Live Roulette

(including Speed roulette and Auto-Roulette)

Game Help

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1.1	6 Nov. 2019	New UI, added Autoplay, valid spin, min 3 revolutions
1.2	28 March 2020	Auto-Roulette, The ball will be spun , correction of respir
1.3	14 May 2020	New Auto-Play, formatting corrections

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Introduction

Live Roulette is played by spinning a small ball on a round wheel with thirty-seven number pockets. When the ball comes to rest in one of them, the winning number is defined.

The object of the game is to correctly predict the number pocket in which the ball will come to rest. By predicting the right number, you earn a payout on your bet. The amount of the payout depends on the type of bet placed.

How to Play

In Roulette, bets should be placed during the betting time on a table called **Roulette Layout** that displays all the standard betting positions.

To start playing, wait until the message “**PLEASE, PLACE YOUR BETS**” appears, then select the value of the chip you would like to wager on a given spin and place it on the appropriate betting field(s) on the gaming table.

Your total bet will be displayed in the **"Total Bet"** window.

Wagers can be made during the betting time until the Dealer announces: **"BETS CLOSED"**. No bets will be accepted after this point.

The ball will be spun in the Roulette wheel according to the Valid spin rule described in the paragraph “Roulette Valid Spin Rule” of this text. When the ball comes to rest in a number pocket, the winning number will be highlighted on the game interface. If any of your bets cover the winning number, you will receive winning returns in accordance with the Roulette pay table. Your win amount will be shown in the win message.

Bets and Odds

You can place many kinds of bets on the Roulette table. Each type of bet covers a certain range of numbers, and each type has its own payout odds.

Bets which are placed on the numbered spaces or on the lines between them are called **Inside bets**, while the ones placed on the special boxes below and to the left of the board are called **Outside bets**. When you move your mouse over the betting table, the numbers that would be included if you bet on that spot will be highlighted. The different bet types and payouts are summarised below:

- **Straight Up** - place your chips directly on any single number (including zero).
- **Split Bet** - place your chips on the line between any two numbers (e.g. split 0/2, 16/17).
- **Street Bet** - place your chips at the lower end of any row of numbers on the Outside Bets side. A street bet covers three numbers (e.g. Street 7, 8, 9). Bets placed at the junctions of 0, 1 and 2 or 0, 2 and 3 are also accepted as Street Bets.
- **Corner Bet** - place your chips at the cross lines where four numbers meet. All four numbers are covered. (e.g. Corner 5, 6, 8, 9). A bet placed on 0, 1, 2, 3 (the lower junction of 0 and 1) is also taken as a Corner Bet.
- **Six Line Bet** - place your chips on the T-shaped crossing lines between two adjoining streets. A six-line bet covers all the numbers in both rows, for a total of six numbers (e.g. Six line 4, 5 ,6, 7, 8, 9).
- **Column Bet** - placing a chip in one of the boxes marked "2:1" at the end of the columns covers all the numbers in that column, for a total of twelve numbers. The zero is not covered by any of the columns.
- **Dozen Bet** - placing a chip in one of the three boxes marked "1st 12," "2nd 12," or "3rd 12" covers those twelve numbers in the sequence of numbers 1 to 36. The zero is not covered by any of the dozens.
- **Even Chances** - a chip placed in one of these six boxes covers the 18 numbers on the board as described in that box: Red/Black, Even/Odd, Low numbers (1 to 18), or High numbers (19 to 36). The zero is not covered by any of these boxes.

BET TYPE	COVERS	PAYOUT
Straight Up	1 Number	35:1
Split	2 Numbers	17:1
Street	3 Numbers	11:1
Corner	4 Numbers	8:1
Six Line	6 Numbers	5:1
Column / Dozen	12 Numbers	2:1
Red / Black	18 Numbers	1:1
Even / Odd	18 Numbers	1:1
1-18 / 19-36	18 Numbers	1:1

Return to Player

The theoretical Return to Player in Roulette is **97.30%.**

Wheel Sectors

Bets on **Wheel sectors** are complex bets known worldwide and used by expert Roulette players. These bets, like **Neighbour bets**, are placed using a Roulette **Racetrack**, which represents the numbers as they appear on the Roulette wheel, rather than the Roulette table.

You can access it by selecting the **Racetrack button** on the game interface.

A Single-zero Roulette wheel is split into 3 main sectors that correspond to areas on the table. The traditional names of these sectors are **Voisins du Zero** with a subsection **0 Game**, the **Tiers Du Cylindre** section, and **Orphelins**.

Voisins Du Zero is a 9-chip bet that covers zero plus seven numbers on the right and nine numbers on the left. This is the biggest sector of the wheel. On the Racetrack it is marked with the name “Voisins”. The distribution of this bet is as follows:

- 2 chips on the street bet 0/2/3;
- 1 chip on each of splits 4/7, 12/15, 18/21, 19/22 and 32/35;
- 2 chips on the corner bet 25/26/28/29.

0 Game is a 4-chip bet that covers zero and the closest neighbouring numbers. The chips are placed on the 0 Game sector as follows:

- 1 chip on the straight-up bet: 26;
- 1 chip on each of splits 0/3, 12/15 and 32/35.

Tiers Du Cylindre is a 6-chip bet which covers the numbers on the wheel sequence from thirty-three to twenty-seven inclusive. On the Racetrack it is marked with the name “Tiers”. The name can be translated literally as “The 3rd part of the wheel” and the chips are placed on the split bets of its 12 numbers: 5/8, 10/11, 13/16, 23/24, 27/30 and 33/36.

Orphelins is a 5-chip bet which covers the numbers from the two sections of the wheel apart from Tiers and Voisins. This bet’s distribution is as follows:

- 1 chip on the straight-up bet: 1;
- 1 chip on each of splits 6/9, 14/17, 17/20 and 31/34.

Neighbour Bets

These are bets which can be placed according to the numbers as they appear on the Roulette wheel, rather than the Roulette layout. Neighbour bets can be placed using a **Roulette Racetrack.**

A **Neighbour bet** is a 5-chip bet distributed on the number itself and the two numbers on either side of it on the Roulette racetrack.

The number of selected **Neighbours** can be decreased to 1 or increased up to 9 on each side.

Clicking on the Racetrack during the time to place bets will result in placing chips of the selected value on the main Roulette layout.

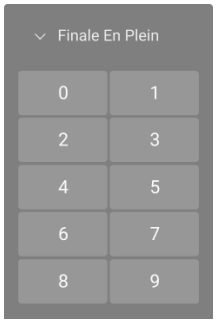
To get back to the default layout view, please tap again on the **Racetrack button**.

Special Bets

These are a series of multiple bets that are traditionally popular with Roulette fans. To place any of these special bets, open the **Special bets window** by pressing the **Special bets** button.

When you click/tap on any of the Special Bets, you will cover multiple numbers with your selected chip value in a single move. In our Roulette game you can find the following special bets: Final en Plein, Finales a Cheval, and Full Complete, as described below.

Final en Plein is a French term referring to placing Straight Up bets on all numbers ending in the selected digit. These bets can be also called Finals.



When you click on any of the numbers in the Finale en Plain section, it will result in placing chips on the Roulette layout as follows:

- Finale en Plein 0 is a 4-chip bet on 0, 10, 20 and 30;
- Finale en Plein 1 is a 4-chip bet on 1, 11, 21 and 31;
- Finale en Plein 2 is a 4-chip bet on 2, 12, 22 and 32;
- Finale en Plein 3 is a 4-chip bet on 3, 13, 23 and 33;
- Finale en Plein 4 is a 4-chip bet on 4, 14, 24 and 34;
- Finale en Plein 5 is a 4-chip bet on 5, 15, 25 and 35;
- Finale en Plein 6 is a 4-chip bet on 6, 16, 26 and 36;
- Finale en Plein 7 is a 3-chip bet on 7, 17 and 27;
- Finale en Plein 8 is a 3-chip bet on 8, 18 and 28;
- Finale en Plein 9 is a 3-chip bet on 9, 19 and 29.

Finales a Cheval are also French-inspired bets involving backing one of the splits, as shown below:

When you click on any of the numbers in the Finales a Cheval section, it will result in placing chips on the Roulette layout as follows:

- Finales a Cheval 0/3 is a 4-chip bet on splits 0/3, 10/13, 20/23 and 30/33;
- Finales a Cheval 1/4 is a 4-chip bet on splits 1/4, 11/14, 21/24 and 31/34;
- Finales a Cheval 2/5 is a 4-chip bet on splits 2/5, 12/15, 22/25 and 32/35;
- Finales a Cheval 3/6 is a 4-chip bet on splits 3/6, 13/16, 23/26 and 33/36;
- Finales a Cheval 4/7 is a 4-chip bet on splits 4/7, 14/17, 24/27 and 34 straight up;
- Finales a Cheval 5/8 is a 4-chip bet on splits 5/8, 15/18, 25/28 and 35 straight up;
- Finales a Cheval 6/9 is a 4-chip bet on splits 6/9, 16/19, 26/29 and 36 straight up;
- Finales a Cheval 7/10 is a 3-chip bet on splits 7/10, 17/20 and 27/30;
- Finales a Cheval 8/11 is a 3-chip bet on splits 8/11, 18/21 and 28/31;
- Finales a Cheval 9/12 is a 3-chip bet on splits 9/12, 19/22 and 29/32.

A **Full Complete** bet is the maximum coverage bet that includes all possible Inside bets for an individual number.

When you press any of the numbers in the Full Complete area, a chip of the selected value appears on the corresponding betting positions of the Roulette layout as follows: **1 chip on straight up, 2 chips on each of splits, 3 chips on street, 4 chips on each of the corners and 6 chips on each six line**.

Each number on the layout has a defined number of chips as follows:

- Full Complete bet on 0 is a 17-chip bet;
- Full Complete bet on 1 is a 27-chip bet;
- Full Complete bet on 2 is a 36-chip bet;
- Full Complete bet on 3 is a 27-chip bet;
- Full Complete bet on any of the numbers 4, 7, 10, 13, 16, 19, 22, 25, 28 and 31 is a 30-chip bet;
- Full Complete bet on any of the numbers 5, 8, 11, 14, 17, 20, 23, 26, 29 and 32 is a 40-chip bet;
- Full Complete bet on any of the numbers 6, 9, 12, 15, 18, 21, 24, 27, 30 and 33 is a 30-chip bet;
- Full Complete bet on 34 is an 18-chip bet;
- Full Complete bet on 35 is a 24-chip bet;
- Full Complete bet on 36 is an 18-chip bet.

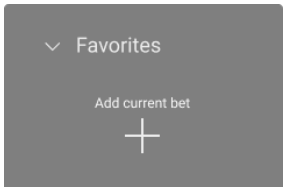
To get back to the default layout view, tap again on the **Special Bets button**.

Favourite Bets

You may save up to 5 Favourite bets and reuse them whenever you like in future game rounds and even on different Roulette tables or on different devices. In order to save a bet as a Favourite, follow these steps:

a) Place your desired bets on the layout.
b) Open the **Favourites window** by pressing a **Favourites button**.

c) Press the "**Add current bet" icon**.



Once your bet is saved in your Favourites list, you may use it during the betting time. When you press the selected Favourite bet, your chips will appear on the layout.

You may place several of your saved bets in the same game round and place any additional chips besides those that make up part of the Favourite bet.

You can delete any of your Favourite bets at any time or create new ones.

The name of the saved Favourite bet may be edited in desktop version.

To get back to the default layout view, tap again on the **Favourite bets button**.

The Last Winning Numbers

The **Last Winning Numbers** are always shown at the bottom of the screen. The very last winning number is clearly visible on the left.

On desktop, you may click on any of the numbers during the betting time. This will place a Straight Up bet on the selected number.

Game Statistics

The information in the **Statistics window** can help you to decide which numbers to choose when playing Roulette. You may manually select the number of spins for which you want to check statistics using the slider. You can choose from a minimum of 50 up to a maximum of 500 spins.

The Statistics window can be opened by pressing the **Statistics icon.**

Inside the window the complete game statistics are presented, divided into three groups, as described below.

In the **Hot & Cold** section you can find information about the most frequent and least frequent numbers for your selected number of spins.

Hot Numbers are those which have won most often. **Cold Numbers** are those which have won the least number of times.

By hovering your mouse pointer over the sector for each number in the pie chart, you will bring up tooltips showing how many times that number came up throughout the selected number of game rounds. The larger the sector, the greater the number of times that number has won.

In the **Charts tab** you can find the percentages of Columns, Dozens and Red, Black, Even, Odd, Low and High numbers.

In the **Last Called Numbers tab** you can find the last winning numbers for a selected number of spins. When you hover your mouse pointer over a number, it will be highlighted, indicating how often it came up.

During the betting time you may place a bet by directly clicking/tapping on any value or number in the Statistics section. Bets will be placed with your selected chip value. Just hover your mouse pointer to

see a preview of the highlighted corresponding betting field on the layout and click to place the chip of the selected value.

To get back to the default layout view, tap again on the **Statistics button**.

Placing Bets

When placing bets, please pay attention to the following screen elements 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 the minimum and maximum limits for each bet type as well as the payout odds.

The **Game Information Indicator** will inform you of the game status, the remaining time for placing bets, the status of your bets, the winning number, etc.

"**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 message "**WAIT FOR NEXT GAME**" is shown if you have no bet placed in the current game round. After it 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.

A "**GAME PAUSED**" message will appear if the game is temporary suspended due to wheel cleaning, 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 **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. With every click it 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.

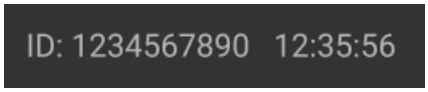
Please make sure that your balance is sufficient to cover your bets before you start playing.

If your balance is not updated after placing bets or after you see a winning 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

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.



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.

Autoplay

Game Result

The winning number of the game round will be indicated on the layout with an **animated circle** around it. This will help you to check whether it was covered by your chips.

A graphical representation of the **Winning Number** will also be shown at the top of the video. If you are the lucky winner, your win amount will be indicated below it.

The **Winners List** will appear at the same time as the winning number and will show the nicknames of all the players who won at the current table in the last game round. The winning amounts are shown in the currency you selected for your account.

Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change 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 table you wish to join, so the Lobby can be used to browse other games while remaining at the current table. Once on the lobby page, please click the **Return to Game** button in order to exit the lobby and return to your open table.

Clicking the **Chat button** opens the chat window so you can send messages to the Dealer and other players. Our Dealers will communicate with you directly and answer any questions regarding the game.

Chat messages are monitored by dedicated Studio personnel at all times. Any chat messages may be deleted, and your chat feature may be blocked if you use inappropriate or rude language with the Dealers and/or other players at the table or flood the chat with unnecessary messages.

Clicking the **Volume Control button** will open a slider which lets you change the sound volume at your table. Clicking the Volume control button will mute the game – it will then turn into a "**Muted" icon**.

By default, the game is opened with muted audio. Please click the **Muted button** to unmute the game. The icon will then turn into the **Volume Control** button.

Clicking the **History button** will open a window showing details of your activity in our Live Casino. By default, it will be opened on your history for **Today**. You can also see your history from previous days by selecting the **Older** tab.

Simply select a game round from the list to see details of it, including all your bets.

The details of your Live Roulette game round history will be shown in the History window and will be split into 2 parts: game round information and bets information.

Clicking the **Game Help button** opens the Help window you are in right now.

Clicking the **Settings button** opens a **Settings window** allowing you to set the following preferences:

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**.

Roulette Valid Spin Rule

A winning number is valid only when the spin was deemed valid. A valid spin is defined as follows:

The Roulette ball must be spun in the direction opposite to the rotation of the wheel and must complete at least omplete revolutions counted from the point where ball was launched around the track of the wheel before dropping to constitute a valid spin.

If the spin is defined as invalid, this situation is called a “**No Spin**”.

Situations where a “**No Spin**” will be declared are:

- The ball made fewer than 3 complete revolutions;
- The ball was spun in the same rotation direction as the wheel;
- The wheel stopped rotating during the spin;
- A stuck ball, either on a fret ball, ball stop or number track;
- The ball jumped out of the wheel (ball-out);
- The ball was fumbled/dropped before spinning;
- Any foreign object entered the wheel during the spin.

Game Inconveniences

You are personally responsible for the correct positioning of your wagers at any Roulette 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 message that the issue is being investigated.

If the Shift Manager can **immediately resolve the error**, 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.

A bet may be rejected by the system after the betting time is finished due to not being placed in time, not meeting the minimum or maximum requirements, or to other transaction issues.

If you place **a wager that is lower than the minimum table bet limit**, it will be shown as an inactive chip. You will be informed about this via the small tooltip window above your bet. Once the betting time is over, all inactive chips 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.

If the game ends with what you consider to be a **wrong result**, or in the event of any other irregularities, please contact Casino Customer Support providing the **Game ID number**.

Disconnection Policy

Pragmatic Play Live Casino services are provided over the internet, from which you may be disconnected at times. This poses potential problems to the game flow and your user experience.

In order to minimize the impact of unexpected disconnections, when you lose connectivity to the game server, a reconnect message will be displayed on the screen.

The following error handling rules apply in the event of disconnection:

- If a disconnection occurs **before the "BETS CLOSED"** message appears on the screen and your bets were not yet accepted by the server, your bets will not be deducted from your balance and you will not participate in the game round. Once reconnected, please verify your balance and inform your Casino Operator immediately if there are any issues.
- If a disconnection occurs **after the "BETS CLOSED"** message appears on the screen and your bets were accepted by the server, the game will proceed as normal and any winnings will be processed according to the game result regardless of the disconnection.

After being disconnected, please check your winnings in the **History window** and if you have any doubts regarding game outcomes, please contact Live Support within the game or Casino Customer Support, providing them with details of the game in question including the Game ID number.

If **connection to the table from the Studio is lost** for more than 5 minutes, the game will be cancelled.

If we determine that you would have won the game round, your winnings will be credited to your account through **Casino Customer Support**.

Speed Roulette

Play the world's most famous casino game at a super-accelerated pace. **Speed Roulette** offers a superior Roulette playing experience available on desktop or mobile devices. 60% faster than the regular Live Roulette game, you can even place bets when the ball is already rotating in the wheel. More action, faster wins, enhanced enjoyment - it's all right here for you.

Live Baccarat

(including No Commission Baccarat and Speed Baccarat)

Game Help

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Version	Date	Remarks
1.1	14 may 2020	Auto-play, side bets RTP, stats corrections, text corrections
1.2	28 july 2020	New Super 6 rule, p.13
1.3	1 july 2020	Multi-table play paragraph – REMOVED
1.4	28 December 2020	Player/Banker Bonus
1.5	27 January 2020	Player / Banker Bonus – UPDATE

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Introduction

Live Baccarat is one of the oldest and most popular casino games in the world. It is especially popular among high-rollers and Asian gamblers. It's as simple as betting on the toss of a coin. However, it is extremely tense and exciting!

The objective in Baccarat is to predict which side (Player or Banker) wins, by having a hand whose value is closest to 9.

