

1. GENERAL INFORMATION

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Version: 1.0

1.1. The website www.casinorocket.com ("Casino", "Website", "Company", "We", "Us", "Our") is owned and operated by Metlait SRL, a company registered under the laws of Costa Rica. Registration number: 3-102-911867. Registered address: El Guayaval, Residencial La Campina Casa Numero Q -11, Cartago, El Guarco, Tejar, 30801 - Costa Rica. The Company operates under license no.0000064 issued by the Tobique Gaming Commission.

1.2. By creating an account and using our Website, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

1.3. If you do not agree to these Terms and Conditions, you must not use our services.

1.4. We may update these Terms and Conditions **at our sole discretion**. While we aim to notify users of major changes via email, we advise checking this page regularly.

§1.4 · Clause 6

Terms changeable at sole discretion — only 'aim to notify', no consent required.

1.5. The official language of the Website is English. In the case of discrepancies due to translation, the English version will prevail.

1.6. By accepting these Terms and Conditions, Players also agree to be bound by all policies, rules, and guidelines published on the Website, including but not limited to the Privacy Policy, Bonus Policy, and Responsible Gaming Policy.

2. ELIGIBILITY AND RESTRICTIONS

2.1. Access to the Casino is permitted only to individuals residing in jurisdictions where online gambling is legal. You are solely responsible for determining the legality of using our services in your region.

2.2. You must be at least 18 years old or the minimum legal age for gambling in your jurisdiction (whichever is higher).

2.3. We may request proof of age and reserve the right to suspend or terminate your account if age verification fails.

7.8. You acknowledge that the Casino retains **sole and final authority to** determine whether you have violated any rules, terms, or conditions, and to impose disciplinary action, up to and including suspension or permanent ban without prior notice or explanation.

§7.8 · extra

Casino is sole and final authority to find violations; suspend or ban without notice or explanation.

8. USE OF PLAYER ACCOUNT

8.1. Each individual may register and maintain only one (1) personal Player Account. Accounts sharing the same residential address, household, IP address, or device will be considered duplicates. We reserve the right to close and forfeit all duplicate accounts, cancel any pending withdrawals, and confiscate any winnings. You must not share your account credentials or allow another person (including minors) to access your account.

8.2. If we discover that you have operated a duplicate account, any returns, winnings, or bonuses accrued during the period in which multiple accounts were active will be forfeited. The Casino may require you to return any funds already withdrawn from the duplicate account.

8.3. You agree to use your Player Account solely for personal entertainment. Any commercial use such as offering the account to others for profit or renting/selling account access—is strictly prohibited.

8.4. As part of our Know-Your-Customer (KYC) process, we may request additional documentation or **conduct a phone call** to verify your identity. Withdrawal requests will remain pending until all required verification steps are completed. If we are unable to reach you by phone or email within two (2) weeks of your withdrawal request, your account will be locked and your withdrawal will be canceled.

§8.4 · Clause 8

Repeatable KYC at discretion; if unreachable within 2 weeks, account locked and withdrawal canceled.

9. ANTI-FRAUD POLICY

9.1. The Casino enforces a strict anti-fraud policy. Suspected fraudulent activities include (but are not limited to):

- a) Collusion with other players to manipulate game outcomes;
- b) Use of automated bots, scripts, or unauthorized software to gain an unfair advantage;
- c) Chargebacks or disputes on legitimate deposits;
- d) Filing false claims against the Casino;
- e) Exploiting software bugs, glitches, or loopholes;
- f) Any other deceptive, dishonest, or illicit practices.

9.2. If you are suspected of any fraudulent behavior, we reserve the right, at our sole discretion, to:

- a) Terminate or suspend your Player Account;
- b) Void any associated winnings and **confiscate your balance;**
- c) Charge you an amount up to your available balance to cover damages or costs incurred by the Casino;
- d) Pursue civil or criminal action, including notifying regulatory or law enforcement authorities;
- e) Retain or freeze any funds pending an investigation.

§9.2 · Clause 3

On mere suspicion: void winnings, confiscate balance, charge up to available balance.

9.3. We may require a live phone verification in addition to document checks. If we cannot verify your identity or suspect fraud especially when provided phone numbers are invalid or missing – we may close your account permanently and forfeit any winnings. Failure to pass verification within two (2) weeks of our request will result in **account termination and funds confiscation.**

§9.3 · Clause 8

Fail phone/video verification within 2 weeks → termination + funds confiscation.

9.4. The Casino will void any bonus, free spins, or winnings if we determine that you have abused a promotion. “Abusing a promotion” includes, but is not limited to:

- a) Placing maximum allowable bets on high-variance games solely to inflate wagering requirements;
- b) Reducing stakes after a large win and **switching to low-variance games** to meet wagering terms;
- c) Depositing only to claim bonuses without making any real-money deposits;
- d) Maintaining a deposits-to-bonus ratio exceeding 50%;
- e) Delaying play until wagering requirements expire or manipulating game rounds (e.g., leaving high bets on the table and returning after requirements are met);
- f) Using multiple accounts (including shared IP or device) to claim duplicate welcome offers or free spins;
- g) Exploiting any software bug or glitch to extract monetary value.

§9.4(b) · Clause 7

'Abusing a promotion' includes low-variance switching / max bets — undefined, sole discretion.

