

CLUB13

Player Guide

How to play, add credits, understand balances, claim bonuses, and redeem rewards.

Generated from the live Club13 Help Center articles. Use this as an offline reference; the in-app Help Center remains the source of truth for the newest policy and workflow updates.

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Cashing Out

Cashing out your winnings

The dollar cash out, with every limit in one place.

This is the cash side. For Sweeps Coins see *Redeeming Sweeps Coins*.

Before you start

Money on a game cannot be cashed out from there. **Move it back to your wallet first.**

The steps

- Move any winnings from the game back to your wallet.
- Open the cashier and choose **Cash out**.
- Enter an amount.
- Check the list of requirements on screen, then confirm.

The limits

| Rule | Value |

|---|---|

| Minimum | \$25.00 |

| Most in one cash out | \$1,000 |

| Most in a day | \$1,000 |

| How many per day | **One** |

| Day resets | Midnight Eastern |

One cash out per calendar day. This is the one people get caught by. If you take \$200 this morning, you are done until midnight Eastern, even though you are nowhere near the \$1,000 cap. Take the full amount you want in a single request.

Only cash pays out

Your bonus balance cannot be cashed out. The screen shows what is actually available rather than your total. See *Your cash and bonus balance*.

Your first cash out waits 24 hours

There is a 24 hour cool off on a new account's first cash out. It applies once, and only to the first one.

Playthrough

You have to have played through your deposits and bonus before cashing out. See *Playthrough explained*.

Then what

The request goes through and is paid out. If something needs a human it is picked up and finished, usually the same day. Your money is not at risk while that happens.

If it will not let you

Every requirement is listed on the cash out screen with a tick or a cross. The cross is your answer. *Why your cash out was not allowed* goes through each one.

Redeeming Sweeps Coins

The coin side. 1 SC is \$1.00, and only won coins count.

This is the sweeps side. For dollars see *Cashing out your winnings*.

What redeems

Only Sweeps Coins you won through play. Coins that came free with a package or a promotion sit in a locked balance and cannot be redeemed, no matter how many you have.

There is no wagering counter to work through. Playing your free coins is what turns them into redeemable ones. See *Gold Coins and Sweeps Coins explained*.

Gold Coins never redeem. They have no cash value at all.

The rate

1 SC = \$1.00.

The limits

| Rule | Value |

|---|---|

| Minimum | 25 SC |

| Most in one redemption | 5,000 SC |

| Most in 24 hours | 5,000 SC |

The daily limit is a rolling 24 hours, not a calendar day. It counts every request in the last 24 hours that has not been denied.

The requirements

| Check | What it means |

|---|---|

| Age verified | You completed the 21+ check |

| Not self-excluded | No active self-exclusion |

| Account active | Not closed for dormancy |

There is no KYC. You are not asked to upload identification to redeem.

The steps

- Open the cashier and choose to redeem Sweeps Coins.
- Enter an amount in coins.
- Check the requirement list, then confirm.

If it will not let you

The screen lists each requirement with a tick or a cross. The most common cross is the minimum, and the second most common is trying to redeem coins that are in the locked bundled balance rather than the won balance.

Why your cash out was not allowed

Every check that can block a dollar cash out, and what to do about each.

The cash out screen lists each requirement with a tick or a cross. Find your cross here.

Minimum \$25.00

Under the floor. Play up or wait until you have more.

At most \$1,000 per cash out

Split it across days. There is no way to take more in one go.

Daily limit \$1,000

You have already taken some today. The screen shows what is left. Resets at midnight Eastern.

One cash out per day

You have already cashed out today. This is a separate rule from the dollar cap, so it blocks you even if you took far less than \$1,000. Nothing to do but wait for midnight Eastern.

Within your cash balance

You are asking for more than your **cash** balance, which is not the same as your total. Bonus money cannot be cashed out. See *Your cash and bonus balance*.

This one also catches people who just loaded a game, because loading spends cash first.

Lifetime deposits

There is a lifetime deposit requirement before a first cash out. It is an anti abuse rule: it stops an account that has never put anything in from acquiring a balance some other way and taking it straight out. The screen shows the figure that applies to you.

24 hour cool off on first cash out

New account, first ever cash out. Applies once. Wait it out.

Account in good standing

Self-exclusion is active, or the account was closed for dormancy. See *Responsible gaming and taking a break*. A self-exclusion cannot be lifted early. Dormancy can be reopened by support.

Playthrough met

You have not played through your deposits and bonus yet. The screen shows how much of the requirement you have covered. See *Playthrough explained*.