How to Play

To start playing, select a bet amount by clicking on a chip from the chips tray and then click on your choice of the following: Player, Banker or Tie.

You will be allowed to place or modify your bets while the message "**PLEASE, PLACE YOUR BETS**" is shown on the screen.

You may place bets during the betting time until the Dealer announces: "**BETS CLOSED**".

The total amount of your bets will be shown in the **Total Bet** field.

The Dealer will deal **4 initial cards** in the following order: 1st and 3rd card to the Player's side and 2nd and 4th cards to the Banker's side. After the betting time is over, the Dealer will have to scan/reveal the 4 initial cards dealt to the Player and Banker, starting with the Player.

If a 3rd card is needed by either side, the Dealer will deal the additional card according to the **Third Card Rule** explained below.

Once the Live Dealer has dealt all needed cards to each hand, the game round will be complete. The side with a points total closer to 9 wins. If the points totals are equal, the game round is a Tie.

On the game user interface, the winning bet fields will be highlighted. If any of your bets cover the winning bet fields, you will receive returns in accordance with the type of bets placed. Your win amount will be shown in the win message.

Once the game round is finished, the Dealer will collect all the open cards on the table, place them in the discard and open bets for the next game round.

If one or both additional cards were not needed in the previous game round, they will be used as the initial cards for the next game round.

Card Values

The game is played with 8 standard 52-card decks.

Only the numeric value of each card is relevant in the main Baccarat game; cards' suits (hearts, spades, clubs or diamonds) are irrelevant.

Cards	A	2	3	4	5	6	7	8	9	10	J	Q	K
Points	1	2	3	4	5	6	7	8	9	0	0	0	0

The points on the Player's and Banker's sides are calculated by adding up the value of the cards.

In Baccarat the maximum possible points score is 9. If the total is 10 or higher, 10 points must be subtracted, with the remaining points counted as Baccarat points.

e.g.

5 + 5 = 10 – 10 = 0
8 + 7 = 15 – 10 = 5
J + K = 0
1 + 5 + 8 = 14 – 10 = 4
8 + Q = 8
9 + 9 = 18 – 10 = 8

The Third Card Rule

There are 3 cases when a game round is over after dealing 4 cards (Small hand) with no additional cards needed:

- When the Player's or Banker's first 2 cards are equal to 8 or 9 points in total (Natural hand);
- When the Player has 6 points and the Banker has 7 points or vice versa;
- When there is a Tie on 6, 7, 8 or 9 points.

If the Player and Banker receive initial two-card hands worth 0-7, the "**Third Card Rule**" is consulted to determine if a third card is to be dealt to either hand or both hands. The Player always goes first.

For the Player's hand to draw:

If the Player's two cards total:	**Behaviour**
0, 1, 2, 3, 4, 5	Player's hand must draw
6, 7	Player's hand must stand
8, 9 (Natural)	Both hands stand

For the Banker's hand to draw:

Banker's initial two cards	Value of third card drawn by Player										
	No third card	0	1	2	3	4	5	6	7	8	9
0	D	D	D	D	D	D	D	D	D	D	D
1	D	D	D	D	D	D	D	D	D	D	D
2	D	D	D	D	D	D	D	D	D	D	D
3	D	D	D	D	D	D	D	D	D	S	D
4	D	S	S	D	D	D	D	D	D	S	S
5	D	S	S	S	S	D	D	D	D	S	S
6	S	S	S	S	S	S	S	D	D	S	S
7	S	S	S	S	S	S	S	S	S	S	S
8	S	S	S	S	S	S	S	S	S	S	S
9	S	S	S	S	S	S	S	S	S	S	S

D - Draw; S- Stand

When the Player's first 2 cards are equal to 6 or 7 points in total but the Banker's first 2 cards are equal to 0,1,2,3,4 or 5 points in total, the Banker must draw an extra card.

Baccarat Main Bets

There are three different kinds of main bets in Baccarat that can be placed corresponding to three possible outcomes: **Player wins** (player has the higher score), **Banker wins** and **Tie bet wins** (when the cards on the Player and the Banker side are worth the same points total).

Bets can be placed on the designated areas on the graphical game layout on the User Interface. Traditionally in Baccarat, the Player's betting field is coloured blue, the Banker's is red and the Tie field is green.

A winning bet on **Player** is paid at **1:1**.

A winning bet on **Banker** is paid at **0.95:1**.

A winning **Tie** bet is paid at **8:1**. In the event of a Tie, bets on Player and Banker will not lose and will be pushed.

Placing bets on the Player and Banker betting spots may be a subject to opposite betting blocking.

Baccarat Side Bets

To make your Baccarat experience more exciting, with bigger and more frequent wins, we offer several types of side bets:

- Player Pair
- Banker Pair
- Either Pair
- Perfect Pair
- Player Bonus
- Banker Bonus

Player Pair and Banker Pair

A **Player Pair** side bet wins if the two initial cards in the Player's hand form a pair while a **Banker Pair** side bet wins if the two initial cards in the Banker's hand form a pair. Any type of pair is considered for both Player and Banker hands:

- **Perfect Pair** – two identical cards (e.g. two Kings of Hearts)
- **Coloured Pair** – two cards of the same value or letter and the same colour but different suits (e.g. 5 of Hearts + 5 of Diamonds)
- **Mixed Pair** – two cards of different suits and colours but the same value or letter, e.g. 7 of Spades + 7 of Diamonds

A winning bet on any type of Player or Banker Pair is paid at **11:1**.

Either both or only one side bet on Player Pair or Banker Pair can be placed in the same game round.

You may place bets on Player and Banker Pair without having to place a main bet first.

Either Pair

An **Either Pair** side bet wins if the two initial cards of either or both sides - Player or Banker - form a pair of cards of the same value or letter.

A winning bet on Either Pair is paid at **5:1**.

You may place bets on Either Pair without having to place a main bet first.

Perfect Pair

A **Perfect Pair** side bet wins if the two initial cards of either or both sides - Player or Banker - form a perfect pair of cards (same value or letter and same suit).

A winning bet on Perfect Pair is paid at **25:1**.

You may place bets on Perfect Pair without having to place a main bet first.

Player Bonus and Banker Bonus

Player wins **Player Bonus** or **Banker Bonus** side bets on a natural 8 or 9 or by at least four points.

Player wins **Player Bonus** or **Banker Bonus** side bets based on the outcomes shown below:

Event	Pay-out
Wins with a non-natural hand by 9 points	30:1
Wins with a non-natural hand by 8 points	10:1
Wins with a non-natural hand by 7 points	6:1
Wins with a non-natural hand by 6 points	4:1
Wins with a non-natural hand by 5 points	2:1
Wins with a non-natural hand by 4 points	1:1
Natural Win	1:1
Natural Tie	PUSH

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.

The **Game Information Indicator** will inform you of the game status, the remaining time for placing bets and the status of your bets.

"**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 additional cards.

The "**REVEALING**" message will be shown when the Dealer will have to open the facedown cards and announce the card points.

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 **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 winning 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.

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**.

Autoplay

The **Autoplay feature** enables you to automatically repeat your bets for a selected number of game rounds. To activate the Autoplay feature, place your bets and press the **Autoplay button**.

This will open the **Autoplay window** where you will find all available settings to start the Autoplay feature. Depending on your casino jurisdiction, some configurations may be mandatory.

While the Autoplay window is open, Autoplay may be started in the game round when it was initiated or in any of the subsequent game rounds. After pressing the Start button, the Autoplay feature will begin. The remaining number of Autoplay rounds will be indicated on the **Modify Autoplay button**.

Once Autoplay has started, you may modify your bets by placing additional chips on the layout during the betting time.
To stop the Autoplay feature, open the Autoplay window and press the **Stop button**.
The Autoplay feature will be **stopped automatically** in the following cases:

1. The selected number of Autoplay rounds reaches 0. You will be notified with an on-screen message.
2. Your balance is too low to continue Autoplay.
3. One or more of the Stop Autoplay triggers occur (if applicable): balance decreases, balance increases, or single win exceeds selected value.

2x

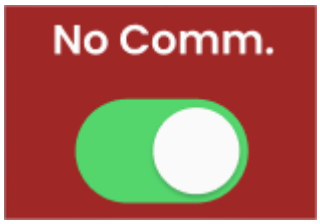
These items can be found by tapping the **Menu button on mobile devices**.

No-Commission Baccarat

No-Commission Baccarat is a version of Baccarat where 5% commission is not taken if the Banker wins. This makes the game more appealing since the house edge is decreased. A **Banker** winning hand is paid same as Player at **1:1** with any points total, **except 6**.

If the **Banker** wins with a **points total of 6**, the payout will be half of your bet (**0.5:1**).

By default, all Baccarat tables are set to regular Baccarat mode, but you may switch to **No-Commission mode** at any moment during the betting time. To do so, press the "**No Comm.**" toggle button on the game interface.



Once pressed, the layout will change as follows:

- The payout for the **Banker** betting spot will be shown as **1:1**.
- The additional **Super 6** side bet will appear.

No-Commission Baccarat has a very popular **side bet** - **Super 6**, which wins if the Banker beats the Player with a points total of 6. It is paid at **15:1**, with any other outcome being a loss. This side bet can be considered as a form of insurance in case the Banker wins with 6 points.

There are some limitations when placing a Super 6 side bet:

- A Super 6 side bet may be placed only after at least one main bet has been placed. Betting on Super 6 and Player at the same time is not regarded as hedging betting.
- The amount placed on a Super 6 side bet cannot exceed the value of the main bet.

Speed Baccarat

If you want to play one of the all-time great casino games at a super-accelerated pace, **Speed Baccarat** is for you. Available on desktop or mobile devices, it's 60% faster than regular Live Baccarat. More action, faster wins, enhanced enjoyment - it's all right here for you.

Return to Player

Regular Baccarat game theoretical RTP:

Bet Type	Return to Player
Player	98.94%
Banker	98.76%
Tie	85.64%

The optimal Return to Player (RTP) for Baccarat is 98,94% based on optimal strategy for Banker bet.

Side bets theoretical RTP:

Bet Type	Return to Player
Player Pair	89.64%
Banker Pair	89.64%
Either Pair	86.29%
Perfect Pair	86.97%
Player Bonus	97.35%
Banker Bonus	90.63%

No-Commission Baccarat theoretical RTP:

Bet Type	Return to Player
Player	98.94%
Banker	98.54%
Tie	85.64%
Super 6 side bet	86.18%

Baccarat Roadmaps

Baccarat trends are recorded on "roads" which are pictorial representations of the results of the shoe in play. These roads help players quickly assess the history of the game, identify trends and attempt to predict future results.

A Baccarat statistical roadmap begins when the first game round of the new shoe is dealt and continues until the cutting card appears. At the completion of the last hand of the shoe, all current data in the roadmap is cleared.

When the new shoe is started, the process starts over.

There are five traditional roads available:

- The Big Road
- Big Eye Boy
- The Small Road
- The Cockroach Road
- The Bead Plate

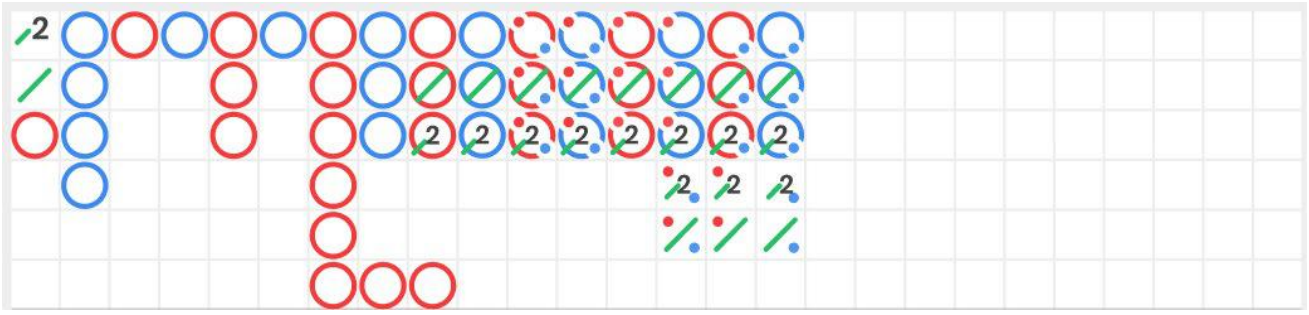
Big Road

The Big Road is the main road which all other roads are derived from. It is a grid, always six rows deep by many columns wide.

Symbols on the Big Road:

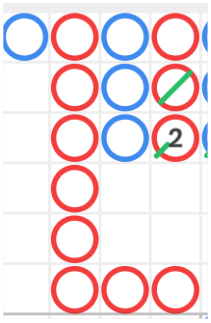
Icons						
Meaning	Player won	Banker won	Tie won after Banker	2 consecutive Ties	Player Pair won	Banker Pair won

When the shoe begins, the first result is shown in the top-left corner of the Big Road. If the second result is for the same side as the first, it goes under the first. Otherwise, a new column is started, and the process continues like this throughout the entire shoe. As a result, the Big Road becomes a series of columns of alternating hollow circles - blue for Player and red for Banker - with a minimum height of one circle and no maximum height.



On the Big Road, a **Tie** is not displayed in a separate cell, but simply as a green line across the most recent result. In the event of multiple ties, a small number is shown next to the green line, representing the number of ties. If a Tie happens before there has been a result in favour of the Banker or Player, the green Tie line is shown in the very top-left cell on the grid, and when the first Banker or Player result is known, that circle is shown in the same cell under the Tie line.

If there are more than six consecutive Banker or Player wins, and the display runs out of vertical space, the situation is called **"the dragon"**. One popular Baccarat strategy is to “follow the dragon” and take this trend into account when betting.

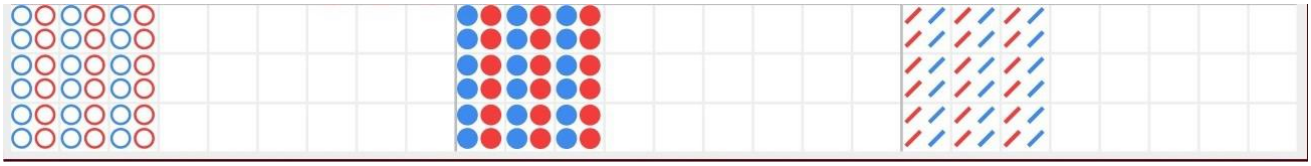


The Derived Roads

The “**Big Eye Boy**”, “**Small Road**” and “**Cockroach Pig**” are all derived from the Big Road and describe the various patterns in it. Derived roads don’t tell you exactly what happened - they tell you whether there were patterns are therefore also known as “predictive roads”.

The derived roads are made up of red and blue symbols: hollow circles for Big Eye Boy, solid circles for the Small Road, and slashes for the Cockroach Road.

The red and blue symbols that make up the derived roads do not correspond to Banker or Player. **Red** generally means there is a pattern, and **blue** generally means that the shoe is “choppy”, with no pattern.



Each roadmap marks the game results using a different pattern. Specifically, the difference lies in the starting point and in the results scored in the Big Road:

- For **Big Eye Boy**: the second result in the second column;
- For the **Small Road**: the second result in the third column;
- For the **Cockroach Road**: the second result in the fourth column.

Once a derived road starts, an additional red or blue symbol will be added to that road after every hand.

Clicking on any of the derived roads will zoom in on the road content.

Bead Plate

The **Bead Plate** is an exact representation of every hand of the shoe. A **Tie result** is shown in a separate cell in the Bead Plate road and is marked with a green circle.

Icons					
Meaning	Player won	Banker won	Tie won	Player Pair won	Banker Pair won

The first symbol appears in the top-left corner of the grid, and the road is filled vertically down through all six cells of the column. A new column is begun once the previous column has been filled, irrespective of the result of each hand.

By clicking/tapping on the Bead Plate statistics area, you will be able to see the results, shown with letters corresponding to the winning results (Player, Banker, Tie) or with numbers corresponding to the points totals of the winning hands.

Roadmap Probing (Ask Player, Ask Banker)

Roadmap Probing helps players to predict the outcome of the next round. It shows what the trends will look like in the Big Road, Big Eye Boy, Small Road, Cockroach Road and Bead Plate if either a Player or a Banker result is added.

Press the **Ask Player button** to see the roads if the next result is a Player win or press the **Ask Banker** button to see how they will look if the next result is a Banker win.

The symbols on the buttons represent the actual last symbol in each of the derived roads.

Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change 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 table you wish to join, so the Lobby can be used to browse other games while remaining at the current table. Once on the lobby page, please click the **Return to Game button** in order to exit the lobby and return to your open table.

Clicking the **Chat button** opens the chat window so you can send messages to the Dealer and other players. Our Dealers will communicate with you directly and answer any questions regarding the game.

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

Chat messages are monitored by dedicated Studio personnel at all times. Any chat messages may be deleted, and your chat feature may be blocked if you use inappropriate or rude language with the Dealers and/or other players at the table or flood the chat with unnecessary messages.

Clicking the **Volume Control button** will open a slider which lets you change the sound volume at your table. Clicking the Volume control button will mute the game – it will then turn into a “Muted” icon.

By default, the game is opened with muted audio. Please click the **Muted button** to unmute the game. The icon will then turn into the **Volume Control button**.

Clicking the **History button** will open a window showing details of your activity in our Live Casino. By default, it will be opened on your history for Today. You can also see your history from previous days by selecting the Older tab.

Simply select a game round from the list to see details of it, including all your bets. The details of your Live Baccarat game round history will be shown in the **History window** and will be split into 2 parts: game round information and bets information.

Clicking the **Game Help button** opens the Help window you are in right now.

Clicking the **Settings button** opens a **Settings window** allowing you to set your desired preferences.

In the **General tab** the following options are available:

- Video stream On/Off
- Manage video quality
- Manage game sounds
- Change interface language

In the **Bets tab** the following preferences are available:

On Desktop:

- Show all side bets
- Show betting statistics

On Mobile:

- Show betting statistics
- Show Perfect Pair and Either Pair side bets
- Show Big and Small side bets.

You can choose only 2 out of 4 side bets at a time.

By clicking the **Classic View button**, you will change the view of the game to **Classic mode** where the video will be shown inside a small frame. The virtual table will be available below the video and the graphical cards will be shown for each side.

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**.

Clicking the **Full Screen button** will launch **Full Screen** mode and the game and/or Lobby will fill the entire screen. To exit this mode, either click the button again or press the "Esc" key on your keyboard.

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.

Game Inconveniences

You are personally responsible for the correct positioning of your wagers at any Baccarat 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.

A bet may be rejected by the system after the betting time is finished due to not being placed in time, not meeting the minimum or maximum requirements, or to other transaction issues.

If you place **a wager that is lower than the minimum table bet limit**, it will be shown as an inactive chip. You will be informed about this via the small tooltip window above your bet. Once the betting time is over, all inactive chips 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.

If the game ends with what you consider to be a **wrong result**, or in the event of any other irregularities, please contact Casino Customer Support providing the **Game ID number**.

