

[your address]

[your phone number]

[your email]

[Today's date]

[The registered office address of
the Bookie you are claiming against –
To find these go to:

<https://secure.gamblingcommission.gov.uk/PublicRegister/Search>]

Dear Sir / Madam,

Civil Procedure Rules – Consumer Rights Act 2015 – Unfair Terms

This is a pre-action letter in respect of a small claim I am making for the £XXX I deposited with you on [insert the date you fell for the “bonus offer”] to activate a “Registration Bonus” and “Welcome Bonus” (removed from my account on [insert date the money left your bank account]). I am making this claim on the basis that the terms of the deposits, and the associated “bonus” provisions made it virtually impossible for me to do anything other than lose the money I deposited.

[insert here a description of how you fell for the “bonus offer” – e.g. did you click on a link from a marketing email, or perhaps a link from a web advert etc -]

The wagering requirement I subsequently learned was XX times [you’ll find this in small print when you signed up, either via a link or by scrolling down an email you received when you registered]. This contractual term is manifestly unfair and so is contended to be unlawful hence a refund is due to me. Any punter would reasonably expect there to be a chance of winning, however these terms make it just about impossible to win. The moment I staked my £XXX there was only one outcome possible – I would lose my £XXX – that is not gambling – it is a scam.

I have taken the precaution of self-excluding myself from XXXX [name bookie, online casino etc], and this has been done after I followed the steps recommended by you. So I no longer have a live account. My details were: [insert your “User ID”, “Customer number” etc.]

I look forward to receiving my refund. Thanks for your help.

Yours faithfully,

[your signature]

[Your full name]