Still stuck

If nothing is crossed and it still will not go through, that is a fault rather than a rule. Contact support with the amount and the time you tried.

Playthrough explained

What you have to play before cashing out, with the arithmetic.

Playthrough applies to the **cash** side. The Sweeps Coin side handles it differently, see the bottom of this article.

The rule

Before you can cash out you must have played through **your deposits plus your outstanding bonus**, once.

...

Requirement = everything you have ever deposited

+ your current bonus balance

...

What counts as playing it through

Loading money onto a game. That is the measure. Once money has been pushed onto a game it counts, and it counts whether you go on to win or lose.

You are not being asked to lose it. You are being asked to actually put it into play rather than parking it in the wallet and taking it straight back out.

Worked example

You deposit \$100 and a \$50 welcome match lands.

...

Requirement = \$100 deposited + \$50 bonus = \$150

...

Load \$150 onto games and you are clear. Cash out whatever you have, within the daily limits.

It is cumulative, not per cash out

Both sides are lifetime totals, so the gate moves as you go. After you cash out, a new deposit raises the requirement again by that amount, and you have to load the new money before the next cash out.

Where to see it

The cash out screen shows how much you have played through against how much is required, so you can see exactly what is left.

Sweeps Coins do not work this way

There is no playthrough counter on the coin side. It is structural instead: free and bundled Sweeps Coins simply are not redeemable, and only coins **won through play** ever become redeemable. Playing is the only route, so nothing separate needs measuring. See *Redeeming Sweeps Coins*.

What deposits and cash outs cost

Where fees apply and where they do not.

Deposits

There is a processing fee on deposits. **The cashier shows the exact amount before you confirm**, so check it there rather than working from a percentage you remember. It is stated on the screen every time.

Cash outs

Any fee on a cash out is shown on the cash out screen before you confirm.

Moving money around is free

No fee for any of this:

- Moving credits from your wallet onto a game
- Moving credits between two games
- Moving winnings from a game back to your wallet

You are only ever charged when money is **entering or leaving the platform**. Shuffling it around inside costs nothing, so there is no reason to hoard it on one game to avoid fees.

Fees outside CLUB13

If you pay by crypto, two costs sit outside us and never reach us:

- Your exchange's fee for buying and for sending
- The network fee charged by the blockchain itself

Neither is ours. If you buy exactly the amount you intend to deposit, these will leave you slightly short, so buy a little more than you need.

Gold Coin packages

The price you see is the price you pay. Nothing is added at checkout.

If the amount that arrived is short

You are credited what actually arrived, not what you meant to send. The usual cause is a network fee taken on the sending side. If you meant to deposit more, start another deposit for the difference rather than contacting support, unless the gap is large.

How you get paid

Where the money goes and how long it takes.

Where it goes

Cash outs are paid to the payout details on your account. Set them up before you need them, not while a request is waiting.

Check the address twice

If you are paid to a crypto address, **paste it, never type it**, and check the first and last few characters against the source. A payment sent to a wrong address cannot be recalled by us, by you, or by anyone else.

Confirm the network matches too. The right address on the wrong network is the same loss.

How long it takes

Most requests settle without anybody touching them. Some need a person, usually when something about the request is unusual, and those are normally finished the same day.

You get an email when it is paid.

If it is taking longer than a day

Contact support with the amount and the time you requested it. Your money is not at risk while a request is open. It is either still with us or on its way, and both are traceable.

If a payout fails

It happens, usually a bad address or an unreachable network. The amount goes back to your balance rather than vanishing, and you can request it again once the details are fixed.

Changing your payout details

Change them from your account. A change is worth making between cash outs rather than during one, so there is no doubt about which details a pending request is using.

Coins & Balances

The two ways to play

CLUB13 runs two separate sets of balances. Start here.

CLUB13 has **two separate money systems**. They do not mix, and they cash out differently. Almost every question about balances comes down to not knowing which one you are looking at, so this is the article to read first.

The two systems

The cash wallet. You add money in dollars. It sits in your wallet, you load it onto a game, you play, and you cash out dollars.

Gold Coins and Sweeps Coins. You buy Gold Coins to play with. Sweeps Coins come bundled free with a purchase, and can also be obtained free without buying anything. Sweeps Coins you win through play are what redeem for prizes.

They are walled off from each other

Money never crosses between them. Buying Gold Coins does not add to your cash wallet. Cash in your wallet does not become Sweeps Coins. Each side has its own balances, its own limits and its own cash out.