Disconnection Policy

Pragmatic Play Live Casino services are provided over the internet, from which you may be disconnected at times. This poses potential problems to the game flow and your user experience.

In order to minimize the impact of unexpected disconnections, when you lose connectivity to the game server, a reconnect message will be displayed on the screen.

The following error handling rules apply in the event of disconnection:

- If a disconnection occurs **before the "BETS CLOSED"** message appears on the screen and your bets were not yet accepted by the server, your bets will not be deducted from your balance and you will not participate in the game round. Once reconnected, please verify your balance and inform your Casino Operator immediately if there are any issues.

- If a disconnection occurs **after the "BETS CLOSED"** message appears on the screen and your bets were accepted by the server, the game will proceed as normal and any winnings will be processed according to the game result regardless of the disconnection.

After being disconnected, please check your winnings in the **History window** and if you have any doubts regarding game outcomes, please contact Live Support within the game or Casino Customer Support, providing them with details of the game in question including the **Game ID number**.

If **connection to the table from the Studio is lost** for more than 5 minutes, the game will be cancelled.

If we determine that you would have won the game round, your winnings will be credited to your account through **Casino Customer Support**.

Live Blackjack

Game Help

Version: 1.4
Created: 10 March 2019
Author: Oksana Yanyshyn
Approved by Deependra Bhartari
Classification: iGaming

Document Change History

Version	Date	Remarks
1.0	10 Mar. 2019	Original version
1.1	05 Sep. 2019	Added: Deal Now, Auto-stand features, soft hand definition and UI icons
1.2	26 Sep. 2019	Updates Settings and Balance
1.3	6 Nov. 2019	new UI
1.4	14 may	Bet behind insurance behaviour, side bets, formatting corrections

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Introduction

Live Blackjack is popular casino-banked game, meaning that players compete against the house rather than each other. The game allows up to 7 players to be seated 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 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!

Game Settings

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) starting from the first player to the Dealer's left through to the last in clockwise order.

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

Live 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♣ + 4♦ = 11, 5♣ + 10♠ = 15, K♥ + Q♣ = 20, A♣ + 5♥ = 6 or 16 and A♥ + 10♠ = 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 and 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♣ + 5♥ = 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.

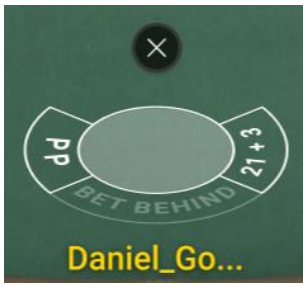
If the **Multi-Seat Option** is available, you may occupy more than one seat by pressing the multi-seat icons. The maximum number of seats permitted is indicated in the bottom part of the **Bet Limits & Payouts** window. Once you have taken the maximum allowed number of seats, other free seats will become unavailable to you.

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

The main bet spot will be animated (blinking) during the betting time, indicating where you should place your main bet.

Your nickname (in yellow) under the box will identify your seat.

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.

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.

“Game Cancelled” cases, please refer to the “**Game Inconveniences**” section of this guide.

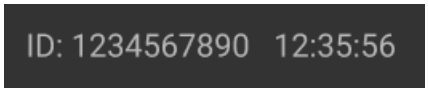
The **DEAL NOW feature** will enable you to end the betting time if you have finished placing your bets, and to ask the Dealer to start dealing the cards. This button will be available during the betting time only if 1 or a maximum of 2 players are sitting at the table. If one player is occupying 2 or more seats, this will count as one player.

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 **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.



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

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.

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 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.

The **Early Decisions feature** allows you to select an option on your hand without waiting for your turn. Simply click on the desired option under your box on the desktop version and the Dealer will act according to your selection when your turn comes. On mobile devices early decisions are available in the same format as the regular decisions.

Auto-Stand

In our Live Casino we enable you to make quicker decisions by activating the **Auto-Stand Feature**. This can be configured in the **Settings window** in the **Auto-Stand tab** using a simple slider. When

activated, Auto-Stand will instantly choose the Stand option for you when your cards are equal to or higher than the selected value.

Settings made for Auto-Stand during the active game round will be applied to the next game round in which you participate.

Auto-Stand will not stand for you when:

a) The **Split** option is available on your hand (initial cards constitute a pair)
b) Your **hand is "soft"**

When Auto-Stand has been applied to your hand, an Auto-Stand mini-icon will appear next to your nickname.

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.

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.

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.

Blackjack game **RTP (Return to Player) is 99.28%**.

Bet Behind

The **Blackjack Bet Behind** feature allows you to place bets on the hands of other players at the table. You judge the strength of the hand of one of the main players and bet accordingly. 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. To see how many players are betting behind a selected box and the total value of those bets, hover over the Bet Behind area of the box.

Your Bet Behind wager may be rejected after the betting time is over if the main player does not ultimately participate in the game round. The rejected bets are returned to your Balance.

You may bet behind any player at the table but the player occupying the seat with the main bet may disable the possibility of betting behind them in the Bet Behind preferences of the **Settings window**.

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

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 Live 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.

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%.** - in other words, the casino has a 4.1% house edge.

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 table for 8 decks 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

Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change 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 table you wish to join, so the Lobby can be used to browse other games while remaining at the current table. Once on the lobby page, please click the **Return to Game** button in order to exit the lobby and return to your open table.

Clicking the **Chat button** opens the chat window so you can send messages to the Dealer and other players. Our Dealers will communicate with you directly and answer any questions regarding the game.

Chat messages are monitored by dedicated Studio personnel at all times. Any chat messages may be deleted, and your chat feature may be blocked if you use inappropriate or rude language with the Dealers and/or other players at the table or flood the chat with unnecessary messages.

Clicking the **Volume Control button** will open a slider which lets you change the sound volume at your table. Clicking the Volume control button will mute the game – it will then turn into a “Muted” icon.

By default, the game is opened with muted audio. Please click the **Muted button** to unmute the game. The icon will then turn into the **Volume Control** button.

Clicking the **History button** will open a window showing details of your activity in our Live Casino. By default, it will be opened on your history for **Today**. You can also see your history from previous days by selecting the **Older** tab.

Simply select a game from the list to see details of it, including all your bets.

The details of your Live Blackjack game history will be shown in the Player History window and will be split into 2 parts: game information and bets information.

Clicking the **Game Help button** opens the Help window you are in right now.

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.

Game Inconveniences

You are personally responsible for the correct positioning of your wager or 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 provided over the internet, from which you may be disconnected at times. This poses potential problems to the game flow and your user experience.

In order to minimize the impact of unexpected disconnections, when you lose connectivity to the game server, a reconnect message will be displayed on the screen.

The following error handling rules apply in the event of disconnection:

If **you are disconnected from a Blackjack table and have placed a valid bet**, this bet will stand, and the Dealer will deal cards to your hand. If you reconnect to the table in time, you still will be able to choose an option on your hand. Otherwise, the "**Stand**" option will be selected on your hand automatically.

If **Insurance** is offered to you while you are disconnected, the "No" option will automatically be selected for your hand(s).

If you have **side bets** correctly placed and a disconnection then occurs, your main bet together with side bets will stand, the Dealer will deal the cards to your hand, and any wins from your side bets will be automatically calculated and transferred to your balance after the game round has finished.

If you are disconnected after placing a **Bet Behind wager**, your participation in the game round depends on whether the main player participates in this game round. If so, your bet will be processed, and decisions will be applied according to your Bet Behind preferences. Otherwise, your bet will be rejected, and your stake returned to your balance.

After being disconnected, please check your winnings in the **History window** and if you have any doubts regarding game outcomes, please contact Live Support within the game or Casino Customer Support, providing them with details of the game round in question including the Game ID number.

If **connection to the table from the Studio is lost** for more than 5 minutes, the game round will be cancelled.

If we determine that you would have won the game round, your winnings will be credited to your account through **Casino Customer Support**.

DRAGON TIGER

Game Help

Version: 1.0
Date: 10th of February 2021
Created by: Adrian Slate
Approved by: Deependra Bhartari
Classification: iGaming

Document Change History

Version	Date	Remarks

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Introduction

Dragon Tiger is a very popular card game born in Cambodia. Unlimited number of players may participate in each game round like Baccarat. The simplicity and fast pace of the game makes it suitable for high rollers and streak bettors.

The objective of the game is to predict which hand has the highest card – Dragon or Tiger. There are no additional cards drawn in the game.

How to Play

To start playing, select a bet amount by clicking on a chip from the chips tray and then click on your choice of the following: Dragon, Tiger, Tie or Suited Tie.

You will be allowed to place or modify your bets while the message "**PLEASE PLACE YOUR BETS**" is shown on the screen.

You may place bets during the betting time until the Dealer announces: "**BETS CLOSED**".

The total amount of your bets will be shown in the **Total Bet** field.

The Dealer will deal one card that will be burned followed by other **2 cards** in the following order: 1st card to the Dragon side and 2nd card to the Tiger side. After the betting time is over, the Dealer will reveal the 2 cards dealt to the Dragon and Tiger.

Once the Live Dealer has dealt the cards to each hand and revealed them, the game round will be complete. The side with the highest value card - wins. If the cards value are equal, the game round is a Tie.

On the game user interface, the winning bet fields will be highlighted. If any of your bets cover the winning bet fields, you will receive returns in accordance with the type of bets placed. Your win amount will be shown in the win message.

Once the game round is finished, the Dealer will collect the open cards on the table, place them in the discard and open bets for the next game round.

Card Values

The game is played with 8 standard 52-card decks.

Only the numeric value of each card is relevant in the main Dragon Tiger game; cards' suits (hearts, spades, clubs or diamonds) are irrelevant.

Cards	A	2	3	4	5	6	7	8	9	10	J	Q	K
Points	1	2	3	4	5	6	7	8	9	10	11	12	13

Main Bets

There are three different kinds of main bets in Dragon Tiger that can be placed corresponding to three possible outcomes in Dragon Tiger: **Dragon** wins, **Tiger** wins and **Tie** bet wins (it happens when cards on the Dragon and the Tiger side have the same points). There is also **Suited Tie** which is similar in outcome as Tie (when cards on both sides have the same points), but they must be suited.

Bets can be placed on the designated areas on the graphical game layout on the UI. Traditionally in Dragon Tiger game the betting field is marked with red color for Dragon, yellow colour for Tiger and green colour for Tie & Suited Tie.

A winning bet on **Dragon** is paid at **1:1**.

A winning bet on **Tiger** is paid at **1:1**.

A winning bet on **Tie** is paid **11:1** and on **Suited Tie** is paid **50:1**. Moreover, in case of a Tie, you will lose only half of your bet on Dragon and Tiger.

Placing bets on the Dragon and the Tiger betting spots may be a subject to opposite betting blocking.

Side Bets

To make your Dragon Tiger experience more exciting, with bigger and more frequent wins, we offer several types of side bets:

- Big
- Small
- Even
- Odd
- Red
- Black.

Big and Small

Big side bet wins if an 8 or higher card value is dealt to the corresponding side and lose in case of a 6 or lower.

Small side bet wins if a 6 or lower card value is dealt to the corresponding side and lose in case of an 8 or higher.

A wining bet on Big or Small pays **1:1**.

Odd and Even side bet

Odd side bets win with the following cards value: A, 3, 5, 9, J & K.

Even side bets win with the following cards value: 2, 4, 6, 8, 10 & Q.

A winning bet on Odd or Even pays **1:1**.

Red and Black side bet

Red side bet win if a red card is dealt to the corresponding side.

Black side bet win if a black card is dealt to the corresponding side.

A wining bet on Red or Black pays **1:1**.

There are some limitations when placing Big, Small, Odd, Even, Red and Black side bets on any side:

- Placing bets on the "Big" and "Small" or “Odd”, “Even”, “Red” and “Black”” betting spots of the same side in the same game round may be subject to opposite betting blocking.

  For example, placing bets on Tiger Even and Tiger odd can be restricted but playing on Tiger even and Dragon odd will not be restricted.

- **After 50 game rounds** have been played per card shoe, "Big"/"Small", “Odd”/“Even”, “Red”/”Black” side bets will be **disabled**.

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.

The **Game Information Indicator** will inform you of the game status, the remaining time for placing bets and the status of your bets.

"**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 additional cards.

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 **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 winning 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.

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**.

Autoplay

The **Autoplay feature** enables you to automatically repeat your bets for a selected number of game rounds. To activate the Autoplay feature, place your bets and press the **Autoplay button**.

This will open the **Autoplay window** where you will find all available settings to start the Autoplay feature. Depending on your casino jurisdiction, some configurations may be mandatory.

While the Autoplay window is open, Autoplay may be started in the game round when it was initiated or in any of the subsequent game rounds. After pressing the Start button, the Autoplay feature will begin. The remaining number of Autoplay rounds will be indicated on the **Modify Autoplay button**.

Once Autoplay has started, you may modify your bets by placing additional chips on the layout during the betting time.
To stop the Autoplay feature, open the Autoplay window and press the **Stop button**.
The Autoplay feature will be **stopped automatically** in the following cases:

1. The selected number of Autoplay rounds reaches 0. You will be notified with an on-screen message.
2. Your balance is too low to continue Autoplay.
3. One or more of the Stop Autoplay triggers occur (if applicable): balance decreases, balance increases, or single win exceeds selected value.

Return to Player

Regular Dragon Tiger game theoretical RTP:

Bet Type	Return to Player
Dragon	96.27%
Tiger	96.27%
Tie	89.64%
Suited Tie	86.02%

The optimal Return to Player (RTP) for Dragon Tiger is 96.27%.

Side bets theoretical RTP:

Bet Type	Return to Player
Big	92.31%
Small	
Even	
Odd	
Red	
Black	

Dragon Tiger Roadmaps

Dragon Tiger trends are similar to Baccarat trends and they are recorded on "roads" which are pictorial representations of the results of the shoe in play. These roads help players quickly assess the history of the game, identify trends and attempt to predict future results.

A Dragon Tiger statistical roadmap begins when the first game round of the new shoe is dealt and continues until the cutting card appears. At the completion of the last hand of the shoe, all current data in the roadmap is cleared.

When the new shoe is started, the process starts over.

There are five traditional roads available:

- The Big Road
- Big Eye Boy
- The Small Road
- The Cockroach Road
- The Bead Plate

Big Road

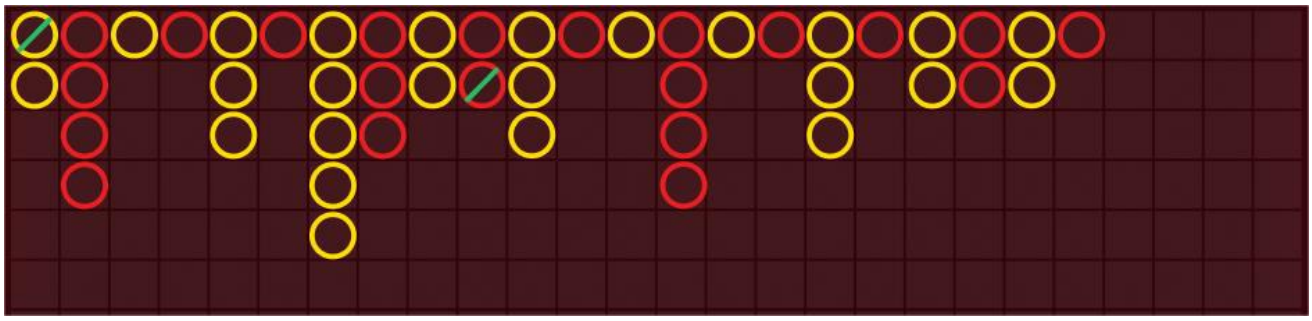
The Big Road is the main road which all other roads are derived from. It is a grid, always six rows deep by many columns wide.

Symbols on the Big Road:

Icons				

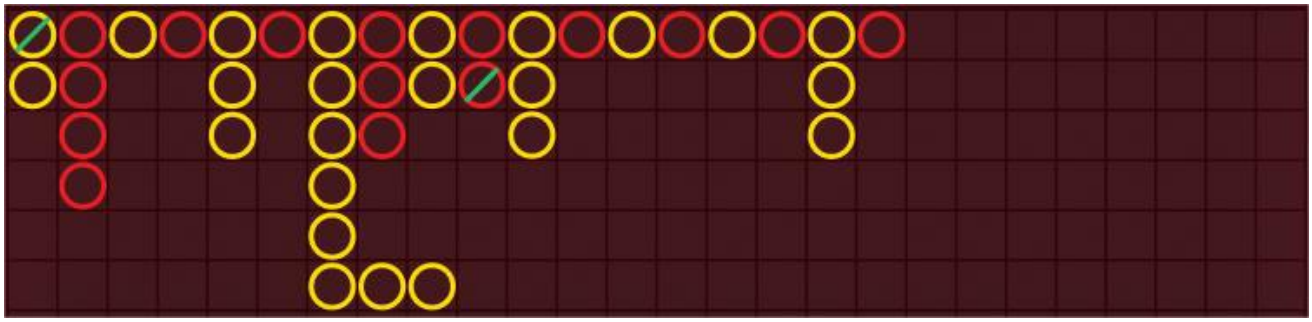
Meaning	Dragon won	Tiger won	Tie won after Tiger	2 consecutive Ties

When the shoe begins, the first result is shown in the top-left corner of the Big Road. If the second result is for the same side as the first, it goes under the first. Otherwise, a new column is started, and the process continues like this throughout the entire shoe. As a result, the Big Road becomes a series of columns of alternating hollow circles - red for Dragon and yellow for Tiger - with a minimum height of one circle and no maximum height.



On the Big Road, a **Tie** is not displayed in a separate cell, but simply as a green line across the most recent result. In the event of multiple ties, a small number is shown next to the green line, representing the number of ties. If a Tie happens before there has been a result in favour of the Dragon or Tiger, the green Tie line is shown in the very top-left cell on the grid, and when the first Dragon or Tiger result is known, that circle is shown in the same cell under the Tie line.

If there are more than six consecutive Dragon or Tiger wins, and the display runs out of vertical space, the situation is called "**the dragon**". One popular strategy is to “follow the dragon” and take this trend into account when betting.

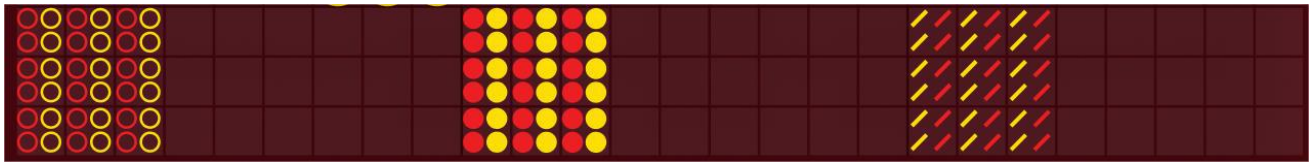


The Derived Roads

The “**Big Eye Boy**”, “**Small Road**” and “**Cockroach Pig**” are all derived from the Big Road and describe the various patterns in it. Derived roads do not tell you exactly what happened - they tell you whether there were patterns are therefore also known as “predictive roads”.

