

Terms and Conditions

1. These terms and conditions are the legal background for the relationship between Go-Bet and you, our players. It is applied to our products, services and online betting facilities that we offer.
2. By making use of any of this website, the player or user warrants that he or she is older than 18 years. Proof of identity, age and residency can be requested at any time before or during your time with Go-Bet.
3. It is compulsory that your full names, residential address and contact details are obtained by Go-Bet to comply with the Western Cape Gambling and Racing Board and or the Gambling Boards and other jurisdictions.
4. By using the online sports betting facilities at www.gobet24.co.za, you acknowledge there is a risk of losing money and you accept full responsibility for such losses.
5. By placing a bet with go-bet, the customer is deemed to have read, understood and agreed to go-bet Rules of Betting and Terms and Conditions which are available at www.gobet24.co.za.
6. The following rules are also available on request at any retail venue and also at www.gobet24.co.za:
 - a. Western Cape Gambling and Racing Board - Racing and Betting Rules
 - b. Western Cape Gambling and Racing Board - Bookmakers Operational Rules
 - c. Western Cape Gambling and Racing Board - Totalisator Operational Rules
7. Prices displayed on the go-bet website are not guaranteed, prices are only confirmed at time of placement of bet. go-bet will endeavour to display up to date prices when possible.
8. All bets on horse racing or multipliers where one of the legs is a horse racing selection will be subject to a 6% tax on winnings
9. Selections on any matches that are postponed by more than 24 hours after the advertised date, or where there is a change of venue, shall become void
10. No bets shall be accepted in respect of a horse race, once such horse race has officially started.
11. All bets placed on a horserace after the official starting time thereof will be void.
12. If ANY bet (other than live bets) is accepted on a game that has already started the bet will be void. In the case of a multiplier that leg of the bet will be voided and the stake will be carried over onto other legs.
13. Go-Bet reserves the right to correct errors where our employees may clearly have made a blatant mistake; in the case of any price related error a general market average will be used. Go-Bet reserves the right to cancel any bet taken at a blatantly wrong price.
14. Go-Bet reserves the right to correct errors where server or software presents a blatantly incorrect information or pricing to the customer; in the case of any price related error a general market average will be used. Go-Bet reserves the right to cancel any bet taken at a blatantly wrong price.
15. Winnings in respect of any bet must be claimed within 90 days of the determination of the outcome of such bet
16. While every effort will be made to accommodate you, Go-Bet, reserves the right to refuse or limit any wager.
17. No bet may be cancelled, changed, or modified by you, in any way, once it has been received and accepted by Go-Bet
18. All winnings shall be credited to your account only.
19. Account balances are your responsibility and shall be checked at every opportunity.
20. In the event that funds are credited to a customer's account in error, it is incumbent upon the customer to notify Go-Bet of the aforesaid error without delay. Unless otherwise notified by Go-Bet any transactions resulting from the error shall be void.
21. You are solely responsible for the secrecy of your betting account and should make every effort to prevent the use of the personal account number by any third party, as any transactions entered into on your behalf, with or without your knowledge, shall qualify as a bona fide transaction.

22. In the event that you suspect that a third party may have accessed your password or username, you may at any time request that Go-Bet furnish you with a new password and /or username.
23. All bets accepted by Go-Bet are subject to the following:
 - a. the correction of any errors made by its operators- in the case of any price related error a general market average will be used.
 - b. your understanding the information provided and given to you by any operator of Go-Bet ;
 - c. all telephone calls between you and Go-Bet ' operators will be recorded and the recording used to settle all wagering disputes.
24. For resolution of any bets disputed between go-bet and a customer the Western Cape Gambling Board must be contacted

How to Open an Account with Go-Bet

- Customers can only register by entering all their required personal information at www.gobet24.co.za
- Customers should click on the 'Register' button from the site homepage and they will be asked to complete the following information as minimum
 - Full name
 - ID/Passport Number
 - Email
 - Cell number
 - Full Address
 - Date of Birth
- Customers will also be required to accept Go-Bet Terms and Conditions before completing registration
- Once all information is entered in the correct format and the terms and conditions are accepted , customers will sent an SMS with a password in order to log in the first time
- It is recommended that customers change their password securely on first login

Customer Registration Due Diligence

- The Financial Intelligence Centre Act regulations dictate that Go-Bet identify and validate all registered customers. Where FICA does not specify procedures and/or limits, then Go-Bet reserves the right to implement its Risk Management Compliance Procedures (RMCP) and good corporate governance. In line with its RMCP, Go-Bet reserves the right to request documents to fully verify customer details.
- In order to register you as fast as possible the Go-Bet process compares the information you supply against 3rd party data sources. By applying, you consent to this process and enable Go-Bet to gather and use this information for managing your Go-Bet account.