Which one am I using

Look at what the cashier offers you when you go to add money. If it asks for a dollar amount, you are on the cash wallet. If it shows coin packages with a price, you are buying Gold Coins.

If both are available to you, they are genuinely both live and you can use either. They just do not pool.

The word "gold" means two things

Worth knowing before it confuses you.

- **Gold Coins** are the play currency you buy in the sweeps system.
- Your cash wallet also has a **bonus balance**, which is sometimes labelled gold. That is bonus money, it is locked to gameplay, and it is nothing to do with Gold Coins.

They are unrelated. If a number is in dollars it belongs to the cash wallet.

Where to go next

- *Your cash and bonus balance* for the dollar side.
- *Gold Coins and Sweeps Coins explained* for the coin side.
- *Which balance can actually pay out* if you only care about getting money back.

Your cash and bonus balance

The dollar side. Two buckets, only one of which pays out.

Your cash wallet holds two separate amounts.

Cash

Money you deposited, plus anything you won. **This is the only part you can cash out.**

Bonus

Welcome match, promotions and referral credit. You can play with it. You **cannot cash it out directly**.

Bonus is not fake money. It buys real play and anything you win with it lands in cash, which does pay out. It just cannot be withdrawn as itself, which is what stops somebody claiming a bonus and immediately taking it to the bank.

Loading a game spends cash first

When you move money onto a game, it comes out of **cash first, then bonus**.

That ordering matters. Load \$60 with \$50 cash and \$30 bonus and you spend all \$50 of cash and \$10 of the bonus, leaving \$0 cash and \$20 bonus. Your cashable balance is now zero even though the wallet still shows \$20.

If you were planning to cash out, do it before you load your next game, not after.

Worked example

| | Cash | Bonus |

|---|---|---|

| Deposit \$100 | \$100 | \$0 |

| Welcome match lands | \$100 | \$50 |

| Load \$120 onto a game | \$0 | \$30 |

| Win, and move \$200 back | \$200 | \$30 |

Cashable at the end: **\$200**. The \$30 stays until you play it.

Where to see it

The cashier splits the two. If you only see one number, it is the total, and the cash out screen will tell you what is actually available.

Gold Coins and Sweeps Coins explained

The coin side. Three balances, and only one of them redeems.

Gold Coins

Play money. You buy them, you play with them, and they have **no cash value**. They never redeem for anything. They are the entertainment part.

Sweeps Coins

The part that can turn into a prize. **1 SC redeems for \$1.00**.

You are never sold Sweeps Coins. No part of a purchase price is for them. They arrive free, either bundled with a Gold Coin package or through one of the free methods in *Free entry, no purchase necessary*.

There are two Sweeps Coin balances, and the difference is the whole thing

Bundled SC is what came free with a purchase or a promotion. It is **locked**. You can play with it. You cannot redeem it.

Redeemable SC is what you have **won through play**. This is the only balance that redeems.

So the path is always: get SC free, play it, and what you win becomes redeemable. There is no wagering requirement to read and no counter to grind, because the structure does it. Bundled coins simply are not redeemable, ever.

What you can buy

Package	Price	Gold Coins	Sweeps Coins free
---	---	---	---
Starter	\$4.99	5,000	5
Popular	\$9.99	11,000	10
Value	\$24.99	30,000	25
Pro	\$49.99	65,000	50
Elite	\$99.99	140,000	100

The Sweeps Coins in that last column are free and land in the locked bundled balance.

No purchase necessary

You can get Sweeps Coins without ever buying a package. That is not a technicality, it is how the platform is required to work. See *Free entry, no purchase necessary*.

Which balance can actually pay out

One table. Read this before you plan a cash out.

Four balances exist across the two systems. Two of them pay out. Here is the whole picture.

Balance	System	Can you play it	Can you cash it out
---	---	---	---
Cash	Cash wallet	Yes	Yes
Bonus	Cash wallet	Yes	No
Gold Coins	Sweeps	Yes	No, never
Bundled SC	Sweeps	Yes	No
Redeemable SC	Sweeps	Yes	Yes , 1 SC = \$1.00

The short version

You can cash out **cash**, and you can redeem **Sweeps Coins you won by playing**. Everything else is for playing with.

Why a balance you can see is not a balance you can take

Bonus, Gold Coins and bundled SC all exist so you have something to play with that did not cost you anything, or that came as a promotion. If they were withdrawable they would just be a cash giveaway, and nobody would play. Playing them is the point, and what you win from playing them is yours.

