to players on a regular basis. The details can be found on the promotion page. If the promotion page does not mention any additional conditions, the general bonus terms & conditions apply.
4. Additionally, players are free to decide not to accept a bonus. In this instance, to cancel the existing bonus and deactivate the receipt and display of any further bonuses, they will need to get in touch with customer support prior to making any bets and/or beginning to play.
5. By participating in promotions and / or accepting to receive the bonus (s) offered by Riviera Casino, You declares to accept the terms and conditions related to the offer or the bonus automatically as well as the general terms and conditions of the promotions listed on this page.
6. A Player can receive a maximum of one (1) bonus per promotional offer unless otherwise specified in the terms and conditions of the relevant promotion.
7. Bonuses and promotional offers are not accumulative (unless otherwise indicated) and can only be granted once per person, household, phone number or IP address.
8. The minimum deposit required to qualify for a bonus is 20 EUR, unless stated otherwise.
9. In the event that a Player is eligible for a promotional bonus, the bonus must be selected in the cashier when depositing.
10. Riviera Casino reserves the right to prohibit a player from receiving our promotions at any time, for a definite or indefinite period, as determined by management and at its own discretion.
11. We invite you to regularly check the terms and conditions of the bonuses to see if they have recently been modified or updated.
12. We may make terms and conditions available in various languages for convenience. In case of any discrepancy between the English language version and the non-English language version of these terms and conditions, the English version takes priority.
13. Riviera Casnio reserve the right to reclaim any Bonus that has been awarded in error in accordance with the General Terms and Conditions.

## Balances & Withdrawals

14. When you make a deposit, the money you put in goes into your "cash balance," and the bonus money you receive goes into your "bonus balance."
15. After meeting the bonus wagering requirements, bonuses and earnings from bonus monies may be withdrawn. You may view the status of the wagering requirements by selecting "Active bonuses" in your account.
16. At any time the amount of the "cash balance" may be subject to a withdrawal request, in accordance with the general withdrawal terms.
17. In the event that you make a withdrawal request before having fulfilled the wagering requirements, both the current bonus and the pending free spins and bonuses will be cancelled automatically.

## Bonus wagering conditions

18. Unless stated otherwise in the respective promotional offer, You need to wager the bonus amount 30 times before any proceeds from that bonus can be withdrawn.
19. Only bets placed from the "bonus balance" contribute to the wagering requirements of said bonus.
20. The cash and bonus balances will be deducted at a proportionate rate when you have an active bonus.
21. When you have fulfilled the bonus wagering requirements, the "bonus balance" is automatically transferred to your "cash balance".
22. Each game has a contribution value towards the wagering requirements. Slot machine games and Scratch Cards games contribute 100%. live dealer games and Instant Win games contribute 10%, all other games 0%.
23. After activation, the bonus wagering requirements must be fulfilled within 14 days. Both the bonus money and any associated wins will be lost if the wagering requirements are not satisfied within this window of time.
24. The maximum bet allowed when using a bonus is €5 per spin and the minimum is €0.2.
25. For games that contain a "bonus buy" or "feature buy" option, the bet will count as the total cost of the spin, not the stake or value of the game round the bonus buy or feature buy is played at. For example, playing Money Train at €1 stake and the bonus buy is 80x the stake value (€80). In this case, the bet size for this round would be €80.
26. Game winnings from spins or game rounds initiated with bonus funds but completed with real money after the bonus has been wagered, lost, or forfeited, will be removed and may result in your account being closed for bonus abuse.

## Free spins

27. Free spins winnings generate a bonus. Thereafter, the general bonus conditions apply to this new bonus.
28. Free spins are valid for 72 hours from the issue date unless otherwise stated in the promotional offer.
29. If you request a withdrawal while there are free spins in your account, the free spins will be forfeited.
30. Deposits linked to free spins can only be withdrawn if they have been wagered at least once on slot machine games.

## **Forbidden Practices**

31. Engaging in the below practices may result in the cancellation of winnings and may also lead to the suspension of the account and / or any future promotional offers (list not exhaustive):
- a. Using multiple Account(s)
  - b. Evidence that an offer is being claimed or benefits the same person or group of persons, acting in an attempt to defraud us
  - c. Co-operation, collusion or organisation of bets from the same source
  - d. Manipulation of software, exploitation of loopholes or other behaviours which amount to deliberate cheating
  - e. Hiding IP addresses or using a VPN
  - f. Delaying game rounds in any game, including free spins and bonus features, to a later time when you have no wagering requirements to fulfil
  - g. Using strategies that take advantage of any software bug or failure