Betting Limits

Open bets:

The following limits apply to all open bets taken with GoBet:

BET TYPE	MAXIMUM WINNINGS:
Win/Place	R1 000 to R1
Exacta	R1 000 to R1
Trifecta	R10 000 to R1

Fixed Odds Betting:

The following limits apply to all fixed odds bets taken with GoBet:

BET TYPE	MAXIMUM WINNINGS:
Single Bet	R20 000
Multiple Bet	R250 000

Daily limit on customer betting:

All bets settled by any single customer with GoBet during any one day are subject to a total overall limit (maximum winnings) of R250 000. For the purposes of this daily limit –

- a. “day” means a calendar day, and
- b. bets are “settled” on the day on which the result of any such bet is finally determined.

Credit Accounts

Please note, Go-Bet does not issue any customers a credit service, all bets must be taken from funds deposited in advance into their Go-Bet account.

Withdrawals and Payments

- All payouts from winning bets will be added to customers Go-Bet online balance.
- Customers can request to be paid out at any time by sending an email to support@gobet.co.za providing full details of their account, amount to be withdrawn and method of withdrawal.
- Customers can request to be paid by cash at any Go-Bet branch or by bank transfer.
- Cash payouts at branch cannot be guaranteed as they will depend on cash levels on site. The customer will also be asked to provide original ID and possibly proof of address
- Go-Bet aims to process bank payments within 2 working days and therefore customers should expect up to 5 days for the funds to arrive in their respective bank account. For bank payments, Go-Bet reserve the right to request the customers sends through copy of certified ID, proof of address no more than 3 months old and copy bank statement for the respective account.

Privacy Policy

- Go-Bet would like to assure all clients that any “Personal Information” submitted to us, will be treated as being Strictly Confidential (i.e.) your name and address, date of birth, payment card details, details of betting transactions and account transfers etc. Go-Bet strives to ensure that such “Personal Information” is treated according to the Privacy Laws of the country or countries in which we operate. Go-Bet undertakes:
 - To use any confidential or disclosed information only for the purpose for which it was disclosed;
 - To treat and safeguard any confidential or disclosed information as private and confidential;
 - To ensure the proper and secure storage of all confidential and disclosed information;
 - Not to, without the prior written consent of the discloser, disclose or reveal any confidential or disclosed information to a third party;
 - Other than to its employees who are required in the course of their duties as employees to use such confidential or disclosed information;
 - Except where required by law or by a governmental or regulatory body to do so;
 - To make its employees aware of the obligations resting on us in relation to any confidential or disclosed information received from a discloser and to take any required steps as may be deemed necessary to enforce such obligations on its employees;
 - To take any actions and measures, as may be required by law or by a governmental or regulatory body, to protect any confidential or disclosed information;
 - Not to force the discloser to disclose, reveal or exchange any information to us or our employees;
 - To, on written request of the discloser, destroy, delete or remove from its records any confidential or disclosed information received from the discloser.

Responsible Gambling

- Go-Bet supports Responsible Gambling. No persons under the age of 18 are permitted to gamble. Go-Bet is licensed by the Western Cape Gambling and Racing Board. National Responsible Gambling Programme Toll-Free Counselling Line: 0800 006 008.
- Winners know when to stop

- Go-Bet takes its responsibilities to prevent access by under-18s very seriously, gambling under the age of 18 is a criminal offence.
- Whilst we want our customers to enjoy betting and gaming with us Go-Bet are committed to providing our customers with an efficient, secure, fair and socially responsible service. We are committed to minimising the negative impact of problem gambling.
- For some people gambling can become a problem. It may help you to keep control to remember the following:
 - You can access a full history of transactions, withdrawals and deposits to check on how much you are spending and your balance is always available whilst you are logged into your account. You should keep track of how much you are playing
 - Gambling is for fun and not be seen as an opportunity to make money
 - Don't continue to bet in order to try to recover losses and only gamble with money that you can afford to lose
 - Go-Bet has a self-exclusion policy, if you feel you are gambling too much please email info@go-bet.co.za with the email titled 'Self exclusion' then enter your account details on the email and we will suspend your account for 6 months at which time you can either play again or elect to self exclude for another period
- The website <http://www.responsiblegambling.co.za/> is a good source for information on problem gambling