Checking before you try

The cash out screen shows what is available rather than your total, and lists every requirement with a tick or a cross next to it. If the button is not available, that list tells you why. *Why your cash out was not allowed* walks through each one.

Free Entry & Bonuses

Free entry, no purchase necessary

Getting Sweeps Coins without spending anything.

No purchase is ever necessary to play or win at CLUB13. Sweeps Coins can always be obtained free.

This is not a formality. Purchases buy **Gold Coins**, which are entertainment play with no cash value. Sweeps Coins, the ones that redeem for prizes, are always available free of charge.

The free ways to get Sweeps Coins

The daily wheel spin. Every account gets a free spin once a day, with a chance to win Sweeps Coins. No deposit needed.

The daily login bonus. A free credit for showing up. No deposit needed.

By post. You can request free Sweeps Coins by mail. Details below.

Requesting by mail

Hand print on a plain 3 x 5 inch card:

- Your full name
- The email address on your CLUB13 account
- Your mailing address
- The words **CLUB13 Free Sweeps Coins Request**

Then post it to the address published on the Free Entry (AMOE) page.

Use the exact address on that page, and check it before you send. It is the authoritative version, and this article does not repeat it so the two can never disagree.

Rules for postal requests

One request per envelope, hand written, and the email must match a real CLUB13 account. The full terms, including how many requests are allowed and over what period, are on the Free Entry (AMOE) page.

Free coins land locked

Sweeps Coins obtained free go into the non-redeemable balance, the same as bundled ones. Play them, and what you win becomes redeemable. See *Gold Coins and Sweeps Coins explained*.

That applies to every route equally. Nobody gets redeemable coins handed to them, whether they paid or not.

The daily bonus and free spin

Two things you can claim every day for nothing.

Two free claims, once each per day, no deposit required.

The daily login bonus

A credit for opening the app. Claim it from the lobby.

The free wheel spin

One spin a day with a chance to win Sweeps Coins. Also free, also once a day.

They do not stack up

Both reset daily and neither banks. Miss a day and that day is gone. There is nothing to catch up on, so it is not worth worrying about a missed one.

Where it lands

Sweeps Coins from the wheel land in the non-redeemable balance. Play them, and what you win becomes redeemable. See *Gold Coins and Sweeps Coins explained*.

If the claim button is not there

You have already claimed today, or the day has not rolled over yet. Check back after the reset.

If you are certain you have not claimed and it still will not offer, refresh first. If it persists, tell support what time you tried.

Your welcome bonus

The first deposit match, and what it can and cannot do.

Your first qualifying deposit is matched at **50%**, up to a cap.

How it works

Deposit, and half that amount again is added as bonus. The cap and the qualifying minimum are shown in the cashier at the time, so check there for the current figures.

A first deposit **below** the qualifying minimum does not earn a match.

The match is bonus, not cash

It lands in your **bonus** balance. You can play it. You cannot cash it out directly.

Anything you **win** with it lands in cash, which does pay out. See *Your cash and bonus balance*.

It raises your playthrough

The bonus counts toward what you have to play through before cashing out. A \$100 deposit with a \$50 match means \$150 to play through, not \$100.

That is not a penalty, it is the same rule applied to the extra money. See *Playthrough explained*.

First deposit means first

It is once per account, lifetime. A small first deposit that misses the qualifying minimum still uses up your first deposit, so if you intend to claim the match, clear the minimum with the first one.

If it did not arrive

Check whether the deposit cleared the qualifying minimum. If it did and no bonus appeared after a few minutes, contact support with the amount and the time.

Refer a friend

Inviting people, and when you actually get paid.

How it works

You get a personal invite link. Someone signs up through it, plays, and you earn.

Find your link in your account. Use that link and nothing else. A friend who signs up by typing the site address in directly cannot be attributed to you afterwards, and there is no way to fix it later.

When you get paid

Not at signup. Referral credit is tied to your friend actually depositing and playing, not to an account existing.

The current rate and any cap are shown on the referral screen. Check there rather than going by what somebody told you in chat.

Where it lands

Referral credit lands in **bonus**. Play it, and what you win becomes cash. It raises your playthrough by the same amount. See *Your cash and bonus balance*.

What will get you nothing

- Signing up your own second account. One person, one account. Both get closed.
- Accounts that sign up and never play.
- Anything that looks like a ring of accounts referring each other.

Referral abuse is easy to spot from the account history and it is not worth the attempt.

Checking your referrals

Your account shows who joined through your link and what you have earned. If somebody used your link and is not listed, they did not actually go through it.

