Player’s guide

1. Having an ACCOUNT AT SPACECASINO

For accessing Spacecasino, you do not need to download additional software to your computer or mobile device. You can enjoy playing at Spacecasino 24-7 from your PC, mobile or tablet.

In order to register your account, please click on the **SIGN UP** button at the top-right corner of the homepage and complete the form. Should you have any problems please contact our customer support team on [support@spacecasino.co.uk](mailto:support@spacecasino.co.uk) .

2. CAN I PLAY FOR FREE?

Due to regulations, you may not be able to play on the majority of the games.

3. AM I OLD ENOUGH TO PLAY AT Spacecasino?

At Spacecasino we are bound by law to accept only players who are over 18 years of age, provided that this is the minimum age requirement for online gaming within your jurisdiction. There might be other restrictions applying to some individuals, therefore we urge you to refer to our Terms and Conditions for more information.

4. DEPOSITING FUNDS

By depositing funds into your gaming account at Spacecasino, you will become a real player and unlock optional subjectivity to a number of promotions and functions.

For your convenience during your time at Spacecasino, we have a number of deposit methods at your disposal. Please look at our [Deposit Page](https://www.spacecasino.co.uk/en/account/deposit) for the method that best suits your needs.

5. CAN I USE SOME OTHER PERSON’S CARD FOR PAYMENTS AND WITHDRAWs AT SPACECASINO?

Spacecasino does not allow players to register or deposit using cards where they are not the card holder in person. These measures are enforced for the sake of all of our players and their accounts. If some other person wishes to play at Spacecasino using your PC, provided that they have your blessing, they are welcome to open an account for themselves.

6. SECURITY AND PRIVACY

The attention for Security is always paramount at Spacecasino. In order to make any transaction on your account you will need your username and password. We then use a secure data transfer during all transactions to prevent any unintended information being supplied to a third party.

7. WITHDRAWING FUND

Players can withdraw any amount available on their real money (cash) balance. All withdrawal requests will be subjected to checks highlighted in our [Terms and Conditions](https://www.spacecasino.com/en/terms-and-conditions).

8. WHAT IS VERIFICATION?

We must ensure that our customers are aged 18+ and are who they say they are for Customer Due Diligence. We take this responsibility very seriously and may ask you to securely send verification documentation such as ID, and proof of address and source of income.

9. HOW MUCH DOES IT COST TO PLAY?

Each of our games has their own stakes sizes and minimum bets. In order to help you with this we have placed the minimum bet in local currency for each game in its respective lobby. We try to make sure there are an abundance of games with 1pence minimum bet, so that everyone can enjoy the games.

10. HOW DO I KNOW WHICH PROMOTIONS I AM ELIGIBLE FOR?

Once you log into your Spacecasino account, you will be able to access the “My Account” section. Within this we not only have displayed the promotions you are currently eligible for but also some of our special promotions. In addition to special targeted promotions through the “My Account” page and emails/sms' you receive, we host promotions all the time so please regularly check out our [Promotions](https://www.spacecasino.com/en/bonuses) section for complete details on what they are and how to qualify!

11. HOW DO I BECOME A VIP?

At Spacecasino we like to think of all of our players as VIPs. We do however like to treat our loyal customers with special treatment. Please get in touch with us to know more about our VIP Scheme!

12. HOW DO I CONTACT SUPPORT?

Our Support team are always on hand to help via live chat and email. Please choose the method of communication you feel most comfortable with. Our [Help Page](https://www.spacecasino.com/en/help) has all the details of how to get in touch with us.

13. WHAT HAPPENS IF I LOSE CONNECTION DURING A GAME?

Should you lose connection to our gaming server during a game it will refresh your credit balance with the outcome of the bet. This means you will never lose out on a win.

14. WHY CAN I NOT PLAY ON PROGRESSIVE JACKPOT GAMES

These specific types of games can only be played by players who have made a real money deposit on their account. Once you have made your first deposit you will be able to enjoy our Progressive Jackpot games and perhaps be our next big winner!

15. DEPOSIT LIMITS

Should players wish to establish limits on their account with Spacecasino, they may easily do that on our [Limits](https://www.spacecasino.co.uk/en/account/limits) page with a couple of mouse clicks. Limits can be set on a variety of periods.  
  
16. WHAT DOES FLASH MEAN FOR MY ONLINE GAMING, AND WHAT DO I NEED IN ORDER TO PLAY?

Flash enables us to have an entire suite of games available to you without the need to download any software. All of our games are launched and played on in our website so you can play on Spacecasino no matter which PC you are using provided you have your log-in details to hand.

Although their numbers are getting thinner everyday and new technologies takes its place, in order to play on our flash games, you will need the latest version of Macromedia Flash installed on your computer.

17. WHAT IF I WANT OR NEED ADDITIONAL INFORMATION?

We would be happy to answer any questions you may have. Please contact our friendly support team ([support@spacecasino.com](mailto:%20support@spacecasino.com)) with your question at any time.