

PITSTOP BETTING (“PSB”)
DISCONNECTION & WITHDRAWAL POLICY (“DWP”)

In circumstances where the rules stated below do not apply, our Terms & Conditions shall apply.

What happens if I am disconnected during a game?

If you are disconnected during a game, the software will try to connect you again and put you straight back into the game. More details can be found in our Disconnection Policy, below.

Disconnection Policy

The following terms and conditions, unless otherwise specifically stated by PSB in writing, describe the rules and procedures that regulate all Players' rights in regard to disconnection and game cancellation:

- The PSB software has been designed to detect if a player has had a legitimate disconnection.
- If disconnection occurs before a play is accepted by us or placed by you, there is no play.
- If disconnection occurs when a play is placed but not accepted yet, there will be normal play path, i.e. the play will go ahead.
- If disconnection occurs when a play is placed and accepted, there will be no impact on the play.
- In the event of a disconnection, the sportcard deck will be automatically saved.

- All Players must accept the risk of disconnection. If a disconnection occurs (they can and do happen), connect/log on and continue playing as soon as possible. At no time will PSB assume responsibility for disconnections or disconnected players, regardless of cause. To help limit the risk of possible disconnections contact your ISP for advice.
- PSB reserves the right to change and modify this policy and make final decisions on all matters herein at its sole discretion. Any policy changes and relevant information will be communicated through PSB (electronic and/or written).
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If you experience disconnection issues, you can contact us at support@pitstopbetting.com.

WITHDRAWING FUNDS

In order to withdraw funds from your account you need to go to 'My Balance' (pound icon) and click on 'Withdraw' button. From there you will be able to select how much you wish to withdraw and to where.

Following that, you need to click on the 'Withdraw' button which will then activate the withdrawal process.

TIMESCALE FOR WITHDRAWING FUNDS

Please refer to the table below for the timescale for withdrawing funds. Please note, that weekends and bank holidays are not deemed working days and you will therefore need to take this into account when calculating when you'll receive your payment.

PAYMENT METHOD	EARLIEST EXPECTED TIME TO RECEIVE REQUESTED FUNDS	LATEST EXPECTED TIME TO RECEIVE REQUESTED FUNDS
Paypal	12 hours	24 hours
Debit or Credit Card	2 working days	5 working days
UK Bank Transfer (BACS)	2 working day	5 working days

Please note that the amount of time it takes for the requested withdrawn funds to reach your account is not under our control. It is under the control of your bank.

As such, we estimate a conservative time of 5 days as being the latest expected time that you will receive your requested withdrawn funds.

MINIMUM AMOUNT

The minimum withdrawal is £1 or currency equivalent.

MAXIMUM WITHDRAWAL AMOUNT (PER DAY)

We do not impose a maximum withdrawal limit; however, we advise you to check with your bank or card provider to see if they have a different policy.

WITHDRAWAL CHARGE

We do not charge for withdrawing funds.

REVERSING A WITHDRAWAL

Unfortunately, once we have processed your request to withdraw funds, we are unable to reverse that request and the withdrawal will go ahead.

WHAT TO DO IF YOU DO NOT RECEIVE YOUR WITHDRAWAL

If you do not receive the requested withdrawal amount within the timescales in the table above, please contact us at support@pitstopbetting.com. We will give you a reference number for your requested withdrawal which you can then pass on to your bank or card provider in order to be notified when the withdrawn funds reach your account.

PROMOTIONS

On occasions, we will offer betting cashback promotions so please keep an eye out for those. In the meantime, you have the option to insure your play. Please see below for more details.

CASH BACK AND BUY BACK - THE INSURANCE PLAY

Feeling uncertain: you can now insure your play! Add an amount to ensure that your played amount will not be lost.

Choose your insurance amount: if you lose, you will get your play minus the amount of the insurance (to be 50% of the play at a minimum). If you win, you lose your insurance amount, but win the play with odds and whistles!

An example of how this concept works, is below:

You place a play of £10 Hamilton to win. You buy £5 insurance on £10 bet. Hamilton loses! Normally, you would lose £10 but if you have insurance you only lose the £5 and keep the £10.

CASHOUT

If the bet is placed and processing in our system it has **Pending** status. In this case if you had insurance and do a cashout the played amount plus insurance amount will be returned to you. (£10 bet + £5 insurance = £15 cashout)

If you didn't have insurance and do a cashout then just the played amount will be returned to you. (£10 bet, £10 cashout)

If the bet is already accepted by our system it has status **Accepted**. In this case if you had insurance you will receive the full played amount back. (£10 bet + £5 insurance, £10 cashout)

If you didn't have insurance you will receive 30% from the played amount (£10 bet, £3 cashout)

For more information on the insurance available to you, please contact us at support@pitstopbetting.com.

IS THERE CAP WHEN PLACING A PLAY?

- There is a £500 max limit you can put on your account at any one time
- The minimum play amount is £1
- The maximum play amount is £50 per play
- During Peer-to-Peer play the amount you can play with is unlimited up to the amount you have in your Wallet. However, PSB has a fraud detection system which will be automatically alerted to any suspicious behaviour in your account and during play.

If you have any queries on any of the above, please do not hesitate to contact us at support@pitstopbetting.com.