The leaderboard and winners feed

Where the rankings come from and what shows publicly.

The leaderboard

A ranking that runs over a period and then resets, so a slow start does not put you out for good. The period and what is being ranked are shown on the leaderboard itself.

The winners feed

Recent wins across the platform, as they happen.

What other people can see

Your **display name and avatar** appear on the leaderboard and in the winners feed. Your email address, your balances and your transaction history are never shown to anybody else.

If you would rather not be recognisable, change your display name and avatar in your profile. See *Updating your profile*.

Why you are not on it

Either the period reset, or you are below the cut. The board shows the top of the ranking, not everybody.

Numbers you see in chat

Take them as claims, not facts. The winners feed is generated from real activity. Someone telling you what they won in chat is not.

If a win of yours is missing

The feed does not carry every single win. If a large one is missing and you would expect it there, tell support with the game and the time, but nothing about your balance depends on it appearing.

Getting Started

Creating your account

Signing up, and what you have to do before you can play.

Signing up takes a minute. There are two steps after it before you can play, and both are one-time.

Signing up

- Tap **Sign up**.
- Enter your email address and choose a password.
- Confirm your email if you are asked to.

Use an email address you actually check. Cash out notices, bonus alerts and support replies all go there.

Then: your age

CLUB13 is **21 and over**. After you sign up you land on the age check and cannot get into the lobby until it is done. See *Verifying your age* for what you need.

Then: your avatar

You pick a picture that represents you on the leaderboard, in chat and next to your name when you win something. You can change it later from your profile.

One account per person

One person, one account. Extra accounts made by the same person get closed, and anything sitting in them can be held while that is sorted out. If you are locked out of an old account, contact support instead of opening a new one.

If something goes wrong

The email never arrives. Check spam. Give it a couple of minutes.

It says your email is already registered. You already have an account. Use **Forgot password** rather than signing up again.

Verifying your age

The 21+ check, why it exists, and what happens if you skip it.

You must be **21 or older** to play CLUB13. The check runs once, right after you sign up.

What happens

After signing up you are sent to the age check and held there until it is complete. You cannot reach the lobby, the games, or your wallet before that.

Why it is not optional

It is a legal requirement for a sweepstakes platform, not a preference of ours. It is also checked again at the point you try to redeem Sweeps Coins, so skipping it early only delays you.

What it does not ask for

There is **no ID upload and no KYC**. We do not ask you to photograph a driving licence or a passport to open an account or to cash out.

If you are under 21

You cannot play, and there is no version of the account that works. Nothing you put in can be redeemed.

If you are blocked and you are over 21

Contact support with the email address on your account. Do not open a second account. A duplicate makes it slower to fix, not faster.

Signing in and resetting your password

Getting back in, and what to do when you cannot.

Signing in

Tap **Sign in**, enter the email address and password you signed up with.

Resetting your password

- Tap **Sign in**, then **Forgot password**.
- Enter your account email.
- Open the email that arrives and follow the link.
- Choose a new password.

The link is single use and expires. If you sit on it for a day, request a new one rather than reusing the old email.

Your CLUB13 password is not your game password

This is the one that catches people out.

Your CLUB13 password gets you into this site. Each **game** you play has its own separate account and its own password, issued when that game account is created for you. Resetting one does not touch the other.

If a game is refusing your login, you need a game password reset, not this one. Ask support and say which game.

If the reset email never arrives

Check spam first. If it is genuinely missing, the usual cause is a typo in the address at signup, so the account is under a slightly different email than the one you are checking. Contact support and mention any addresses you might have used.

A quick tour of the lobby

What each part of the screen is for.

The top bar

Your balances live here. Tap them to open the cashier, where you add money, move it onto a game, and cash out.

Read *The two ways to play* next if the numbers up there do not obviously mean one thing. CLUB13 runs two separate sets of balances and they behave differently.

The games

The main rail is the list of games you can play. Tap one to open it.

A game is not the same thing as CLUB13. Each one is a separate operator with its own account, its own balance and its own login. Money has to be moved onto a game before you can play it, and moved back before you can cash it out.

CLUB13 Originals

Games that run here rather than at an outside operator. They use your balance directly with no separate game account.

The leaderboard and winners feed

Who is winning and how much. The leaderboard runs on a period, so it resets.

Chat and friends

A public chat room, plus direct messages with people you add. Rules are in *Chat and friends*.

Support

The chat bubble reaches a person. Replies come back in the app and by email if you have stepped away.

