

Frequently asked questions

Registration & Account

How do I register for an account?

Click the SIGN UP button at the top of the page. Fill in the registration form and click Registration. A welcome letter with a verification link to activate your account will be sent to the email address you entered.

I haven't received the welcome letter with the verification link.

Some email service providers may classify our emails as 'Spam' and may send our messages to your 'Junk Mail' folder. In order you get letters from us further on, add our email address to your list of 'Safe' contacts.

I forgot my password and can't login. What shall I do?

Please click on the 'Forgot your password?' button in the "Sign in" block on the top of the page, enter your email and we will send you password reset instructions.

Can everyone play at Buffalo for real money?

In order to play for real money, you must be at least 18 years old. Fun mode players have no age limit. Also, there are country restrictions in our Casino. To learn about them, see point 2.4 in Terms and Conditions. Take note that in some countries it is illegal to gamble online. It is your responsibility to learn and abide by the laws concerning betting that apply in your country (or state). The Casino cannot guarantee successful processing of withdrawals or refunds if the player breaches the Restricted Countries policy.

Deposits & Withdrawals

How do I make a deposit?

There are different options for making a deposit. For example, you can transfer money with your credit or debit card, crypto or other payment system available in your region. To see the full list of available options see the Payment Methods page. To make a deposit, click on the "Deposit" button in the top right corner of the page and follow the instructions. You can find out all the necessary information concerning available deposit methods on 'the Payment Methods page'.

How do I know if the deposited money has been accredited to my account?

Once you make a transfer, the money will immediately appear in the Balance section of your Account.

How do I withdraw money from my account?

To withdraw money available, hit Cash Out button in the top right corner of the page. Your money can be withdrawn to your credit/debit card, e-wallets, or any other option available in your region. To see the full list of available options go to the 'Payment Methods page'. Please note that you don't need to withdraw your money at the end of each playing session. It will be kept on your account and available during your next playing sessions. You can read more about our withdrawal and refund policy on the 'Terms and Conditions page'.

I'm trying to deposit money but the system doesn't allow it. What is the reason?

Buffalo is only accepting players from jurisdictions where online gaming for real money is not prohibited by law. Inability to deposit money into your account might be caused by the fact that the jurisdiction of your country of residence has internal regulation against online gaming.

Games

Some games are running slow and/or lagging. Why is it happening?

The speed of your games depends solely on the Internet connection. Since our games require constant exchange of data, they require sufficient Internet bandwidth. We

recommend limiting the number of other web applications running on your computer simultaneously with our Casino games to improve the performance of our games.

Can I play on my mobile device?

Yes, our games are mobile-friendly. Just open www.buffalo-casino.com and launch any game displayed on the Casino home page!

I have a problem playing your games on my mobile device.

The problem might appear because you are using an old model of a mobile device which our games do not support. Please contact our support team at support@buffalo-casino.com with the details on the model of the mobile device, operational system, and the browser you are using, and we will check for possible problems.

How can I be sure that the pay out percentage in your games is fair?

The Casino is based on the games which is certified by Itech Labs, an ISO/IEC 17025 compliant Australian testing laboratory for online gaming systems. This means that the RNG (Random Number Generator) complies with the industry requirements, and all the results you get during your play (reels in slots and cards dealt in card games) are random. Payouts for all games are also standard for the industry and are between 95 – 98%.

What happens if my Internet connection fails?

If your Internet connection fails, you will be able to resume the game from the point where the game stopped after the connection is restored. The exception is multiplayer games where other players also take part in betting.

Promotional Offers

How do I claim my Welcome bonus?

To claim your Welcome bonus, register an account at www.buffalo-casino.com and simply make a deposit of at least \$/€10. Once your payment is made, the bonus will instantly be added your account.

Can I withdraw my bonus?

Yes, you can withdraw your bonus but only after the bonus wagering requirement has been met. If you request to withdraw before having reached the minimum wagering requirements, the bonus and the winnings will be void. To see the wagering requirements of a particular bonus, please visit the 'Bonus terms and conditions page'.

Where can I see my bonuses?

Once you make a deposit which meets the conditions of a particular bonus, the corresponding bonus will be automatically credited to your balance. To see all the bonuses, please click the 'My Bonuses' tab in 'My Account' once logged in. Bonuses are also shown as a separate column in the 'My Balance' section of 'My Account'.

Privacy & Security

How does Buffalo protect my privacy?

Buffalo uses SSL technology and the latest anti-fraud techniques to guarantee full financial security of players, so paying with your credit card you can be 100% sure it is safe. We also keep your personal information private and only use it for the purposes of providing you with gaming services. For more information, please visit our 'Privacy Policy page'

I want to register as an affiliate at Buffalo. How can I do it?

Our affiliate program is available at www.buffalo-partners.com. For more information on the conditions of our affiliate program, please email us at support@buffalo-partners.com