The derived roads are made up of red and yellow symbols: hollow circles for Big Eye Boy, solid circles for the Small Road, and slashes for the Cockroach Road.

The red and yellow symbols that make up the derived roads do not correspond to Dragon or Tiger. **Red** generally means there is a pattern, and **yellow** generally means that the shoe is “choppy”, with no pattern.



Each roadmap marks the game results using a different pattern. Specifically, the difference lies in the starting point and in the results scored in the Big Road:

- For **Big Eye Boy**: the second result in the second column;
- For the **Small Road**: the second result in the third column;
- For the **Cockroach Road**: the second result in the fourth column.

Once a derived road starts, an additional red or yellow symbol will be added to that road after every hand.

Clicking on any of the derived roads will zoom in on the road content.

Bead Plate

The **Bead Plate** is an exact representation of every hand of the shoe. A **Tie result** is shown in a separate cell in the Bead Plate road and is marked with a green circle.

Icons			
Meaning	Dragon won	Tiger won	Tie won

The first symbol appears in the top-left corner of the grid, and the road is filled vertically down through all six cells of the column, then start at the top of the next adjacent column, irrespective of the result of each hand.

By clicking/tapping on the Bead Plate statistics area, you will be able to see the results, shown with letters corresponding to the winning results (Dragon, Tiger, Tie or Suited Tie) or with numbers corresponding to the points totals of the winning hands.

Roadmap Probing (Ask Dragon, Ask Tiger)

Roadmap Probing helps players to predict the outcome of the next round. It shows what the trends will look like in the Big Road, Big Eye Boy, Small Road, Cockroach Road and Bead Plate if either a Dragon or a Tiger result is added.

Press the **Ask Dragon button** to see the roads if the next result is a Dragon win or press the **Ask Tiger** button to see how they will look if the next result is a Tiger win.

The symbols on the buttons represent the actual last symbol in each of the derived roads.

Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change 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 table you wish to join, so the Lobby can be used to browse other games while remaining at the current table. Once on the lobby page, please click the **Return to Game button** in order to exit the lobby and return to your open table.

Clicking the **Chat button** opens the chat window so you can send messages to the Dealer and other players. Our Dealers will communicate with you directly and answer any questions regarding the game.

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

Chat messages are monitored by dedicated Studio personnel at all times. Any chat messages may be deleted, and your chat feature may be blocked if you use inappropriate or rude language with the Dealers and/or other players at the table or flood the chat with unnecessary messages.

Clicking the **Volume Control button** will open a slider which lets you change the sound volume at your table. Clicking the Volume control button will mute the game – it will then turn into a “Muted” icon.

By default, the game is opened with muted audio. Please click the **Muted button** to unmute the game. The icon will then turn into the **Volume Control button**.

Clicking the **History button** will open a window showing details of your activity in our Live Casino. By default, it will be opened on your history for Today. You can also see your history from previous days by selecting the Older tab.

Simply select a game round from the list to see details of it, including all your bets. The details of your game round history will be shown in the **History window** and will be split into 2 parts: game round information and bets information.

Clicking the **Game Help button** opens the Help window you are in right now.

Clicking the **Settings button** opens a **Settings window** allowing you to set your desired preferences.

In the **General tab** the following options are available:

- Video stream on/off.
- Manage video quality.
- Manage video content – single or multiple camera view.
- Manage video sounds.
- Manage game effects.
- Language – change the interface language.

In the **Bets tab** the following preferences are available:

On Desktop:

- Show betting statistics.
- Big and Small – select to show them or not.
- Red and Black – select to show them or not.
- You can only choose 1 out of 2 side bets at a time

On Mobile:

- Show betting statistics.
- Big and Small – select to show them or not.
- Red and Black – select to show them or not.
- You can only choose 1 out of 2 side bets at a time.

By clicking the **Classic View button**, you will change the view of the game to **Classic mode** where the video will be shown inside a small frame. The virtual table will be available below the video and the graphical cards will be shown for each side.

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**.

Clicking the **Full Screen button** will launch **Full Screen** mode and the game and/or Lobby will fill the entire screen. To exit this mode, either click the button again or press the "Esc" key on your keyboard.

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.

Game Inconveniences

You are personally responsible for the correct positioning of your wagers at a Dragon Tiger 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.

A bet may be rejected by the system after the betting time is finished due to not being placed in time, not meeting the minimum or maximum requirements, or to other transaction issues.

If you place **a wager that is lower than the minimum table bet limit**, it will be shown as an inactive chip. You will be informed about this via the small tooltip window above your bet. Once the betting time is over, all inactive chips 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.

If the game ends with what you consider to be a **wrong result**, or in the event of any other irregularities, please contact Casino Customer Support providing the **Game ID number**.

Disconnection Policy

Pragmatic Play Live Casino services are provided over the internet, from which you may be disconnected at times. This poses potential problems to the game flow and your user experience.

In order to minimize the impact of unexpected disconnections, when you lose connectivity to the game server, a reconnect message will be displayed on the screen.

The following error handling rules apply in the event of disconnection:

- If a disconnection occurs **before the "BETS CLOSED"** message appears on the screen and your bets were not yet accepted by the server, your bets will not be deducted from your balance and you will not participate in the game round. Once reconnected, please verify your balance and inform your Casino Operator immediately if there are any issues.

- If a disconnection occurs **after the "BETS CLOSED"** message appears on the screen and your bets were accepted by the server, the game will proceed as normal and any winnings will be processed according to the game result regardless of the disconnection.

After being disconnected, please check your winnings in the **History window** and if you have any doubts regarding game outcomes, please contact Live Support within the game or Casino Customer Support, providing them with details of the game in question including the **Game ID number**.

If **connection to the table from the Studio is lost** for more than 5 minutes, the game will be cancelled.

If we determine that you would have won the game round, your winnings will be credited to your account through **Casino Customer Support**.

Mega Sic Bo

Game Help

Version: 1.0
Created: 20 May 2020
Author: Oksana Yanyshyn
Approved by Deependra Bhartari
Classification: iGaming

Document Change History

Version	Date	Remarks

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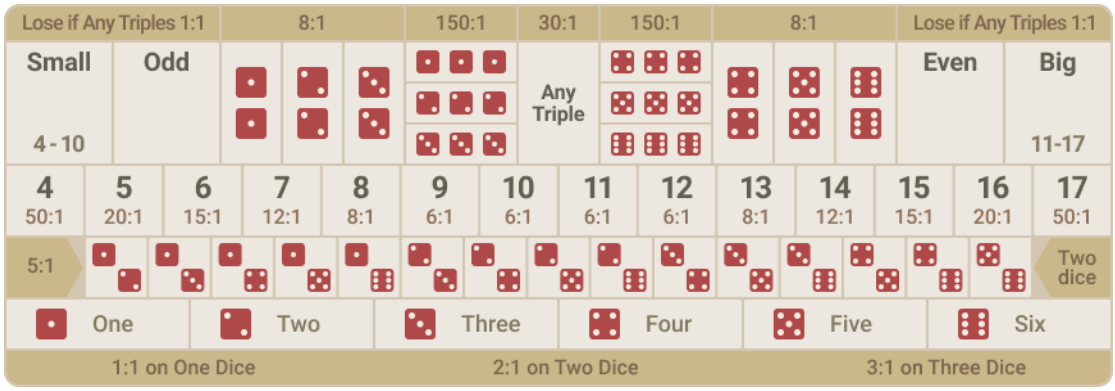
How to Play



To start playing, wait until the message “**PLEASE, PLACE YOUR BETS**” appears, then select the value of the chip you would like to wager on a given game and place it on the desired betting fields of the layout.

Your total bet will be displayed in the "**Total Bet**" window.

Bets and Odds

Bet option	Payout
Small / Big	1:1
Odd / Even	1:1
Double	8-87:1
Specific Triple	150-999:1
Any Triple	30-87:1
Three Dice Total	

Total 4 or 17	50-499:1
Total 5 or 16	20-249:1
Total 6 or 15	15-149:1
Total 7 or 14	12-29:1
Total 8 or 13	8-24:1
Total 9 or 12	6-24:1
Total 10 or 11	6-24:1
Two Dice Combo	5-24:1
Single	
One die	1:1
Two dice	2-19:1
Three dice	3-87:1

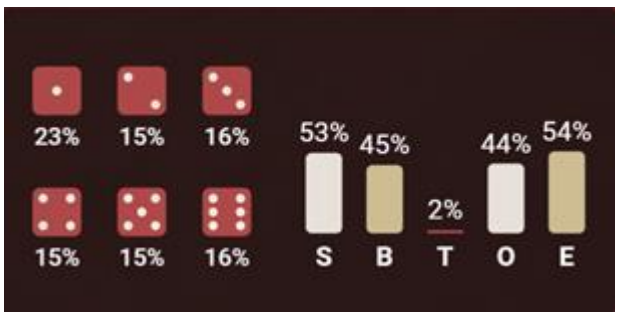
Return to Player

The optimal theoretical Return to Player is **97.22%** based on Small/Big and Odd/Even bets.

The RTP range is from a minimum of 95.47% to a maximum of 97.22%.

Small / Big
Odd / Even

Small / Big
Odd / Even


23%
15%
16%
15%
15%
16%
53%
45%
2%
44%
54%
S
B
T
O
E

Placing Bets

When placing bets, please pay attention to the following screen elements 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 the minimum and maximum limits for each bet type as well as the payout odds.

Mega Sic Bo € 1 - € 5000

The **Game Information Indicator** will inform you of the game status, the remaining time for placing bets, the status of your bets, the winning combination, etc.

"**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 message "**WAIT FOR NEXT GAME**" is shown if you have no bet placed in the current game round. After it 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.

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 **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. With every click it 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.

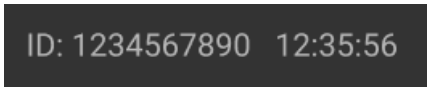
Please make sure that your balance is sufficient to cover your bets before you start playing.

If your balance is not updated after placing bets or after you see a winning 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.



If you have any questions and wish to contact **Customer Support**, you should always note down (or take a screenshot of it) the **Game ID Number**.

Autoplay

The **Autoplay feature** enables you to automatically repeat your bets for a selected number of game rounds. To activate the Autoplay feature, place your bets and press the **Autoplay button**.

This will open the **Autoplay window** where you will find all available settings to start the Autoplay feature. Depending on your casino jurisdiction, some configurations may be mandatory.

While the Autoplay window is open, Autoplay may be started in the game round when it was initiated or in any of the subsequent game rounds. After pressing the Start button, the Autoplay feature will begin. The remaining number of Autoplay rounds will be indicated on the **Modify Autoplay button**.

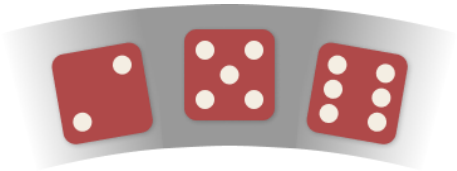
Once Autoplay has started, you may modify your bets by placing additional chips on the layout during the betting time.

To stop the Autoplay feature, open the Autoplay window and press the **Stop button**.

The Autoplay feature will be **stopped automatically** in the following cases:

1. The selected number of Autoplay rounds reaches 0. You will be notified with an on-screen message.
2. Your balance is too low to continue Autoplay.
3. One or more of the Stop Autoplay triggers occur (if applicable): balance decreases, balance increases, or single win exceeds selected value.

Game Result



The **Winners List** will appear at the same time as the winning combination and will show the nick-names of all the players who won at the current table in the last game round. The winning amounts are shown in the currency you selected for your account.

Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change 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 table you wish to join, so the Lobby can be used to browse other games while remaining at the current table. Once on the lobby page, please click the **Return to Game** button in order to exit the lobby and return to your open table.

Clicking the **Volume Control button** will open a slider which lets you change the sound volume at your table. Clicking the Volume control button will mute the game – it will then turn into a "**Muted" icon**.

By default, the game is opened with muted audio. Please click the **Muted button** to unmute the game. The icon will then turn into the **Volume Control** button.

Clicking the **History button** will open a window showing details of your activity in our Live Casino. By default, it will be opened on your history for **Today**. You can also see your history from previous days by selecting the **Older** tab.

Simply select a game round from the list to see details of it, including all your bets.

Clicking the **Game Help button** opens the Help window you are in right now.

Clicking the **Settings button** opens a **Settings window** allowing you to set the following preferences:

- Video stream On/Off
- Manage video quality
- Manage game sounds
- Change interface language

By clicking the **Classic View button**, you will change the view of the game to **Classic mode** where the video will be shown inside a small frame.

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**.

Clicking the **Full Screen button** will launch **Full Screen** mode and the game and/or Lobby will fill the entire screen. To exit this mode, either click the button again or press the "Esc" key on your keyboard.

Game Inconveniences

You are personally responsible for the correct positioning of your bets on the Sic Bo layout.

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 message that the issue is being investigated.

If the Shift Manager can **immediately resolve the error**, 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.

A bet may be rejected by the system after the betting time is finished due to not being placed in time, not meeting the minimum or maximum requirements, or to other transaction issues.

If you place **a wager that is lower than the minimum table bet limit**, it will be shown as an inactive chip. You will be informed about this via the small tooltip window above your bet. Once the betting time is over, all inactive chips 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.

If the game ends with what you consider to be a **wrong result**, or in the event of any other irregularities, please contact Casino Customer Support providing the **Game ID number**.

Disconnection Policy

Pragmatic Play Live Casino services are provided over the internet, from which you may be disconnected at times. This poses potential problems to the game flow and your user experience.

In order to minimize the impact of unexpected disconnections, when you lose connectivity to the game server, a reconnect message will be displayed on the screen.

The following error handling rules apply in the event of disconnection:

- If a disconnection occurs **before the "BETS CLOSED"** message appears on the screen and your bets were not yet accepted by the server, your bets will not be deducted from your balance and you will not participate in the game round. Once reconnected, please verify your balance and inform your Casino Operator immediately if there are any issues.
- If a disconnection occurs **after the "BETS CLOSED"** message appears on the screen and your bets were accepted by the server, the game will proceed as normal and any winnings will be processed according to the game result regardless of the disconnection.

After being disconnected, please check your winnings in the **History window** and if you have any doubts regarding game outcomes, please contact Live Support within the game or Casino Customer Support, providing them with details of the game in question including the Game ID number.

If **connection to the table from the Studio is lost** for more than 5 minutes, the game will be cancelled.

If we determine that you would have won the game round, your winnings will be credited to your account through **Casino Customer Support**.

Mega Wheel

Game Help

Version: 1.0
Created: 22 June 2020
Author: Oksana Yanyshyn
Approved by Deependra Bhartari
Classification: iGaming

Document Change History

Version	Date	Remarks

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Introduction

Mega Wheel is a fun-filled game of chance inspired by classic Big Six/Money Wheel formats. The game features a super-sized, vertically mounted wheel divided into 54 coloured segments containing different numbers (symbols): 1, 2, 5, 8, 10, 15, 20, 30 and 40. Each number refers to the corresponding payout.

The object of the game is to correctly predict the numbered segment in which the pointer at the top of the wheel will stop. By predicting the right number, you earn a payout on your bet.

In every new game round, one number will be randomly selected as the "**Mega Lucky Number**", giving you a chance to **win up to x500** your bet instead of the regular payout.

The "Mega Lucky Number" will be randomly selected before the wheel comes to rest and the game result is determined. If a number you've bet on happens to be the "Mega Lucky Number", you get a "**MEGAWIN**".

How to Play

In Mega Wheel, bets must be placed during the betting time on the **Mega Wheel layout** that displays nine available betting positions corresponding to the symbols on the wheel.

To start playing, wait until the message "**PLEASE, PLACE YOUR BETS**" appears, then select the value of the chip you would like to wager on a given spin and place it on the appropriate betting field(s) on the layout.

Your total bet will be displayed in the "**Total Bet**" window.

Bets can be placed during the betting time until the game Host announces: "**BETS CLOSED**". No bets will be accepted after this point.

The game Host will spin the wheel according to the "Mega Wheel valid spin rule" described below.

When the wheel comes to rest and the pointer is inside a segment between two pins, the game result is determined and will be highlighted on the game interface. If any of your bets are covering the winning number, you receive winning returns according the winning symbol odds as described in the "Bets and Payouts" section below. If your bet is placed on the winning number with a Mega Multiplier, your bet will be multiplied accordingly, and you receive a MEGA WIN. The amount will be shown in the win message in the centre of the screen and will include your initial bet.

Bets and Odds

You may place wagers on any of nine symbols (1, 2, 5, 8, 10, 15, 20, 30 or 40) you think the wheel will stop at. Your wager will:

- win if the pointer ends up inside a segment with that number; and
- lose if the pointer ends up inside a segment with any other number.

You may cover all nine bet types in the same game round.

In Mega Wheel, the following payouts are offered:

Symbol	Payout
1	1-99:1
2	2-199:1
5	5-249:1
8	8-249:1
10	10-249:1
15	15-499:1
20	20-499:1
30	30-499:1
40	40-499:1

Winning wagers will be paid out in accordance with the payout odds of the winning number which may vary from the minimum value (the number displayed on the segment of the wheel itself and on the betting layout) to the maximum value which depends on the randomly assigned Mega Multiplier. Your stake is returned on top of your winnings.

Return to Player

The optimal theoretical RTP is **96.5%.**

Last Winning Numbers

The **Last Winning Numbers** are always shown at the bottom of the screen. The most recent winning number is clearly visible on the left.

On desktop, you may click on any of the numbers during the betting time. This will place a bet on the selected number.

Placing Bets

When placing bets, please pay attention to the following screen elements 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 the minimum and maximum limits for each bet type as well as the payout odds.

Mega Wheel € 1 - € 5000

The **Game Information Indicator** will inform you of the game status, the remaining time for placing bets, the status of your bets, the winning number, etc.

“**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.

A “**MEGA ROUND**” message will be shown on the status bar when the Mega Lucky Number is being selected along with its corresponding Mega Multiplier for the current game round.

The message “**WAIT FOR NEXT GAME**” is shown if you have no bet placed in the current game round. After it 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.

A “**GAME PAUSED**” message will appear if the game is temporarily suspended due to game Host 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 **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.

You may cover all nine bet types in the same game round by clicking/tapping on the **BET ON ALL button** during the betting time. Bets will be placed with your selected chip value.

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. With every click it 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.

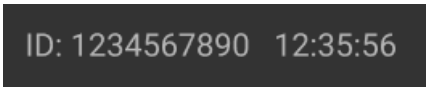
Please make sure that your balance is sufficient to cover your bets before you start playing.

If your balance is not updated after placing bets or after you see a winning 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.



If you have any questions and wish to contact **Customer Support**, you should always note down (or take a screenshot of it) the **Game ID Number**.

Autoplay

The **Autoplay feature** enables you to automatically repeat your bets for a selected number of game rounds. To activate the Autoplay feature, place your bets and press the **Autoplay button**.