Loading Credits

Adding money to your wallet

Putting dollars in, the minimum, and what lands.

This is the cash side. For coin packages see *Buying Gold Coin packages*.

The steps

- Tap your balance to open the cashier.
- Choose **Add money**.
- Enter an amount.
- Pick how you want to pay. See *How you can pay*.
- Follow the payment screen.

Your balance updates when the payment confirms. Nobody has to approve it.

The minimum

There is a floor on every deposit, on every payment method. The cashier shows the current figure before you pay, and refuses anything below it before you reach the payment screen.

Check the number on screen rather than going by memory here. The floor has been adjusted more than once recently, and the cashier is always right.

The maximum

There is no cap from us on a single deposit. The payment provider has its own per transaction limits and will tell you if you hit one.

Where it lands

Deposits land in **cash**, which is the part you can cash out. A welcome match or promotion attached to the deposit lands in **bonus**, which is the part you cannot. See *Your cash and bonus balance*.

Money in your wallet is not in a game yet

This trips up almost everyone once. Adding money puts it in your CLUB13 wallet. You still have to move it onto the game you want to play. See *Moving credits onto a game*.

If nothing arrives

Give it a few minutes. If it is still missing after ten, contact support with the amount, the time, and any reference or receipt from the payment side.

How you can pay

The two payment methods, and which to pick.

CLUB13 takes payment two ways. Both are offered in the cashier. You do not have to understand the difference to use either.

Card

Pay by card on a hosted checkout. Behind the scenes it converts to crypto to reach us, but that is not your problem: you enter card details and you are done.

Pick this if you have never used crypto.

Crypto, in the app

A QR code and an address appear on screen. You send the amount from a crypto wallet or an exchange app by scanning the code or pasting the address. You are not sent off to another website.

Pick this if you already hold crypto.

Which is faster

Crypto usually confirms in a few minutes. Card depends on the checkout, and can be near instant.

Read the screen before you send crypto

The payment screen states the exact amount, the coin, and the network. **All three have to match.** Sending the wrong coin, or the right coin on the wrong network, loses the money, and it cannot be recovered by us or by your exchange.

The address is generated for that one payment. Do not save it and reuse it later.

Fees

There is a processing fee on deposits. The cashier shows it before you confirm. See *What deposits and cash outs cost*.

If a method is missing

Not every method is on for every account or every moment. If one is not showing, use the other. If neither is, contact support rather than trying to pay some other way.

Buying Gold Coin packages

The coin side. What you get, and what the free Sweeps Coins are.

This is the sweeps side. For dollars see *Adding money to your wallet*.

What you are buying

You buy **Gold Coins**, which are play money with no cash value. Every package also includes **Sweeps Coins for free**.

Package	Price	Gold Coins	Sweeps Coins free
---	---	---	---
Starter	\$4.99	5,000	5
Popular	\$9.99	11,000	10
Value	\$24.99	30,000	25

| Pro | \$49.99 | 65,000 | 50 |

| Elite | \$99.99 | 140,000 | 100 |

You are not buying the Sweeps Coins

No part of the price is for them. They are a free promotional bundle that comes with the purchase, and you can get Sweeps Coins without buying anything at all. That is not marketing language, it is the rule the platform runs on. See *Free entry, no purchase necessary*.

The free Sweeps Coins arrive locked

Bundled Sweeps Coins go into the **non-redeemable** balance. You can play them. You cannot redeem them.

What you **win** with them becomes redeemable, and that is the balance that turns into a prize at 1 SC = \$1.00. See *Gold Coins and Sweeps Coins explained*.

This does not touch your cash wallet

Buying a package credits coins only. It does not add to your dollar balance, and it does not count toward anything on the cash side.

If the coins do not arrive

They are credited when the payment settles. If the charge went through and the balance did not move, contact support with the package and the time.

Moving credits onto a game

Getting money from your wallet into a game, and the \$15 rule.

Money in your wallet cannot be played. Each game is a separate account and has to be funded.

The steps

- Open the cashier.
- Choose the game.
- Enter an amount and confirm.

It lands on that game in seconds. If the game is already open, refresh it.

It spends cash before bonus

Loading pulls from **cash first, then bonus**. If you were going to cash out, do that before you load. See *Your cash and bonus balance*.

This is what clears your playthrough

On the cash side, loading money onto a game is what counts toward the play requirement before a cash out. That is the thing being measured. See *Playthrough explained*.

The \$15 rule

You cannot move money onto a game that already has more than \$15 on it.

Exactly \$15.00 still lets one more transfer through. Anything above blocks, whether you are loading from your wallet or moving from another game.

