How do I open a betting account?
Click on "Register" to start the registration process. As soon as you have successfully completed this, you are a registered betting customer.

Do I make a commitment by registering?
By registering, you agree to our betting terms and our privacy policy. Regular betting or making deposits is not required.

Is there a fee to register and use a betting account?
Registration and use of the betting account are free of charge.

Why do I need to register?
With your registration you open your personal betting account free of charge and without obligation so that you can use all our products and services.

Why do I have to provide personal data when registering?
The betting customer is identified by disclosing the personal data. A check of the identification is absolutely necessary, especially when paying out winnings. The date of birth is used to check whether you have reached the required minimum age.

How old do I have to be to place bets?
You must be over 18 years of age to place bets.

How long does it take after successful registration until I can place my first bet?
A bet can be placed in your betting account immediately after successful registration and a deposit has been made.

Why can not I log in?
Please check that you have entered your login details correctly. You must also accept cookies in the browser settings.

What do I do if I forget my username?

To do this, click on the "Forgot username" option. To be on the safe side, it is necessary to answer some personal questions. Your username will then be sent to you by email.

What do I do when I forgot my password?

Click on the "Forgot Password" option. To verify the identity, the user name and date of birth must then be entered. Only then can a new password be assigned. Please pay attention to upper and lower case when entering your new password.

What functions does my betting account have?

The betting account enables you to manage your bets and display your account movements. It is also used to manage your personal data, to change your login data, to set your personal limits, as well as to block a period of time or to close your account. Requests for profit or credit payout are also made via your account.

How do I access my betting account?

Once you have registered, you can enter your user name and the associated password in the login area. By confirming your entry, your betting account will be opened.

Where can I find the bets I have placed?

To see the bets you have placed, you must log in and then click on "My bets" in the navigation on the right.

What deposit options are available to me for topping up my betting account?

As soon as you have logged in with your username and password, you can make a deposit online. If you pay in with "Sofortüberweisung", the amount will be credited to you immediately. For payments by bank transfer within Europe, a processing time of 3 to 5 working days can be expected.

Are there any fees for deposits into my betting account?
All deposits into your betting account are free of charge.

I have won! When will my betting account be credited?
Betting slips can only be finally evaluated once we have the official results for the corresponding games. Please note that the evaluation can take different amounts of time from sport to sport. Of course, we always try to keep the processing time as short as possible.

I have won! How can I cash out my winnings?
To do this, please click on "Payout" and then follow the instructions. The payment will be made by bank transfer to a bank account in your name. The processing time within Europe is normally 3 to 5 working days.

Are there any fees for withdrawals to my betting account?
All payments to your betting account are free of charge.

Can I have my betting account blocked?
You can use the contact form to forward your request to block your account to us. After successful processing, you will receive a confirmation email from us. Before closing your account, please note that you must request any amounts of money on your account (payout).