Monthly: €15 000, \$15 000 USD, 22 500 CAD/AUD/NZD, 160 000 NOK (or equivalent).

Resets on the 1st of each month.

For players residing in Finland, the maximum withdrawal limits are set to €500 per day, €2,500 per week, and €7,500 per month.

The above limitation is present at all times unless specified in the Terms and Conditions of a specific promotion. Withdrawal amount limitations might be also changed for the players with a higher VIP level at the Casino's sole discretion, of which players will be informed beforehand. If your account has a winning balance subject to withdrawal more than 15000 EUR (15000 USD, 160000 NOK, 22500 CAD/NZD/AUD), the Casino reserves the right to divide the payout into monthly installments of a maximum of 15000 EUR (15000 USD, 160000 NOK, 22500 CAD/NZD/AUD) until the full amount has been successfully paid out.

Progressive jackpot wins are paid in full and do not count toward these limits.

Cryptocurrency limits are determined by the exchange rate at time of request (Coinbase Converter).

11.9. If you have deposited via credit/debit card and your requested withdrawal does not exceed your total net deposit, we may return those funds directly to your card. Any excess above your net deposit will be paid via an alternative method (e-wallet, bank transfer, etc.).

11.10. Our internal operating currency is EUR. If you transact in another currency, the amount debited or credited may differ slightly due to your bank's and our processing system's conversion rates. Bank Transfer payouts in USD are not available. All bank transfers are processed within 3 business days.

11.11. If you withdraw via bank transfer, intermediary banks may impose additional fees (typically up to €16). These charges are beyond our control.

11.12. The Casino is not a financial institution. Your account will not earn interest, and we do not provide any currency conversion or exchange services (e.g., fiat-crypto conversion).

11.13. You are responsible for any fees applied by your bank or payment provider during the withdrawal process.

§11.8 · Clause 5

Monthly cap €15,000 — ABOVE the €5k threshold, so NOT ticked.

§11.8 · context

Finland only: €500/day, €2,500/week, €7,500/month — tighter, but still > €5k/month.

11.14. To inquire about a refund possibility, contact our Support Team at support@casinorocket.com.

12. DORMANT ACCOUNTS

12.1. An Account is deemed “inactive” if there has been no login or gameplay for 12 consecutive months. Once your Account becomes inactive, we reserve the right to charge a monthly **dormancy fee of €25** (or currency equivalent), deducted from your remaining balance. If your balance is less than €25, we will deduct the entire balance instead.

§12.1 · Clause 1

Dormancy fee €25/month (graduated, the excluded exception) → NOT ticked; flag the €25 size.

12.2. We will begin deducting the dormancy fee at the start of the month following the date on which your Account was classified as inactive, and at the start of each subsequent month until the balance reaches zero or you reactivate your Account by logging in and placing a wager.

13. EXPIRY PERIOD

You agree that any claim or cause of action arising from these Terms and Conditions or from any service provided by the Casino must be filed within one (1) year from the date the claim or cause of action arose. Claims filed after this period will be deemed waived and forever barred.

14. REFUND POLICY

14.1. Requests for refund of a legitimate transaction must be submitted within 24 hours of the transaction. If you allege that someone else accessed your Account, you have 30 calendar days from the date you first became aware of the unauthorized access.

14.2. If you funded your Account using a credit card, we reserve the right to process your withdrawal request (up to the total net amount deposited) as a refund back to that same credit card. Any excess beyond the deposited amount will be paid via an alternative method.

14.3. Before calculating the refundable amount, all bonuses and winnings will be deducted from your balance. These deductions occur prior to issuing any refund.

15.3. Server Log Authority

In any dispute regarding game results, the Casino's server logs and records are final and binding. If there is a discrepancy between what appears on your screen and our server, the server's record prevails. You agree that these records are the ultimate authority for resolving any dispute about your game play or results.

15.4. Communication

We will contact you regarding your dispute using the contact details provided in your Account.

15.5. Alternative Dispute Resolution (ADR)

If you are dissatisfied with the outcome of our internal complaints process, you may escalate the matter to an independent ADR body. We cooperate with EGIS (<https://egis.io/>), which operates under the regulations of the Tobique Gaming Commission. To submit a dispute to EGIS, email disputes@egis-adr.com.

§15.5 • ADR

ADR = EGIS, under the Tobique ecosystem — not a regulator-recognised independent authority.

16. NON-TRANSFERABILITY

You may not assign, pledge, or transfer any rights or claims arising from these Terms and Conditions or from participation in Games without the express written consent of Rocket Casino. This nontransferability clause prohibits any transfer, encumbrance, pledge, or gifting of:

Player Accounts;
Balances, deposits, or winnings;
Wagering rights or game outcomes;
Any ancillary rights, whether legal, commercial, or otherwise.

Any attempt to transfer or collateralize these rights in violation of this clause is void.

17. ARBITRATION

All disputes between you and the Casino whether arising under these Terms and Conditions, additional agreements, or any related activities shall be resolved **exclusively by arbitration in Costa Rica**. By agreeing to these Terms and Conditions, you **waive any right** to bring a lawsuit in any court outside of this arbitration process.

§17 • Arbitration

Exclusive arbitration in Costa Rica; you waive any right to sue in any court.

18. KYC and ACCOUNT VERIFICATION