It exists to stop large balances being consolidated onto one game right before a cash out. If a transfer is refused and you cannot see why, this is usually it. Play the balance down, or move it back to your wallet first.

Moving it back

Same screen, other direction. Winnings have to come back to your wallet before they can be cashed out.

If it does not arrive

Check the game's own balance screen before assuming it failed. See *Checking your balance on a game*. If the money has left your wallet and is not on the game after a few minutes, contact support with both names and the amount. It is recoverable.

Moving credits between games

Shifting a balance from one game to another.

You can move a balance straight from one game to another without bringing it back to your wallet first.

The steps

- Open the cashier.
- Choose the game you are moving **from**, and the game you are moving **to**.
- Enter an amount and confirm.

The \$15 rule applies here too

The **destination** game has to be at \$15.00 or below. It does not matter how much is on the game you are moving from. If the target already has more than \$15 on it, the transfer is refused.

See *Moving credits onto a game* for why.

It is free

No fee for moving between games, and no fee for moving back to your wallet. You are only charged when money enters or leaves the platform.

Your tier is set by what you loaded

Each game carries a tier based on the amount loaded onto it, shown as a chip on the game. It affects how much can accrue on that game. Moving money around changes what you loaded, so it can change the tier.

| Loaded onto that game | Tier |

|---|---|

| Nothing | Noobs |

| Under \$25 | No tier |

| \$25 to \$150 | Silver |

| \$151 and up | Platinum |

If a transfer fails

The usual causes are the \$15 rule on the destination, or the game being temporarily unreachable. Nothing is lost either way. Try again in a few minutes, and contact support if a balance looks wrong on both ends.

Playing Games

Finding and opening your games

Getting into a game the first time and every time after.

The first time

The first time you open a game, an account is created for you on that game. It takes a moment and then you are in.

That account is separate from your CLUB13 login. It has its own username and password, and they are shown to you once when it is created. Save them. Support can reset the password later, but only if you say which game.

Every time after

Tap the game in the lobby. If it asks for a login, use the credentials for that game, not your CLUB13 email and password.

CLUB13 Originals

These run here rather than at an outside operator. No separate account, no separate login, no moving money onto them first. They use your balance directly.

You need a balance on the game first

Outside games will open with nothing on them and there will be nothing to play. Load the game before you sit down. See *Moving credits onto a game*.

Claiming a game account you already had

If you already play one of these games elsewhere and have a balance there, you can ask for that existing account to be linked instead of a new one being made. Contact support with the game and your username. Your balance stays where it is and shows up in your list.

Do not load money onto a new account for a game you already have. That leaves you with two.

Checking your balance on a game

Where the number comes from and why it can lag.

Two places, two numbers

The **game** knows its own balance in real time. CLUB13 shows you the last figure it fetched. Most of the time they agree.

When they do not

After a win, or right after loading, CLUB13 can be a step behind. The game is correct. Refresh the lobby and it catches up.

If it still disagrees after a minute or two, open the game itself and read the balance there. That is the authoritative one.

Before you cash out

Cash outs come from your **wallet**, not from a game. Money sitting on a game cannot be cashed out where it is. Move it back to your wallet first, then cash out. See *Moving credits onto a game* for the return trip.

If the number looks wrong

Note the game, the amount you expected, the amount showing, and roughly when it changed. Send that to support. Do not keep loading money in to test it, that makes the history harder to read, not easier.

When a game will not load

The usual causes, in the order worth trying.

Work down this list. Most cases are the first two.

1. Refresh

Close the game and reopen it from the lobby. A stale session is the most common cause by far.

2. Check it is not you

Try a second game. If that one opens, the problem is the first game and not your account or connection.

3. Wrong password

Game logins are separate from your CLUB13 login. If it is rejecting you, you may be typing the CLUB13 one. See *Signing in and resetting your password*.

4. The game is down

Games are run by outside operators and they go down for maintenance without telling us first. Nothing is lost and your balance is safe on that game. Play something else and come back.

5. The game is switched off here

A game can be turned off on CLUB13 while we sort something out with the operator. It will not open during that time. If you have a balance stranded on it, contact support and it can be moved.

What is safe

Your balance on a game does not disappear because the game will not open. It is held at the operator and it is still yours.

When to contact support

If a game has been unreachable for more than a day, or you have a balance on one that is switched off. Say which game and what you are seeing.

Your Account & Support

Updating your profile

Your name, your avatar, and what other players see.