This will open the **Autoplay window** where you will find all available settings to start the Autoplay feature. Depending on your casino jurisdiction, some configurations may be mandatory.

While the Autoplay window is open, Autoplay may be started in the game round when it was initiated or in any of the subsequent game rounds. After pressing the Start button, the Autoplay feature will begin. The remaining number of Autoplay rounds will be indicated on the **Modify Autoplay button**.

Once Autoplay has started, you may modify your bets by placing additional chips on the layout during the betting time.

To stop the Autoplay feature, open the Autoplay window and press the **Stop button**.

The Autoplay feature will be **stopped automatically** in the following cases:

1. The selected number of Autoplay rounds reaches 0. You will be notified with an on-screen message.
2. Your balance is too low to continue Autoplay.
3. One or more of the Stop Autoplay triggers occur (if applicable): balance decreases, balance increases, or single win exceeds selected value.

Game Result

The winning symbol of the game round will be evidenced on the betting layout. It will help you to easily identify the winning number on the Mega Wheel layout and understand whether it was covered by your winning chips.

If you are the lucky winner, you win amount will be indicated in the win message.

The **Winners List** will appear at the same time as the winning number and will show the nicknames of all the players who won at the current table in the last game round. The winning amounts are shown in the currency you selected for your account.

Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change 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 table you wish to join, so the Lobby can be used to browse other games while remaining at the current table. Once on the lobby page, please click the **Return to Game** button in order to exit the lobby and return to your open table.

Clicking the **Chat button** opens the chat window, allowing you to send messages to the game Host and other players. The Host will communicate with you directly and answer any questions regarding the game.

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

Chat messages are monitored by dedicated Studio personnel at all times. Any chat messages may be deleted and your chat feature may be blocked if you use inappropriate or rude language with the Host and/or other players at the table or flood the chat with unnecessary messages.

Clicking the **Volume Control button** will open a slider which lets you change the sound volume at your table. Clicking the Volume control button will mute the game – it will then turn into a "**Muted" icon**.

By default, the game is opened with muted audio. Please click the **Muted button** to unmute the game. The icon will then turn into the **Volume Control** button.

Clicking the **Player History button** will open a window showing details of your activity in our Live Casino. By default, it will be opened on your history for **Today**. You can also see your history from previous days by selecting the **Older** tab.

Simply select a game round from the list to see details of it, including all your bets.

The details of your Mega Wheel game round history are shown in the History window, split into two parts: game round information and bets information.

Clicking the **Game Help button** opens the Help window you are in right now.

Clicking the **Settings button** opens a **Settings window** allowing you to set the following preferences:

- Manage video quality
- Manage game sounds
- Change interface language

By clicking the **Classic View button**, you will change the view of the game to **Classic mode** where the video will be shown inside a small frame.

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**.

Clicking the **Full Screen button** will launch **Full Screen** mode and the game and/or Lobby will fill the entire screen. To exit this mode, either click the button again or press the "Esc" key on your keyboard.

Mega Wheel Valid Spin Rule

A winning number is confirmed as valid only when the spin is deemed valid. A valid spin is defined as follows:

The wheel must complete at least two complete rotations counted from the segment where the pointer came to rest in the previous game round.

If the spin is not confirmed as valid, the scenario is called a “**No Spin**”.

A “**No Spin**” will be declared if:

- the wheel did not complete two revolutions;
- the pointer comes to rest on a pin between 2 segments;
- there is physical interference of any kind with the spin;
- the game Host didn’t change the direction of the wheel;
- there is any kind of a mechanical malfunction affecting the wheel or its supporting structure.

In the event of a “**No Spin**”, the game Host will re-spin the wheel based on our standard operating procedures.

Your wagers will remain in play until a valid spin is made.

Game Inconveniences

You are personally responsible for the correct positioning of your bets on the Mega Wheel layout.

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 message that the issue is being investigated.

If the Shift Manager can **immediately resolve the error**, 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.

A bet may be rejected by the system after the betting time is finished due to not being placed in time, not meeting the minimum or maximum requirements, or to other transaction issues.

If you place **a wager that is lower than the minimum table bet limit**, it will be shown as an inactive chip. You will be informed about this via the small tooltip window above your bet. Once the betting time is over, all inactive chips 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.

If the game ends with what you consider to be a **wrong result**, or in the event of any other irregularities, please contact Casino Customer Support providing the **Game ID number**.

Disconnection Policy

Pragmatic Play Live Casino services are provided over the internet, from which you may be disconnected at times. This poses potential problems to the game flow and your user experience.

In order to minimize the impact of unexpected disconnections, when you lose connectivity to the game server, a reconnect message will be displayed on the screen.

The following error handling rules apply in the event of disconnection:

- If a disconnection occurs **before the "BETS CLOSED"** message appears on the screen and your bets were not yet accepted by the server, your bets will not be deducted from your balance and you will not participate in the game round. Once reconnected, please verify your balance and inform your Casino Operator immediately if there are any issues.
- If a disconnection occurs **after the "BETS CLOSED"** message appears on the screen and your bets were accepted by the server, the game will proceed as normal and any winnings will be processed according to the game result regardless of the disconnection.

After being disconnected, please check your winnings in the **Player History window** and if you have any doubts regarding game outcomes, please contact Live Support within the game or Casino Customer Support, providing them with details of the game in question including the Game ID number.

If **connection to the table from the Studio is lost** for more than 5 minutes, the game will be cancelled.

If we determine that you would have won the game round, your winnings will be credited to your account through **Casino Customer Support**.

ONE Blackjack

Game Help

Version: 1.0
Created: 1st November 2020
Author: Adrian Slate
Approved by Daniel Blackmore
Classification: iGaming

Document Change History

Version	Date	Remarks
1.0	1st November 2020	1st version

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Introduction

ONE Blackjack is a casino-banked game, meaning that players compete against the house rather than each other. The game allows unlimited players to be seated at the table. The Dealer will deal 2 face up cards to the players and two cards to themselves, one face up and another face down (the hole card).

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!

Game Settings

- ONE 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 initial two cards;
- 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 Aces;
- Player cannot Hit on the Split of Aces;
- Six Card Charlie;
- 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, select your bet amount and place it in the highlighted box spot by clicking/tapping on it. The betting time starts, allowing you to place any additional bets or modify your original bet. If the game round was already, 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 and the next one to the Dealer himself. A second card is then dealt in the same manner, face up to the player, while the Dealer will receive a card face down. All player's cards will be dealt inside the special semi-transparent container (pocket) on the table during the game and the card values relevant to each player's hand depending on their decisions will appear on the game interface.

Once all the cards have been dealt, players can **select the options** on their hands (Hit, Stand, Double or Split).

After all players have made their decisions, the Dealer will open their hidden card and will deal additional 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

Live 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♣ + 4♦ = 11, 5♣ + 10♠ = 15, K♥ + Q♣ = 20, A♣ + 5♥ = 6 or 16 and A♥ + 10♠ = 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 and 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♣ + 5♥ = 6 or 16.

The suits are of no importance in the main Blackjack game.

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.

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**" 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 in orange colour.

"**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 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 **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.

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 box where the cards were dealt, the hand points will be shown in a small rectangle. When it's time to select an option, the value will be evidenced with a yellow colour and animated.

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. When you select Stand option you may be asked to wait until other players finish with their decisions.

Selecting the **Hit option** means making the 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 (Bust) 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, no further options will be offered on the hand and the game round either moves to the other player's decisions, or the Dealer takes their turn. In some cases, you will be asked to wait until other players finish with their decisions.

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 a second card to your first hand and you may Hit or Stand. Once the game is done on the 1st hand, the Dealer will automatically deal a second card to your 2nd hand and will wait for your next decision: Hit or Stand.

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.

Auto-Stand

In our Live Casino we enable you to make quicker decisions by activating the **Auto-Stand Feature**. This can be configured in the **Settings window** in the **Auto-Stand tab** using a simple slider. When activated, Auto-Stand will instantly choose the Stand option for you when your cards are equal to or higher than the selected value.

Settings made for Auto-Stand during the active game round will be applied to the next game round in which you participate.

Auto-Stand will not stand for you when:

a) The **Split** option is available on your hand (initial cards constitute a pair)
b) Your hand is **“soft”**

When Auto-Stand has been applied to your hand, an Auto-Stand mini-icon will appear next to your nickname.

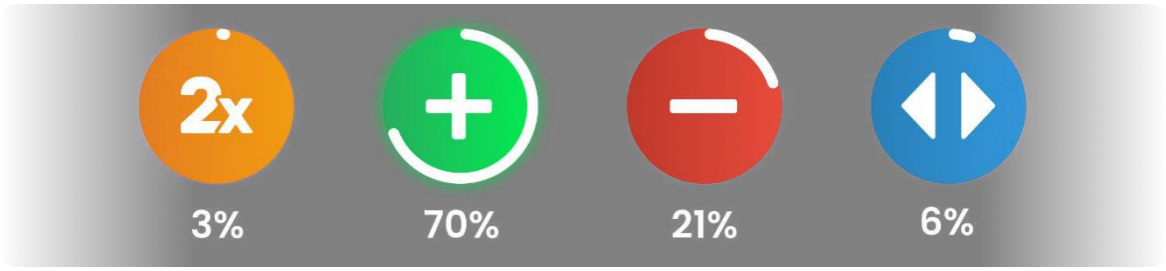
Player’s Statistics

The statistics on players are available in each game round showing how many players are active at the table, decisions taken by majority and the winners. This information will be shown in the small window on the screen.

Once the betting time is over, the total number of players participating in the round will be shown.

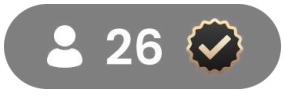
When the decisions time will start, this number will start decreasing showing how many players have not made the decision yet.

At the same time the **Player’s Decision Statistics** are shown as circle graphs around each available option, giving you an insight of the decisions that other players are taking. The exact percentages values will be shown under each option.



When the time for taking the decisions is over, the most popular decision taken will be shown next together with the number of players who selected it.

After the game round has finished, the number of players that have won the game round will be shown together with the **Winners List.**



Insurance

Insurance is a special bet that you will be offered 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 you placed,** 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 or not to buy Insurance.

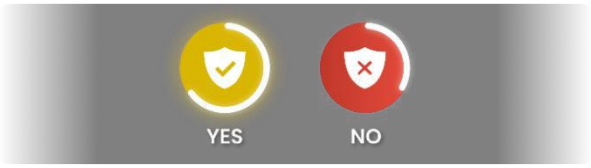
By clicking **YES**, you will have an **"Insured" icon** displayed next to the nickname.

By clicking **NO**, you will choose not to insure your hand. If you do not select **YES** or **NO** during the time offered to buy Insurance, the option **NO** will be selected by default.

After the Insurance time is over, the Dealer will announce whether it is a Blackjack or not. If the Dealer has a Blackjack, the game round is over. Insured hands will be awarded a win.

If it is not a Blackjack, the game round continues normally. You lose your Insurance bets in this case; however, you still can win with your cards on the hand.

PLAYER DECISION STATISTICS on INSURANCE are shown as circle graphs around buttons YES & NO giving you an insight of the decisions that other players are taking during the "INSURANCE" time. The exact percentages are shown under each option.



Game Result

After all the players and the Dealer have made their moves, the game 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 “Busted”, all players at the table win apart from those who “Busted” 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 **wins** 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. It 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 “**BUST**” icon.

Hand points lower than the Dealer’s - loses the game round and the Dealer wins. Losing hands will have a “**NO WIN**” icon displayed next to them.

Hand points that will consist in a number of six cards with a total value of 21 or less, will automatically win through the “Six Card Charlie” rule. In the event of a Split decision, hands will be counted individually.

The **Winners List** will appear as soon as the Dealer’s hand reaches one of the above results, and it will show the nicknames of all the players who won at the current table in the last game round. The winning amounts are shown in the currency you selected for your account.

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 are paid 1 to 1.
- Winning hands with a Blackjack when the Dealer's hand is not a Blackjack are paid 3 to 2.
- Winning Insurance bets are paid 2 to 1.
- In case of a Push, your bet will be returned to your Balance.

ONE Blackjack game **RTP (Return to Player) is 99.28%**.

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.

You may place side bets during the betting time but only after you have placed a main bet in the box.

You can also place on all side bets at once by clicking/tapping the "**ALL SIDEBETS**" button.

Side bet descriptions and payouts are available in the **Bet Limits & Payouts** window.

There are four the most popular Blackjack side bets offered in One Blackjack as 21+3, Bust Bonus, Perfect Pairs and Crazy 7 giving you the possibility to win at any time, even multiple times before the main Blackjack game is done:

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) and is based on a 3-card combination using the Dealer's up-card and two initial cards on your hand to form a 3-card poker:

- **Suited Trips** – three cards of same ranking and of same suits (e.g. three Aces of Hearts);
- **Straight Flush** – three cards in sequence and the same suits (e.g. 10, Jack and Queen of Spades);
- **Three of a Kind** – three cards of the same rank (Queen of Hearts, Queen of Diamonds and Queen of Clubs);
- **Straight** – three cards in sequence but of different suits (Ace can be used to achieve an Ace, 2 and 3 Straight or Queen, King and Ace Straight);
- **Flush** – three cards of different rank but of the same suit (2, 6 and King of Clubs).

To win 21+3 side bet, place your bet in the specially designated box area marked with "21+3" before the cards are dealt and according to the table limits.

Winning side bets will be shown right after two initial cards are dealt to the player's hand.

In case of two winning combination of your hand, only the highest will be paid.

The payout is calculated based on your bet multiplied by the odds according to the combination. The pay table 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%.**

BUST BONUS is a side-bet, which simply says that you are betting that the dealer will inevitably exceed 21. Whether it will be with three, five or more cards, this bet will win with a dealer having too many on their hand. The pay-outs differ depending on how many cards it took for the dealer to bust with max payout 250:1. There are 6 different outcomes when you can win with this side bet:

- **Bust with 8+ cards** – the Dealer has to bust after 8 or more cards are dealt to his hand;
- **Bust with 7 cards** – the Dealer has to bust after 7 cards are dealt to his hand;
- **Bust with 6 cards** – the Dealer has to bust after 6 cards are dealt to his hand;
- **Bust with 5 cards** – the Dealer has to bust after 5 cards are dealt to his hand;
- **Bust with 4 cards** – the Dealer has to bust after 4 cards are dealt to his hand;
- **Bust with 3 cards** – the Dealer has to bust after 3 cards are dealt to his hand.

To win on **Bust Bonus** side bet, please place your bet in the specially designated box area marked with Bust Bonus before the cards are dealt according to the table limits.

Winning side bets will be shown when the Game Round has finished.

The payout is calculated based on your bet multiplied on the odds according to the pair type. The pay table is shown below:

Combination	Payout
Bust with 8+ cards	250 to 1
Bust with 7 cards	100 to 1
Bust with 6 cards	50 to 1
Bust with 5 cards	9:1
Bust with 4 cards	2:1
Bust with 3 cards	1:1

For **Bust Bonus** the **Theoretical Return to Player is 93.82%.**

Perfect Pairs (PP) is a side bet that is placed prior to any cards being dealt and 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 table 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%.**

CRAZY 7 – is a side-bet that is decided by evaluating the player's first three cards. If the first card is a 7, the player wins a payout 5 to 1. If the second card is also a 7, the payout is higher. If the player hits or splits the hand, and the third card is also a 7, the payout grows even higher. And the highest payout 2000 to 1 is paid if the sevens are suited.

- **7-7-7 Suited** – three 7's of the same suit (e.g. three 7 of Hearts);
- **7-7-7 (Unsuited)** - three 7's of different suit (e.g. 7 of Hearts, 7 of Clubs and 7 of Diamond);
- **7-7 Suited** – two 7's of the same suit (e.g. two 7 of Clubs);
- **7-7 (Unsuited)** – two 7's of different suit (e.g. 7 of Clubs and 7 of Diamond);
- **7** – any 7 of any suits (e.g. 7 of Spades).

There are also two considerations for the **Crazy 7** side bet:

- When splitting 7's, if the second card dealt to the first hand is a 7, it will count as card number three.
- If the Dealer "peeks" for Blackjack and he does have it, you will not be able to request a 3rd card on your hand to reach a possible **7-7-7**.

To win on **Crazy 7** side bet, place your bet in the specially designated box area marked with Crazy 7 before the cards are dealt according to the table limits.

Winning side bets will be shown when the Game Round has finished.

The payout is calculated based on your bet multiplied on the odds according to the combination type. The pay table is shown below:

Combination	Payout
7-7-7 Suited	2000 to 1
7-7-7	500 to 1

7-7 Suited	150 to 1
7-7	25 to 1
7	5 to 1

For Crazy 7 the **Theoretical Return to Player is 94.26%.**

Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change the 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 table you wish to join, so the Lobby can be used to browse other games while remaining at the current table. Once on the Lobby page, click the **Return to Game** button in order to exit the lobby and return to your opened table.

Clicking the **Chat button** opens the chat window so you can send messages to the Dealer and other players. Our Dealers will communicate with you directly and answer any questions regarding the game.

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

Chat messages are always monitored by dedicated Studio personnel. Any chat messages may be deleted, and your chat feature may be blocked if you use inappropriate or rude language with the Dealers and/or other players at the table or flood the chat.

Clicking the **Volume Control button** will open a slider which lets you change the sound volume at your table. Clicking the Volume control button will mute the game – it will then turn into a “Muted” icon.

By default, the game is opened with muted audio. Please click the **Muted button** to unmute the game. The icon will then turn into the **Volume Control** button.

Clicking the **History button** will open a window showing details of your activity in our Live Casino. By default, it will be opened on your history for **Today**. You can also see the history from the previous days by selecting the tab **Older**.

Simply select a game from the list to see details of it, including all your bets.

The details of ONE Blackjack game history will be shown in the History window and will be split into 2 parts: game information and bets information.

Clicking the **Game Help button** opens the Help window you are in right now.

Clicking the **Settings button** opens a **Settings window** allowing you to set your desired preferences.

a) In the **General tab** the following options are available:

- Video quality;
- Video sounds;
- Game effects;
- “Share my actions” feature;
- Interface language.

b) In the **Auto-Stand tab** you can access information about this feature. The slider allows you to set up the desired value for Auto-Stand and activate it or deactivate the feature altogether.

By clicking the **Classic View button**, you will change the view of the game to **Classic mode** where the video will be shown inside a small frame. The virtual table will be available below the video and the graphical cards will be shown.

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**.

Clicking the **Full Screen button** will launch **Full Screen** mode and the game and/or Lobby will fill the entire screen. To exit this mode, either click the button again or press the "Esc" key on your keyboard.

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 not available at the table;
- More than three cards fell to the floor during the game round;
- A card with defective barcode is present in the shoe.

Game Inconveniences

You are personally responsible for the correct positioning of wagers on ONE Blackjack table.

In the event of any technical malfunction or human error, it 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.

In case, 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 in the small tooltip above your bet.

Once the betting time is over, all bets lower than minimum permitted bet limit will be rejected.

