

[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**

Following my letter of XXXXX: a pre-action letter in respect of a claim I am making for the £XXX I deposited with you on XXXXX, I am writing again to give you a final warning of my impending intention to issue my claim in the Small Claims Court.

As per my previous letter 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 £XXX I deposited.

Just to remind you that [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.

This claim now stands at £XXX deposited on unfair terms and £XX of postage. So the total amount you are required to pay to prevent this claim proceeding to the Small Claims Court is £XXX.

I note you have registered in Gibraltar following obtaining a license from the Gambling Commission through a UK address. This does not absolve you from action to enforce the Consumer Rights Act 2015. And as you know the Civil Procedure Rules apply in this case and so you must respond within reasonable time. You have clearly already breached the Overriding Objective. I note you received my letter of XXXX on YYYYY. As such if you do not respond to this claim by [insert a date two weeks from when you are writing] I will issue this claim in the Small Claims Court without further notice - the costs of issuing it also falling to yourselves.

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

Yours faithfully,

[your signature]

Your full name]