What you can change

Display name. What appears on the leaderboard, in the winners feed and in chat.

Avatar. Your picture, picked when you signed up. Change it any time.

Email address. The one that receives cash out notices and support replies. Keep it current or you will stop hearing from us.

Payout details. Where cash outs go. See *How you get paid*.

What other people see

Only your **display name and avatar**. Never your email, your balances, or anything you have deposited, won or cashed out.

Choosing a display name

It is public. Do not use your full legal name, your email address, or anything you would not want beside a large win in a public feed.

Names that are offensive, or that impersonate staff or another player, get changed without asking you first.

Changing your email

Use an address you control and check. If you lose access to the email on the account, recovering the account gets considerably harder.

What you cannot change yourself

Your age verification, once it is done. If something about it is genuinely wrong, contact support rather than opening a second account.

Chat and friends

The public room, direct messages, and the rules.

The public chat

A room everyone can see. Your display name and avatar are attached to everything you post.

Friends and direct messages

Add someone and you can message them directly. Direct messages are private between the two of you.

The rules

No harassment, no hate, no threats. No spam and no advertising other sites. Do not impersonate staff or another player.

Breaking these gets you muted, and repeatedly gets you removed from chat entirely. Your ability to play is separate from your ability to post.

Never share these

Support will never ask you for your password. Anybody who does is trying to take your account, whatever name they are posting under.

Do not share your password, your payout address, or a screenshot showing your balances or your game credentials.

Nobody in chat can help with your money

A stuck deposit, a missing balance or a cash out problem needs support, who can actually see your account. People in chat cannot, and someone offering to fix it for you is not being helpful.

Nobody from CLUB13 will ever offer to buy crypto for you, take your money to load your account, or handle a payment on your behalf. Anyone offering that is stealing from you.

Reporting someone

Report them in the app, or tell support with the name and roughly when. Screenshots help.

Blocking

You can stop someone messaging you directly from their profile. Blocking is private, they are not told.

Getting help from support

How to reach a person, and what to include so it gets fixed first time.

How to reach us

The chat bubble in the app. It reaches a person, not a bot. If you have left the app when a reply arrives, it also goes to your email.

What to include

Most of the back and forth is us asking for things you already know. Send them first:

- **What you were trying to do.** "Cash out \$200" beats "it is broken".
- **The amount**, exactly.
- **The game**, by name, if a game is involved.
- **Roughly when** it happened, with a time zone if you are not on Eastern.
- **Any reference**, receipt or transaction id from the payment side.
- **A screenshot** of what you are seeing, including any error.

What we will never ask for

Your password. Not for anything, ever. Anyone asking is not us.

We do not need your card number or your seed phrase either. There is no situation where support needs those.

How long it takes

Most things are answered the same day. Anything involving money moving is treated as a priority.

Before you write in

A few things have an answer here already, and it is faster than waiting:

- Cash out will not go through, see *Why your cash out was not allowed*
- A game will not open, see *When a game will not load*
- A balance looks wrong, see *Checking your balance on a game*
- You cannot tell which balance is which, see *The two ways to play*

If you are not happy with the answer

Say so in the same thread and ask for it to be escalated. Keep it in one thread rather than opening several, which slows it down.

Responsible gaming and taking a break

Self-exclusion, dormancy, and where to get help.

This is meant to be entertainment. If it has stopped being that, the tools below are yours and using one is not a failure.

Taking a break

You can self-exclude for a set period from your account. Choose the length, confirm, and you are locked out for it.

A self-exclusion cannot be lifted early

This is the point of it. Once it is set, it runs its full length. Support cannot shorten it, and asking will not change the answer. Choose a period you actually mean.

While it is active you cannot play and you **cannot cash out**. Anything in your balance is still yours and is there when the period ends.

Dormancy

An account nobody has used for a long time gets a warning by email, and is closed if it stays unused after that. It is a housekeeping rule, not a punishment.

A closed account can be reopened by contacting support. Your balance is not taken.

Keep the email address on your account current, or the warning goes somewhere you are not reading. See *Updating your profile*.

Signs worth taking seriously

Playing with money meant for something else. Chasing losses. Hiding how much you play. Borrowing to keep going. Playing to escape rather than for fun.

Getting help

National Problem Gambling Helpline: 1-800-522-4700. Free, confidential, 24 hours, and they are not connected to us in any way.

One more thing

Nobody at CLUB13 will pressure you to deposit, and there is no benefit to us in you playing money you cannot afford. If anybody claiming to be from CLUB13 does that, report it. It is not us.