If case, your **bet exceeds any maximum bet limit**, it will be adjusted automatically, and you will be informed about this in the small tooltip window above your bet.

In the event of any irregularities, please provide the relevant **Game ID** or **Round ID number** to Casino Customer Support.

Disconnection Policy

Pragmatic Play Live Casino services are provided over the internet, from which you may be disconnected at times. This poses potential problems to the game flow and user experience.

In order to minimize the impact of unexpected disconnections, when you lose connectivity to the game server, a reconnect message will be displayed on the screen.

The following error handling rules apply in the event of disconnection:

If **you are disconnected from ONE Blackjack table and a valid bet has been placed**, the bet will stand in the game round, and the Dealer will deal the cards. If you will reconnect to the table in time, you still will be able to choose an option on your hand. Otherwise, the "**Stand**" option will be selected on your hand automatically.

If **Insurance** is offered to you while you are disconnected, the "NO" option will automatically be selected for your hand.

If you have **side bets** correctly placed and then a disconnection occurs, your main bet together with the side bets will stand in the game round. The Dealer will deal the cards, and any wins from your side bets will be automatically be calculated and transferred to your balance after the game round has finished.

After being disconnected, please check your winnings in the **History window** and if you have any doubts regarding game's outcome, please contact Live Support within the game or Casino Customer Support, providing them the details of the game round in question including the Game ID or Round ID number.

If **connection to the table from the Studio is lost** for more than 5 minutes, the game round will be cancelled.

If we determine that you would have won the game round, your winnings will be credited to your account through **Casino Customer Support**.

Live Roulette

(including Speed roulette and Auto-Roulette)

Game Help

Version: 1.3
Created: 10 March 2019
Author: Oksana Yanyshyn
Approved by Deependra Bhartari
Classification: iGaming

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Introduction

Live Roulette is played by spinning a small ball on a round wheel with thirty-seven number pockets. When the ball comes to rest in one of them, the winning number is defined.

The object of the game is to correctly predict the number pocket in which the ball will come to rest. By predicting the right number, you earn a payout on your bet. The amount of the payout depends on the type of bet placed.

How to Play

In Roulette, bets should be placed during the betting time on a table called **Roulette Layout** that displays all the standard betting positions.

To start playing, wait until the message “**PLEASE, PLACE YOUR BETS**” appears, then select the value of the chip you would like to wager on a given spin and place it on the appropriate betting field(s) on the gaming table.

Your total bet will be displayed in the **"Total Bet"** window.

Wagers can be made during the betting time until the Dealer announces: **"BETS CLOSED"**. No bets will be accepted after this point.

Bets and Odds

You can place many kinds of bets on the Roulette table. Each type of bet covers a certain range of numbers, and each type has its own payout odds.

Bets which are placed on the numbered spaces or on the lines between them are called **Inside bets**, while the ones placed on the special boxes below and to the left of the board are called **Outside bets**. When you move your mouse over the betting table, the numbers that would be included if you bet on that spot will be highlighted. The different bet types and payouts are summarised below:

- **Straight Up** - place your chips directly on any single number (including zero).
- **Split Bet** - place your chips on the line between any two numbers (e.g. split 0/2, 16/17).
- **Street Bet** - place your chips at the lower end of any row of numbers on the Outside Bets side. A street bet covers three numbers (e.g. Street 7, 8, 9). Bets placed at the junctions of 0, 1 and 2 or 0, 2 and 3 are also accepted as Street Bets.
- **Corner Bet** - place your chips at the cross lines where four numbers meet. All four numbers are covered. (e.g. Corner 5, 6, 8, 9). A bet placed on 0, 1, 2, 3 (the lower junction of 0 and 1) is also taken as a Corner Bet.
- **Six Line Bet** - place your chips on the T-shaped crossing lines between two adjoining streets. A six-line bet covers all the numbers in both rows, for a total of six numbers (e.g. Six line 4, 5 ,6, 7, 8, 9).
- **Column Bet** - placing a chip in one of the boxes marked "2:1" at the end of the columns covers all the numbers in that column, for a total of twelve numbers. The zero is not covered by any of the columns.
- **Dozen Bet** - placing a chip in one of the three boxes marked "1st 12," "2nd 12," or "3rd 12" covers those twelve numbers in the sequence of numbers 1 to 36. The zero is not covered by any of the dozens.
- **Even Chances** - a chip placed in one of these six boxes covers the 18 numbers on the board as described in that box: Red/Black, Even/Odd, Low numbers (1 to 18), or High numbers (19 to 36). The zero is not covered by any of these boxes.

BET TYPE	COVERS	PAYOUT
Straight Up	1 Number	35:1
Split	2 Numbers	17:1
Street	3 Numbers	11:1
Corner	4 Numbers	8:1
Six Line	6 Numbers	5:1
Column / Dozen	12 Numbers	2:1
Red / Black	18 Numbers	1:1
Even / Odd	18 Numbers	1:1
1-18 / 19-36	18 Numbers	1:1

Return to Player

The theoretical Return to Player in Roulette is 97.30%.
Wheel Sectors
Bets on Wheel sectors are complex bets known worldwide and used by expert Roulette players. These bets, like Neighbour bets, are placed using a Roulette Racetrack, which represents the num-bers as they appear on the Roulette wheel, rather than the Roulette table.

You can access it by selecting the **Racetrack button** on the game interface.

A Single-zero Roulette wheel is split into 3 main sectors that correspond to areas on the table. The traditional names of these sectors are **Voisins du Zero** with a subsection **0 Game**, the **Tiers Du Cylindre** section, and **Orphelins**.

Voisins Du Zero is a 9-chip bet that covers zero plus seven numbers on the right and nine numbers on the left. This is the biggest sector of the wheel. On the Racetrack it is marked with the name “Voisins”. The distribution of this bet is as follows:

- 2 chips on the street bet 0/2/3;
- 1 chip on each of splits 4/7, 12/15, 18/21, 19/22 and 32/35;
- 2 chips on the corner bet 25/26/28/29.

0 Game is a 4-chip bet that covers zero and the closest neighbouring numbers. The chips are placed on the 0 Game sector as follows:

- 1 chip on the straight-up bet: 26;
- 1 chip on each of splits 0/3, 12/15 and 32/35.

Tiers Du Cylindre is a 6-chip bet which covers the numbers on the wheel sequence from thirty-three to twenty-seven inclusive. On the Racetrack it is marked with the name “Tiers”. The name can be translated literally as “The 3rd part of the wheel” and the chips are placed on the split bets of its 12 numbers: 5/8, 10/11, 13/16, 23/24, 27/30 and 33/36.

Orphelins is a 5-chip bet which covers the numbers from the two sections of the wheel apart from Tiers and Voisins. This bet’s distribution is as follows:

- 1 chip on the straight-up bet: 1;
- 1 chip on each of splits 6/9, 14/17, 17/20 and 31/34.

Neighbour Bets

These are bets which can be placed according to the numbers as they appear on the Roulette wheel, rather than the Roulette layout. Neighbour bets can be placed using a **Roulette Racetrack.**

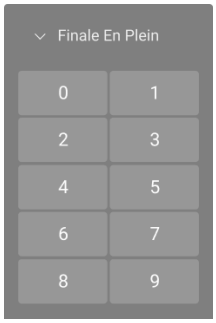
A **Neighbour bet** is a 5-chip bet distributed on the number itself and the two numbers on either side of it on the Roulette racetrack.

The number of selected **Neighbours** can be decreased to 1 or increased up to 9 on each side.

Special Bets

When you click/tap on any of the Special Bets, you will cover multiple numbers with your selected chip value in a single move. In our Roulette game you can find the following special bets: Final en Plein, Finales a Cheval, and Full Complete, as described below.

Final en Plein is a French term referring to placing Straight Up bets on all numbers ending in the selected digit. These bets can be also called Finals.



When you click on any of the numbers in the Finale en Plain section, it will result in placing chips on the Roulette layout as follows:

- Finale en Plein 0 is a 4-chip bet on 0, 10, 20 and 30;
- Finale en Plein 1 is a 4-chip bet on 1, 11, 21 and 31;
- Finale en Plein 2 is a 4-chip bet on 2, 12, 22 and 32;
- Finale en Plein 3 is a 4-chip bet on 3, 13, 23 and 33;
- Finale en Plein 4 is a 4-chip bet on 4, 14, 24 and 34;
- Finale en Plein 5 is a 4-chip bet on 5, 15, 25 and 35;
- Finale en Plein 6 is a 4-chip bet on 6, 16, 26 and 36;
- Finale en Plein 7 is a 3-chip bet on 7, 17 and 27;
- Finale en Plein 8 is a 3-chip bet on 8, 18 and 28;
- Finale en Plein 9 is a 3-chip bet on 9, 19 and 29.

Finales a Cheval are also French-inspired bets involving backing one of the splits, as shown below:

When you click on any of the numbers in the Finales a Cheval section, it will result in placing chips on the Roulette layout as follows:

- Finales a Cheval 0/3 is a 4-chip bet on splits 0/3, 10/13, 20/23 and 30/33;
- Finales a Cheval 1/4 is a 4-chip bet on splits 1/4, 11/14, 21/24 and 31/34;
- Finales a Cheval 2/5 is a 4-chip bet on splits 2/5, 12/15, 22/25 and 32/35;
- Finales a Cheval 3/6 is a 4-chip bet on splits 3/6, 13/16, 23/26 and 33/36;
- Finales a Cheval 4/7 is a 4-chip bet on splits 4/7, 14/17, 24/27 and 34 straight up;
- Finales a Cheval 5/8 is a 4-chip bet on splits 5/8, 15/18, 25/28 and 35 straight up;
- Finales a Cheval 6/9 is a 4-chip bet on splits 6/9, 16/19, 26/29 and 36 straight up;
- Finales a Cheval 7/10 is a 3-chip bet on splits 7/10, 17/20 and 27/30;
- Finales a Cheval 8/11 is a 3-chip bet on splits 8/11, 18/21 and 28/31;
- Finales a Cheval 9/12 is a 3-chip bet on splits 9/12, 19/22 and 29/32.

A **Full Complete** bet is the maximum coverage bet that includes all possible Inside bets for an individual number.

- Full Complete bet on 0 is a 17-chip bet;
- Full Complete bet on 1 is a 27-chip bet;
- Full Complete bet on 2 is a 36-chip bet;
- Full Complete bet on 3 is a 27-chip bet;
- Full Complete bet on any of the numbers 4, 7, 10, 13, 16, 19, 22, 25, 28 and 31 is a 30-chip bet;
- Full Complete bet on any of the numbers 5, 8, 11, 14, 17, 20, 23, 26, 29 and 32 is a 40-chip bet;
- Full Complete bet on any of the numbers 6, 9, 12, 15, 18, 21, 24, 27, 30 and 33 is a 30-chip bet;
- Full Complete bet on 34 is an 18-chip bet;
- Full Complete bet on 35 is a 24-chip bet;
- Full Complete bet on 36 is an 18-chip bet.

Favourite Bets

Once your bet is saved in your Favourites list, you may use it during the betting time. When you press the selected Favourite bet, your chips will appear on the layout.

You may place several of your saved bets in the same game round and place any additional chips besides those that make up part of the Favourite bet.

You can delete any of your Favourite bets at any time or create new ones.

The Last Winning Numbers

Game Statistics

In the **Hot & Cold** section you can find information about the most frequent and least frequent numbers for your selected number of spins.

Hot Numbers are those which have won most often. **Cold Numbers** are those which have won the least number of times.

By hovering your mouse pointer over the sector for each number in the pie chart, you will bring up tooltips showing how many times that number came up throughout the selected number of game rounds. The larger the sector, the greater the number of times that number has won.

In the **Charts tab** you can find the percentages of Columns, Dozens and Red, Black, Even, Odd, Low and High numbers.

In the **Last Called Numbers tab** you can find the last winning numbers for a selected number of spins. When you hover your mouse pointer over a number, it will be highlighted, indicating how often it came up.

During the betting time you may place a bet by directly clicking/tapping on any value or number in the Statistics section. Bets will be placed with your selected chip value. Just hover your mouse pointer to

see a preview of the highlighted corresponding betting field on the layout and click to place the chip of the selected value.

To get back to the default layout view, tap again on the **Statistics button**.

Placing Bets

When placing bets, please pay attention to the following screen elements 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 the minimum and maximum limits for each bet type as well as the payout odds.

The **Game Information Indicator** will inform you of the game status, the remaining time for placing bets, the status of your bets, the winning number, etc.

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.

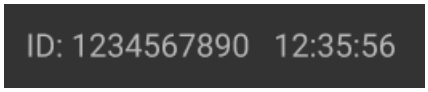
Clicking the **Double button** will double the number of chips that you have placed on an available bet spot. With every click it will double your bet.

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 winning message, please try refreshing your game window in the browser or click the F5 key on your keyboard.



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.

Game Result

The winning number of the game round will be indicated on the layout with an **animated circle** around it. This will help you to check whether it was covered by your chips.

A graphical representation of the **Winning Number** will also be shown at the top of the video. If you are the lucky winner, your win amount will be indicated below it.

The **Winners List** will appear at the same time as the winning number and will show the nicknames of all the players who won at the current table in the last game round. The winning amounts are shown in the currency you selected for your account.

Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change 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 table you wish to join, so the Lobby can be used to browse other games while remaining at the current table. Once on the lobby page, please click the **Return to Game** button in order to exit the lobby and return to your open table.

Clicking the **Chat button** opens the chat window so you can send messages to the Dealer and other players. Our Dealers will communicate with you directly and answer any questions regarding the game.

Chat messages are monitored by dedicated Studio personnel at all times. Any chat messages may be deleted, and your chat feature may be blocked if you use inappropriate or rude language with the Dealers and/or other players at the table or flood the chat with unnecessary messages.

Clicking the **Volume Control button** will open a slider which lets you change the sound volume at your table. Clicking the Volume control button will mute the game – it will then turn into a "**Muted" icon**.

By default, the game is opened with muted audio. Please click the **Muted button** to unmute the game. The icon will then turn into the **Volume Control** button.

Clicking the **History button** will open a window showing details of your activity in our Live Casino. By default, it will be opened on your history for **Today**. You can also see your history from previous days by selecting the **Older** tab.

Simply select a game round from the list to see details of it, including all your bets.

The details of your Live Roulette game round history will be shown in the History window and will be split into 2 parts: game round information and bets information.

Clicking the **Game Help button** opens the Help window you are in right now.

Clicking the **Settings button** opens a **Settings window** allowing you to set the following preferences:

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**.

Roulette Valid Spin Rule

A winning number is valid only when the spin was deemed valid. A valid spin is defined as follows:

The Roulette ball must be spun in the direction opposite to the rotation of the wheel and must complete at least three complete revolutions counted from the point where ball was launched around the track of the wheel before dropping to constitute a valid spin.

If the spin is defined as invalid, this situation is called a “**No Spin**”.

Situations where a “**No Spin**” will be declared are:

- The ball made fewer than 3 complete revolutions;
- The ball was spun in the same rotation direction as the wheel;
- The wheel stopped rotating during the spin;
- A stuck ball, either on a fret ball, ball stop or number track;
- The ball jumped out of the wheel (ball-out);
- The ball was fumbled/dropped before spinning;
- Any foreign object entered the wheel during the spin.

procedures.

Your bets will remain in play until a valid spin is made.

Game Inconveniences

You are personally responsible for the correct positioning of your wagers at any Roulette 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 message that the issue is being investigated.

If the Shift Manager can **immediately resolve the error**, 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.

A bet may be rejected by the system after the betting time is finished due to not being placed in time, not meeting the minimum or maximum requirements, or to other transaction issues.

If you place **a wager that is lower than the minimum table bet limit**, it will be shown as an inactive chip. You will be informed about this via the small tooltip window above your bet. Once the betting time is over, all inactive chips 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.

If the game ends with what you consider to be a **wrong result**, or in the event of any other irregularities, please contact Casino Customer Support providing the **Game ID number**.

Disconnection Policy

Pragmatic Play Live Casino services are provided over the internet, from which you may be disconnected at times. This poses potential problems to the game flow and your user experience.

In order to minimize the impact of unexpected disconnections, when you lose connectivity to the game server, a reconnect message will be displayed on the screen.

The following error handling rules apply in the event of disconnection:

- If a disconnection occurs **before the "BETS CLOSED"** message appears on the screen and your bets were not yet accepted by the server, your bets will not be deducted from your balance and you will not participate in the game round. Once reconnected, please verify your balance and inform your Casino Operator immediately if there are any issues.
- If a disconnection occurs **after the "BETS CLOSED"** message appears on the screen and your bets were accepted by the server, the game will proceed as normal and any winnings will be processed according to the game result regardless of the disconnection.

After being disconnected, please check your winnings in the **History window** and if you have any doubts regarding game outcomes, please contact Live Support within the game or Casino Customer Support, providing them with details of the game in question including the Game ID number.

If **connection to the table from the Studio is lost** for more than 5 minutes, the game will be cancelled.

If we determine that you would have won the game round, your winnings will be credited to your account through **Casino Customer Support**.

Speed Roulette

Play the world's most famous casino game at a super-accelerated pace. **Speed Roulette** offers a superior Roulette playing experience available on desktop or mobile devices. 60% faster than the regular Live Roulette game, you can even place bets when the ball is already rotating in the wheel. More action, faster wins, enhanced enjoyment - it's all right here for you.

Live Baccarat

(including No Commission Baccarat and Speed Baccarat)

Game Help

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Document Change History

Version	Date	Remarks
1.1	14 may 2020	Auto-play, side bets RTP, stats corrections, text corrections
1.2	28 july 2020	New Super 6 rule, p.13
1.3	1 july 2020	Multi-table play paragraph – REMOVED
1.4	28 December 2020	Player/Banker Bonus
1.5	27 January 2020	Player / Banker Bonus – UPDATE

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Introduction

Live Baccarat is one of the oldest and most popular casino games in the world. It is especially popular among high-rollers and Asian gamblers. It's as simple as betting on the toss of a coin. However, it is extremely tense and exciting!

The objective in Baccarat is to predict which side (Player or Banker) wins, by having a hand whose value is closest to 9.

How to Play

To start playing, select a bet amount by clicking on a chip from the chips tray and then click on your choice of the following: Player, Banker or Tie.

You will be allowed to place or modify your bets while the message "**PLEASE, PLACE YOUR BETS**" is shown on the screen.

You may place bets during the betting time until the Dealer announces: "**BETS CLOSED**".

The total amount of your bets will be shown in the **Total Bet** field.

The Dealer will deal **4 initial cards** in the following order: 1st and 3rd card to the Player's side and 2nd and 4th cards to the Banker's side. After the betting time is over, the Dealer will have to scan/reveal the 4 initial cards dealt to the Player and Banker, starting with the Player.

If a 3rd card is needed by either side, the Dealer will deal the additional card according to the **Third Card Rule** explained below.

Once the Live Dealer has dealt all needed cards to each hand, the game round will be complete. The side with a points total closer to 9 wins. If the points totals are equal, the game round is a Tie.

On the game user interface, the winning bet fields will be highlighted. If any of your bets cover the winning bet fields, you will receive returns in accordance with the type of bets placed. Your win amount will be shown in the win message.

Once the game round is finished, the Dealer will collect all the open cards on the table, place them in the discard and open bets for the next game round.

If one or both additional cards were not needed in the previous game round, they will be used as the initial cards for the next game round.

Card Values

The game is played with 8 standard 52-card decks.

Only the numeric value of each card is relevant in the main Baccarat game; cards' suits (hearts, spades, clubs or diamonds) are irrelevant.

Cards	A	2	3	4	5	6	7	8	9	10	J	Q	K
Points	1	2	3	4	5	6	7	8	9	0	0	0	0

The points on the Player's and Banker's sides are calculated by adding up the value of the cards.

In Baccarat the maximum possible points score is 9. If the total is 10 or higher, 10 points must be subtracted, with the remaining points counted as Baccarat points.

e.g.

5 + 5 = 10 – 10 = 0
8 + 7 = 15 – 10 = 5
J + K = 0
1 + 5 + 8 = 14 – 10 = 4
8 + Q = 8
9 + 9 = 18 – 10 = 8

The Third Card Rule

There are 3 cases when a game round is over after dealing 4 cards (Small hand) with no additional cards needed:

- When the Player's or Banker's first 2 cards are equal to 8 or 9 points in total (Natural hand);
- When the Player has 6 points and the Banker has 7 points or vice versa;
- When there is a Tie on 6, 7, 8 or 9 points.

If the Player and Banker receive initial two-card hands worth 0-7, the "**Third Card Rule**" is consulted to determine if a third card is to be dealt to either hand or both hands. The Player always goes first.

For the Player's hand to draw:

If the Player's two cards total:	**Behaviour**
0, 1, 2, 3, 4, 5	Player's hand must draw
6, 7	Player's hand must stand
8, 9 (Natural)	Both hands stand

For the Banker's hand to draw:

Banker's initial two cards	Value of third card drawn by Player										
	No third card	0	1	2	3	4	5	6	7	8	9
0	D	D	D	D	D	D	D	D	D	D	D
1	D	D	D	D	D	D	D	D	D	D	D
2	D	D	D	D	D	D	D	D	D	D	D
3	D	D	D	D	D	D	D	D	D	S	D
4	D	S	S	D	D	D	D	D	D	S	S
5	D	S	S	S	S	D	D	D	D	S	S
6	S	S	S	S	S	S	S	D	D	S	S
7	S	S	S	S	S	S	S	S	S	S	S
8	S	S	S	S	S	S	S	S	S	S	S
9	S	S	S	S	S	S	S	S	S	S	S

D - Draw; S- Stand

When the Player's first 2 cards are equal to 6 or 7 points in total but the Banker's first 2 cards are equal to 0,1,2,3,4 or 5 points in total, the Banker must draw an extra card.

Baccarat Main Bets

There are three different kinds of main bets in Baccarat that can be placed corresponding to three possible outcomes: **Player wins** (player has the higher score), **Banker wins** and **Tie bet wins** (when the cards on the Player and the Banker side are worth the same points total).

Bets can be placed on the designated areas on the graphical game layout on the User Interface. Traditionally in Baccarat, the Player's betting field is coloured blue, the Banker's is red and the Tie field is green.

A winning bet on **Player** is paid at **1:1**.

A winning bet on **Banker** is paid at **0.95:1**.

A winning **Tie** bet is paid at **8:1**. In the event of a Tie, bets on Player and Banker will not lose and will be pushed.

Placing bets on the Player and Banker betting spots may be a subject to opposite betting blocking.

Baccarat Side Bets

To make your Baccarat experience more exciting, with bigger and more frequent wins, we offer several types of side bets:

- Player Pair
- Banker Pair
- Either Pair
- Perfect Pair
- Player Bonus
- Banker Bonus

Player Pair and Banker Pair

A **Player Pair** side bet wins if the two initial cards in the Player's hand form a pair while a **Banker Pair** side bet wins if the two initial cards in the Banker's hand form a pair. Any type of pair is considered for both Player and Banker hands:

- **Perfect Pair** – two identical cards (e.g. two Kings of Hearts)
- **Coloured Pair** – two cards of the same value or letter and the same colour but different suits (e.g. 5 of Hearts + 5 of Diamonds)
- **Mixed Pair** – two cards of different suits and colours but the same value or letter, e.g. 7 of Spades + 7 of Diamonds

A winning bet on any type of Player or Banker Pair is paid at **11:1**.

Either both or only one side bet on Player Pair or Banker Pair can be placed in the same game round.

You may place bets on Player and Banker Pair without having to place a main bet first.

Either Pair

An **Either Pair** side bet wins if the two initial cards of either or both sides - Player or Banker - form a pair of cards of the same value or letter.

A winning bet on Either Pair is paid at **5:1**.

You may place bets on Either Pair without having to place a main bet first.

Perfect Pair

A **Perfect Pair** side bet wins if the two initial cards of either or both sides - Player or Banker - form a perfect pair of cards (same value or letter and same suit).

A winning bet on Perfect Pair is paid at **25:1**.

You may place bets on Perfect Pair without having to place a main bet first.

Player Bonus and Banker Bonus

Player wins **Player Bonus** or **Banker Bonus** side bets on a natural 8 or 9 or by at least four points.

Player wins **Player Bonus** or **Banker Bonus** side bets based on the outcomes shown below:

Event	Pay-out
Wins with a non-natural hand by 9 points	30:1
Wins with a non-natural hand by 8 points	10:1
Wins with a non-natural hand by 7 points	6:1
Wins with a non-natural hand by 6 points	4:1
Wins with a non-natural hand by 5 points	2:1
Wins with a non-natural hand by 4 points	1:1
Natural Win	1:1
Natural Tie	PUSH

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.

The **Game Information Indicator** will inform you of the game status, the remaining time for placing bets and the status of your bets.

"**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 additional cards.

The "**REVEALING**" message will be shown when the Dealer will have to open the facedown cards and announce the card points.

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 **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 winning 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.

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**.

Autoplay

The **Autoplay feature** enables you to automatically repeat your bets for a selected number of game rounds. To activate the Autoplay feature, place your bets and press the **Autoplay button**.

This will open the **Autoplay window** where you will find all available settings to start the Autoplay feature. Depending on your casino jurisdiction, some configurations may be mandatory.

While the Autoplay window is open, Autoplay may be started in the game round when it was initiated or in any of the subsequent game rounds. After pressing the Start button, the Autoplay feature will begin. The remaining number of Autoplay rounds will be indicated on the **Modify Autoplay button**.

Once Autoplay has started, you may modify your bets by placing additional chips on the layout during the betting time.
To stop the Autoplay feature, open the Autoplay window and press the **Stop button**.
The Autoplay feature will be **stopped automatically** in the following cases:

1. The selected number of Autoplay rounds reaches 0. You will be notified with an on-screen message.
2. Your balance is too low to continue Autoplay.
3. One or more of the Stop Autoplay triggers occur (if applicable): balance decreases, balance increases, or single win exceeds selected value.

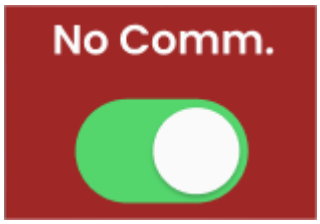
These items can be found by tapping the **Menu button on mobile devices**.

No-Commission Baccarat

No-Commission Baccarat is a version of Baccarat where 5% commission is not taken if the Banker wins. This makes the game more appealing since the house edge is decreased. A **Banker** winning hand is paid same as Player at **1:1** with any points total, **except 6**.

If the **Banker** wins with a **points total of 6**, the payout will be half of your bet (**0.5:1**).

By default, all Baccarat tables are set to regular Baccarat mode, but you may switch to **No-Commission mode** at any moment during the betting time. To do so, press the "**No Comm.**" toggle button on the game interface.



Once pressed, the layout will change as follows:

- The payout for the **Banker** betting spot will be shown as **1:1**.
- The additional **Super 6** side bet will appear.

No-Commission Baccarat has a very popular **side bet** - **Super 6**, which wins if the Banker beats the Player with a points total of 6. It is paid at **15:1**, with any other outcome being a loss. This side bet can be considered as a form of insurance in case the Banker wins with 6 points.

There are some limitations when placing a Super 6 side bet:

- A Super 6 side bet may be placed only after at least one main bet has been placed. Betting on Super 6 and Player at the same time is not regarded as hedging betting.
- The amount placed on a Super 6 side bet cannot exceed the value of the main bet.

Speed Baccarat

If you want to play one of the all-time great casino games at a super-accelerated pace, **Speed Baccarat** is for you. Available on desktop or mobile devices, it's 60% faster than regular Live Baccarat. More action, faster wins, enhanced enjoyment - it's all right here for you.

Return to Player

Regular Baccarat game theoretical RTP:

Bet Type	Return to Player
Player	98.94%
Banker	98.76%
Tie	85.64%

The optimal Return to Player (RTP) for Baccarat is 98,94% based on optimal strategy for Banker bet.

Side bets theoretical RTP:

Bet Type	Return to Player
Player Pair	89.64%
Banker Pair	89.64%
Either Pair	86.29%
Perfect Pair	86.97%
Player Bonus	97.35%
Banker Bonus	90.63%

No-Commission Baccarat theoretical RTP:

Bet Type	Return to Player
Player	98.94%
Banker	98.54%
Tie	85.64%
Super 6 side bet	86.18%

Baccarat Roadmaps

Baccarat trends are recorded on "roads" which are pictorial representations of the results of the shoe in play. These roads help players quickly assess the history of the game, identify trends and attempt to predict future results.

A Baccarat statistical roadmap begins when the first game round of the new shoe is dealt and continues until the cutting card appears. At the completion of the last hand of the shoe, all current data in the roadmap is cleared.

When the new shoe is started, the process starts over.

There are five traditional roads available:

- The Big Road
- Big Eye Boy
- The Small Road
- The Cockroach Road
- The Bead Plate

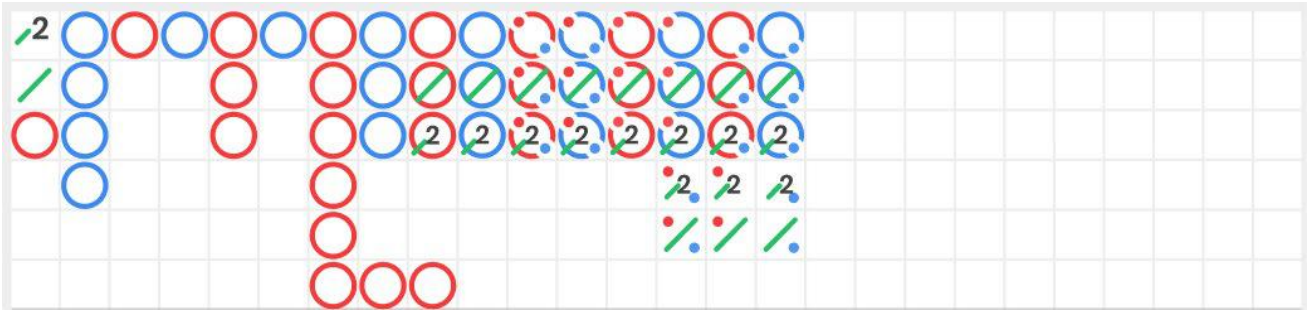
Big Road

The Big Road is the main road which all other roads are derived from. It is a grid, always six rows deep by many columns wide.

Symbols on the Big Road:

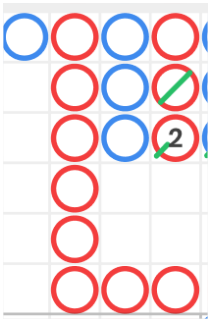
Icons						
Meaning	Player won	Banker won	Tie won after Banker	2 consecutive Ties	Player Pair won	Banker Pair won

When the shoe begins, the first result is shown in the top-left corner of the Big Road. If the second result is for the same side as the first, it goes under the first. Otherwise, a new column is started, and the process continues like this throughout the entire shoe. As a result, the Big Road becomes a series of columns of alternating hollow circles - blue for Player and red for Banker - with a minimum height of one circle and no maximum height.



On the Big Road, a **Tie** is not displayed in a separate cell, but simply as a green line across the most recent result. In the event of multiple ties, a small number is shown next to the green line, representing the number of ties. If a Tie happens before there has been a result in favour of the Banker or Player, the green Tie line is shown in the very top-left cell on the grid, and when the first Banker or Player result is known, that circle is shown in the same cell under the Tie line.

If there are more than six consecutive Banker or Player wins, and the display runs out of vertical space, the situation is called **"the dragon"**. One popular Baccarat strategy is to “follow the dragon” and take this trend into account when betting.

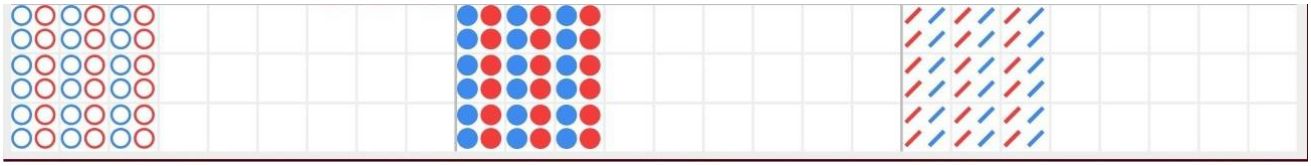


The Derived Roads

The “**Big Eye Boy**”, “**Small Road**” and “**Cockroach Pig**” are all derived from the Big Road and describe the various patterns in it. Derived roads don’t tell you exactly what happened - they tell you whether there were patterns are therefore also known as “predictive roads”.

The derived roads are made up of red and blue symbols: hollow circles for Big Eye Boy, solid circles for the Small Road, and slashes for the Cockroach Road.

The red and blue symbols that make up the derived roads do not correspond to Banker or Player. **Red** generally means there is a pattern, and **blue** generally means that the shoe is “choppy”, with no pattern.



Each roadmap marks the game results using a different pattern. Specifically, the difference lies in the starting point and in the results scored in the Big Road:

- For **Big Eye Boy**: the second result in the second column;
- For the **Small Road**: the second result in the third column;
- For the **Cockroach Road**: the second result in the fourth column.

Once a derived road starts, an additional red or blue symbol will be added to that road after every hand.

Clicking on any of the derived roads will zoom in on the road content.

Bead Plate

The **Bead Plate** is an exact representation of every hand of the shoe. A **Tie result** is shown in a separate cell in the Bead Plate road and is marked with a green circle.

Icons					
Meaning	Player won	Banker won	Tie won	Player Pair won	Banker Pair won

The first symbol appears in the top-left corner of the grid, and the road is filled vertically down through all six cells of the column. A new column is begun once the previous column has been filled, irrespective of the result of each hand.

By clicking/tapping on the Bead Plate statistics area, you will be able to see the results, shown with letters corresponding to the winning results (Player, Banker, Tie) or with numbers corresponding to the points totals of the winning hands.

Roadmap Probing (Ask Player, Ask Banker)

Roadmap Probing helps players to predict the outcome of the next round. It shows what the trends will look like in the Big Road, Big Eye Boy, Small Road, Cockroach Road and Bead Plate if either a Player or a Banker result is added.

Press the **Ask Player button** to see the roads if the next result is a Player win or press the **Ask Banker** button to see how they will look if the next result is a Banker win.

The symbols on the buttons represent the actual last symbol in each of the derived roads.

Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change 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 table you wish to join, so the Lobby can be used to browse other games while remaining at the current table. Once on the lobby page, please click the **Return to Game button** in order to exit the lobby and return to your open table.

Clicking the **Chat button** opens the chat window so you can send messages to the Dealer and other players. Our Dealers will communicate with you directly and answer any questions regarding the game.

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

Chat messages are monitored by dedicated Studio personnel at all times. Any chat messages may be deleted, and your chat feature may be blocked if you use inappropriate or rude language with the Dealers and/or other players at the table or flood the chat with unnecessary messages.

Clicking the **Volume Control button** will open a slider which lets you change the sound volume at your table. Clicking the Volume control button will mute the game – it will then turn into a “Muted” icon.

By default, the game is opened with muted audio. Please click the **Muted button** to unmute the game. The icon will then turn into the **Volume Control button**.

Clicking the **History button** will open a window showing details of your activity in our Live Casino. By default, it will be opened on your history for Today. You can also see your history from previous days by selecting the Older tab.

Simply select a game round from the list to see details of it, including all your bets. The details of your Live Baccarat game round history will be shown in the **History window** and will be split into 2 parts: game round information and bets information.

Clicking the **Game Help button** opens the Help window you are in right now.

Clicking the **Settings button** opens a **Settings window** allowing you to set your desired preferences.

In the **General tab** the following options are available:

- Video stream On/Off
- Manage video quality
- Manage game sounds
- Change interface language

In the **Bets tab** the following preferences are available:

On Desktop:

- Show all side bets
- Show betting statistics

On Mobile:

- Show betting statistics
- Show Perfect Pair and Either Pair side bets
- Show Big and Small side bets.

You can choose only 2 out of 4 side bets at a time.

By clicking the **Classic View button**, you will change the view of the game to **Classic mode** where the video will be shown inside a small frame. The virtual table will be available below the video and the graphical cards will be shown for each side.

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**.

Clicking the **Full Screen button** will launch **Full Screen** mode and the game and/or Lobby will fill the entire screen. To exit this mode, either click the button again or press the "Esc" key on your keyboard.

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.

Game Inconveniences

You are personally responsible for the correct positioning of your wagers at any Baccarat 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.

A bet may be rejected by the system after the betting time is finished due to not being placed in time, not meeting the minimum or maximum requirements, or to other transaction issues.

If you place **a wager that is lower than the minimum table bet limit**, it will be shown as an inactive chip. You will be informed about this via the small tooltip window above your bet. Once the betting time is over, all inactive chips 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.

If the game ends with what you consider to be a **wrong result**, or in the event of any other irregularities, please contact Casino Customer Support providing the **Game ID number**.

Disconnection Policy

Pragmatic Play Live Casino services are provided over the internet, from which you may be disconnected at times. This poses potential problems to the game flow and your user experience.

In order to minimize the impact of unexpected disconnections, when you lose connectivity to the game server, a reconnect message will be displayed on the screen.

The following error handling rules apply in the event of disconnection:

- If a disconnection occurs **before the "BETS CLOSED"** message appears on the screen and your bets were not yet accepted by the server, your bets will not be deducted from your balance and you will not participate in the game round. Once reconnected, please verify your balance and inform your Casino Operator immediately if there are any issues.

- If a disconnection occurs **after the "BETS CLOSED"** message appears on the screen and your bets were accepted by the server, the game will proceed as normal and any winnings will be processed according to the game result regardless of the disconnection.

After being disconnected, please check your winnings in the **History window** and if you have any doubts regarding game outcomes, please contact Live Support within the game or Casino Customer Support, providing them with details of the game in question including the **Game ID number**.

If **connection to the table from the Studio is lost** for more than 5 minutes, the game will be cancelled.

If we determine that you would have won the game round, your winnings will be credited to your account through **Casino Customer Support**.

Sweet Bonanza CandyLand

Game Help

Version: 1.5
Created: 12 July 2021
Author: Shlomi Zilbert
Approved by Deependra Bhartari
Classification: iGaming

Document Change History

Version	Date	Remarks
1.0	05.08.2021	Written by Shlomi and confirmed by Janis and Gautam
1.1.	23.09.2021	One sentence added to Candy Drop section
1.2	20.10.2021	Bullet point update to Candy Drop section
1.3	29.10.2021	Update to Autoplay section
1.4.	15.11.2021	Changed number of sectors (after adding one more Sugar Bomb); Added Max payout value, updated RTP and small text changes done.
1.5.	27.11.2021	Updated with the changes linked to adding the “Bubble Surprise” Bet Area and Compliance feedback

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Introduction

Sweet Bonanza CandyLand is a great combination of classic Money Wheels that is very popular in land-based casinos and the theme of the famous Pragmatic Play's slot - Sweet Bonanza. In addition, it contains 2 exciting Bonus games – Sweet Spins and Candy Drop described in detail further. This game is a fun-filled live casino game of chance with unique special features that will thrill casino players and the slot fans. Hosted by specially trained and entertaining hosts, this game has the real feel of a TV game show combined with a video game and provides a truly immersive playing experience.

The game features a super-sized, vertically mounted wheel containing 54 coloured segments presenting different numbers (symbols): 1, 2, 5. Each number represents the corresponding payout. In addition, it contains 3 segments with a Sugar Bomb symbol, 3 segments with a Bubble Surprise symbol, 2 segments with a Candy Drop symbol, and 1 segment with Sweet Spins. Each one of the symbols mentioned corresponds to one of these special features.

The objective of the game is to correctly predict the segment in which the wheel will stop. By predicting the right number, the Player earns a payout on their bet. The special features can give additional wins by multiplying the initial bet depending on the type of the bet placed.

How to Play

In Sweet Bonanza, bets must be placed during the betting time on the **Sweet Bonanza layout** that displays six available betting positions corresponding to the segments on the wheel.

In addition, you can enable the special feature of this game - Sugar Bomb Booster located on the game User Interface (UI).

It doubles the Multiplier generated when the wheel stops on the Sugar Bomb segment.

All players are eligible to receive the Multiplier generated in this situation, but the Multiplier is doubled for players who enabled the Sugar Bomb Booster.

Enabling this special feature costs an additional 25% of the total bet placed on the bet areas described above.

To start playing, wait until the message "**PLEASE, PLACE YOUR BETS**" appears, then select the value of the chip(s) you would like to wager on a given spin and place it on the appropriate betting field(s) on the layout.

Your total bet will be displayed in the "**Total Bet**" window.

Bets can be placed during the betting time until the game Host announces: "**BETS CLOSED**". No bets will be accepted after this point.

The game Host spins the wheel according to the "Sweet Bonanza Wheel valid spin rule" described below.

When the wheel comes to rest and the pointer is inside a segment between two pins, the game result is determined and will be highlighted on the game interface. If any of your bets are covering the winning number, you receive winning returns according to the winning symbol odds as described in the "Bets and Payouts" section below. The amount will be shown in the win message in the centre of the screen and will include your initial bet.

Bets and Payouts

Main Game

You may place wagers on any of six symbols (1, 2, 5, Bubble Surprise, Sweet Spins and Candy Drop) you think the wheel will stop at. Your wager will:

- Win if the pointer stops inside a segment with that symbol.
- Lose if the pointer stops inside a segment with any other symbol.

You may cover all six bet types in the same game round.

In Sweet Bonanza CandyLand, the following payouts are offered:

Segment on Wheel	Number of Segments	Payout
1	23	1:1
2	15	2:1
5	7	5:1
Bubble Surprise	3	According to Bonus Game outcome
Candy Drop	2	According to Bonus Game outcome
Sweet Spins	1	According to Bonus Game outcome
Sugar Bomb	3	According to the Multiplier generated from the range 2x – 10x In the case of many Sugar Bombs in a row, all their Multipliers are multiplied between them.

The maximum possible payout in this game is 19,999:1 (20,000x) or €500,000 (whichever of the two is reached first) and the Regular Game / Bonus Games continue as regular after the maximum payout is reached.

Winning wagers are paid out in accordance with the payout odds of the winning segment which may vary from the minimum value (the number displayed on the segment of the wheel itself and on the betting layout) to the maximum value which depends on the results of the Bonus games and Sugar Bomb Multiplier (considering the Sugar Bomb Booster that can also double it). Your stake is returned on top of your winnings.

When the **Sugar Bomb** segment lands on the wheel, these steps occur:

1. A Multiplier is randomly chosen from the range of the Multipliers shown in the Table below.

Multiplier
2x
3x
4x
5x
6x
7x
8x
9x
10x

2. The Host re-spins the Wheel with Sugar Bomb Multiplier:

- All bets remain on bet spots, no new or additional bets are allowed.
- Multiplier indicator is displayed for all placed bets.
- The outcome of the next spin determines the winning wager as usual, but the payout of the outcome is multiplied by the Sugar Bomb multiplier.
- If the wheel stops on a Sugar Bomb sector again, all bets remain on bet spots and the multiplied payout from the last spin is multiplied again. The game Host spins again and continues to spin until the spin ends with a valid result (i.e Number sector, Sweet Spins or Candy Drop).
- All paid amounts (both Number and Bonus Games) are multiplied by the Sugar Bomb Multiplier.

Bonus Games

Sweet Spins Bonus

If you place a bet on a **“Sweet Spin”** segment and the Wheel stops on it, you are qualified for this Bonus game round.

In this bonus game, the symbols are shown on the 6x5 grid. They behave according to the TUMBLE FEATURE, which means that after every spin, winning combinations are paid, and all winning symbols disappear. The remaining symbols fall to the bottom of the screen and the empty positions are replaced with symbols coming from above.

Tumbling will continue until no more winning combinations appear because of a tumble. There is no limit to the number of possible tumbles.

- This bonus game has 8 symbols that pay according to the total number of the same symbol anywhere on the screen after every spin and as a result of tumbling after it.
- The winnings are calculated individually according to your bet placed on the “Sweet Spins” bet area multiplied by the multiplier of the winning combination according to the Paytable shown below.

This Bonus Game has the following special symbols:

A. Multiplier (Sugar bomb)

- The Multiplier symbol is present on all reels.
- It does not pay itself.
- It contains a random multiplier (from 2x to 100x).
- Total award for a spin is multiplied by the Sum of the multipliers on the Symbols anywhere on screen.
- The Sum of Symbol Multipliers is calculated by formula Multiplier 1 + Multiplier 2 and so on.

B. Scatter (Lollypop)

- The Scatter symbol is present on all reels.
- 3 Scatters add 5 Sweet Spins.
- It pays as follows:

4 Scatters anywhere on screen pay **3x**
5 Scatters anywhere on screen pay **5x**
6 Scatters anywhere on screen pay **100x**

The amount won in this Bonus game is multiplied by the Sugar Bomb Multiplier if it starts after the Sugar Bomb segment lands on the wheel.

Candy Drop Bonus

If you place a bet on a **“Candy Drop”** bet area and the wheel stops on it, you are qualified for this Bonus game round.

In this Bonus round 4 rows with a sequence of positions are shown with additional numbers that increase the win (e.g. +5) or Multipliers (e.g. 4x) spread through every row.

In addition, the positions marked with a purple colour show the Jackpot path. The Jackpot is paid as 999:1 (1,000x) on your Bet placed on the Candy Drop bet area if the Candy you selected passes through all positions of the Jackpot path. In addition, you are paid with the Multiplier collected from the positions of this path.

- At the beginning of this Bonus game, you are asked to select 1 of 3 “Candies”.

- Select the Candy you prefer during the allowed time, otherwise one of the Candies will be selected for you randomly.
- Initially, each Candy has 1x Multiplier.
- Each Candy is dropped one by one in sequence from left to right following the algorithms imitating the real physics of a free fall.
- Each Candy passes through obstacles and collects win increasing numbers or Multipliers from 4 rows.
- As a Candy falls through the obstacles, it indicates its path by its colour.
- The final Multiplier of your bet on the Candy Drop bet area is determined by the sum of the win increasing number and multipliers collected by the Candy and on the screen the final Multiplier you won is shown.
- The winning is calculated and displayed for you individually according to your bet placed on the Candy Drop bet area, multiplied and added by the multiplier resulted at the end of this Bonus round.
- The amount won in this Bonus game is multiplied by the Sugar Bomb Multiplier if it starts after the Sugar Bomb segment lands on the wheel.

Bubble Surprise Bonus

If you place a bet on a **“Bubble Surprise”** segment and the wheel stops on it, you are qualified for this Bonus game.

In this bonus game, a reel with 5 different possible outcome symbols moves vertically up with rapidly increasing speed. When the reel stops, the symbol located in middle, marked with golden circular pointer, is awarded as the winning symbol.

The possible outcomes and the corresponding symbols are described below.

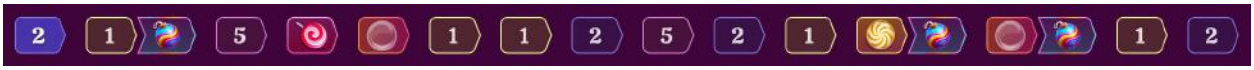
1. Blue Candy - 5x payout.
2. Purple Candy - 10x payout.
3. Red Heart Candy - 25x payout.
4. Candy Drop symbol - triggers the Candy Drop Bonus game described above.
5. Sweet Spins symbol - triggers the Sweet Spins Bonus game described above.

Return to Player

The optimal theoretical RTP is **96.95%** (min 91.59% - max. 96.95%).

Last Winning Symbols

The **Last Winning Symbols** are always shown at the bottom of the screen. The most recent winning symbol is clearly visible on the left.



- If the result followed the Sugar Bomb(s), it is shown in the corresponding order.
- The Multiplier of the Sugar Bomb(s) is also shown with a soft animation appearing on the top of the Sugar Bomb icon.

By clicking the **Statistics** button from the User Interface, you can see more detailed stats of the game as shown below.

In this Stats window, the results are shown for the ranges of 100, 200, 300, 400 and 500 last rounds.

Placing Bets

When placing bets, please pay attention to the following screen elements 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 opens showing the minimum and maximum limits for each bet type as well as the payout odds.

The **Game Information Indicator** informs you of the game status, the remaining time for placing bets, the status of your bets, the winning symbol, etc.

"**PLEASE, PLACE YOUR BETS**" is shown to tell you when you may start placing your bets. The indicator bar shows the remaining time in green, which decreases from right to left. "**LAST BETS**" is shown when only 5 seconds of the betting time remain. This indicator is coloured orange.

"**BETS CLOSED**" means that there is no more time to place bets and all betting areas become inactive.

After the betting time is over, you receive a "**BETS ACCEPTED**" message indicating that your bets have been accepted and you participate in the game round. Otherwise, you receive a message stating "**NOT ALL BETS ACCEPTED**" or "**BETS REJECTED**" in cases described in the "Game Inconveniences" section of this guide.

The message "**WAIT FOR NEXT GAME**" is shown if you have no bet placed in the current game round. After it 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. It is necessary to add funds to your balance to be able to participate in the game.

A "**GAME PAUSED**" message appears if the game is temporarily suspended due to game Host failure, equipment failure, or other unforeseen circumstances.

A "**GAME CANCELLED**" message appears 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 **Chip Display** allows you to select the value of the chips you wish to bet with. On Desktop you can see all available chip values on the bottom of the screen close to the Rebet, Double and Undo buttons. On Mobile you can tap on the chip in the lower part of the screen in order to see all available values. Only chip values that can be used with your current Balance are available.

You may cover all six bet types in the same game round by clicking/tapping on the **BET ON ALL button** during the betting time. Bets will be placed with your selected chip value.

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 are enabled.

Clicking the **Double button** doubles the number of chips that you have placed on an available bet spot. With every click it doubles your bet.

Clicking the **Undo button** removes the last bet you placed. This button is available only during the betting time. Once bets are closed, you are not able to undo or change your bets. Repeatedly clicking the Undo button removes 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.

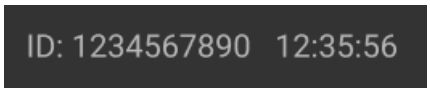
Please make sure that your balance is sufficient to cover your bets before you start playing.

If your balance is not updated after placing bets or after you see a winning 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 opens 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.



If you have any questions and wish to contact **Customer Support**, you should always note down (or take a screenshot of it) the **Game ID Number**.

Autoplay

The **Autoplay feature** enables you to automatically repeat your bets for a selected number of game rounds. To activate the Autoplay feature, place your bets and press the **Autoplay button**.

This opens the **Autoplay window** where you can find all available settings to start the Autoplay feature. Depending on your casino jurisdiction, some configurations may be mandatory.

While the Autoplay window is open, Autoplay may be started in the game round when it was initiated or in any of the subsequent game rounds. After pressing the Start button, the Autoplay feature begins. The remaining number of Autoplay rounds are indicated on the **Modify Autoplay button**.

Once Autoplay has started, you may modify your bets by placing additional chips on the layout during the betting time.

To stop the Autoplay feature, open the Autoplay window and press the **Stop button**.

The Autoplay feature is **stopped automatically** in the following cases:

1. The selected number of Autoplay rounds reaches 0. You will be notified with an on-screen message.
2. Your balance is too low to continue Autoplay.
3. One or more of the Stop Autoplay triggers occur (if applicable): balance decreases, balance increases, or single win exceeds selected value.

Game Result

The winning symbol of the game round is highlighted on the betting layout. It helps you to easily identify the winning symbol on the Sweet Bonanza layout and understand whether it was covered by your winning chips.

If you are the winner, your win amount is indicated in the win message.

The **Winners List** appears at the same time as the winning symbol and shows the nicknames of all the players who won at the current table in the last game round. The winning amounts are shown in the currency of the players.

Navigation Controls

The **Lobby button** can be clicked at any time from any game. It allows you to easily change table, select any other live game or simply leave the table. You are not removed from your current table until you have selected the new table you wish to join, so the Lobby can be used to browse other games while remaining at the current table. Once on the lobby page, please click the **Return to Game** button in order to exit the lobby and return to your open table.

Clicking the **Chat button** opens the chat window, allowing you to send messages to the game Host and other players. The Host communicates with you directly and answers any questions regarding the game.

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

Chat messages are monitored by dedicated Studio personnel at all times. Any chat messages may be deleted, and your chat feature may be blocked if you use inappropriate or rude language with the Host and/or other players at the table or flood the chat with unnecessary messages.

Clicking the **Volume Control button** opens a slider which lets you change the sound volume at your table. Clicking the Volume control button mutes the game – it then turns into a "**Muted" icon**.

By default, the game is opened with muted audio. Please click the **Muted button** to unmute the game. The icon then turns into the **Volume Control** button.

Clicking the **Player History button** opens a window showing details of your activity in our Live Casino. By default, it is opened on your history for **Today**. You can also see your history from previous days by selecting the **Older** tab.

Simply select a game round from the list to see details of it, including all your bets.

The details of your Sweet Bonanza game round history are shown in the History window, split into two parts: game round information and bets information.

Clicking the **Game Help button** opens the Help window you are in right now.

Clicking the **Settings button** opens a **Settings window** allowing you to set the following preferences:

- Manage video quality
- Manage game sounds
- Change interface language

By clicking the **Classic View button**, you can change the view of the game to **Classic mode** where the video is shown inside a small frame.

The game interface may also change automatically to Classic mode if your internet connection is slow or unstable. If this happens, the video is automatically set to **Low video resolution**.

Clicking the **Full Screen button** launches **Full Screen** mode and the game and/or Lobby fills the entire screen. To exit this mode, either click the button again or press the "Esc" key on your keyboard.

Sweet Bonanza Wheel valid Spin Rule

A winning symbol is confirmed as valid only when the spin is deemed valid. A valid spin is defined as follows:

The wheel must complete at least two complete rotations counted from the segment where the pointer came to rest in the previous game round.

If the spin is not confirmed as valid, the scenario is called a "**No Spin**".

A "**No Spin**" is declared if:

- The wheel does not complete two revolutions;
- The pointer comes to rest on a pin between 2 segments;
- There is physical interference of any kind with the spin;
- The game Host doesn't change the direction of the wheel;
- There is any kind of a mechanical malfunction affecting the wheel or its supporting structure.

In the event of a "**No Spin**", the game Host re-spins the wheel based on our standard operating procedures.

Your wagers remain in play until a valid spin is made.

Game Inconveniences

You are personally responsible for the correct positioning of your bets on the Sweet Bonanza layout.

In the event of any technical malfunction or human error, the instance is reported to the **Shift Manager** immediately.

If **any error in the game procedure** occurs, the game round is temporarily paused, and the Shift Manager is notified. You will be informed by an on-screen message that the issue is being investigated.

If the Shift Manager can **immediately resolve the error**, the game round continues as normal. **If immediate resolution is not possible**, the game round is cancelled, and initial bets are refunded to all players who participated in the game round.

A bet may be rejected by the system after the betting time is finished due to not being placed in time, not meeting the minimum or maximum requirements, or to other transaction issues.

If you place **a wager that is lower than the minimum table bet limit**, it is shown as an inactive chip. You will be informed about this via the small tooltip window above your bet. Once the betting time is over, all inactive chips are rejected.

If your **bet exceeds any maximum bet limit**, it is adjusted automatically, and you will be informed about this via the small tooltip window above your bet.

If the game ends with what you consider to be a **wrong result**, or in the event of any other irregularities, please contact Casino Customer Support providing the **Game ID number**.

Disconnection Policy

Pragmatic Play Live Casino services are provided over the internet, from which you may be disconnected at times. This poses potential problems to the game flow and your user experience.

In order to minimize the impact of unexpected disconnections, when you lose connectivity to the game server, a reconnect message will be displayed on the screen.

The following error handling rules apply in the event of disconnection:

- If a disconnection occurs **before the "BETS CLOSED"** message appears on the screen and your bets were not yet accepted by the server, your bets will not be deducted from your balance and you will not participate in the game round. Once reconnected, please verify your balance and inform your Casino Operator immediately if there are any issues.
- If a disconnection occurs **after the "BETS CLOSED"** message appears on the screen and your bets were accepted by the server, the game will proceed as normal and any winnings will be processed according to the game result regardless of the disconnection.

After being disconnected, please check your winnings in the **Player History window** and if you have any doubts regarding game outcomes, please contact Live Support within the game or Casino Customer Support, providing them with details of the game in question including the Game ID number.

If **connection to the table from the Studio is lost** for more than 5 minutes, the game is cancelled.

If we determine that you would have won the game round, your winnings are credited to your account through **Casino Customer Support**.