

Full Terms and Conditions

Qualifying

1. This offer is only available to new and eligible customers. You can see a full list of your available offers by logging in and selecting the Offers section on mobile or the Promotions section on desktop. bet365 maintains a record of customer contact in relation to eligibility for offers and this record, including the date and time of any restrictions being imposed, will be final in the event of any dispute.
2. Retirement Guarantee applies to pre-match bets on the To Win Match market only for main draw Singles matches from ATP (excluding Challenger Tour), WTA or Grand Slam Tennis events. For single bets, if the opposing player retires hurt during the match we will pay out your bet as a winner, with your stake returned as cash and winnings paid as bet credits. If all or part of your qualifying bet was placed with bet credits, that part of your stake will be returned in bet credits with any remainder in cash.
3. Where a qualifying selection is included in a multiple bet and the opposing player retires hurt during the match, we will treat that selection as a winner. If your multiple then goes on to be successful, your stake and any winnings from the bet not including this selection will be paid in cash, with additional winnings paid in bet credits. If all or part of your qualifying bet was placed with bet credits, winnings from that part of your stake will be returned in bet credits with any remainder in cash.
4. Retirement Guarantee does not apply to Bet Builder bets. Where the To Win Match market is included as a pre-match selection in a Bet Builder bet, and either player retires hurt, the Bet Builder bet will be settled as void and your stake returned in cash, in line with our [Tennis Rules](#). If all or part of your bet was placed with bet credits, that part of your stake will be returned in bet credits with any remainder in cash.

Restrictions

5. Retirement Guarantee does not apply to bets placed on qualifying matches.
6. Retirement Guarantee will not apply where a bet has been Cashed Out.
7. Selections which have been treated as a winner due to Retirement Guarantee will not count as qualifying selections for 100% Acca Boost.

Using bet credits

8. Your bet credits are non-withdrawable. Any returns from bet credits stakes will be added to your Withdrawable Balance but bet credits stakes are not included in any returns. For example, a €10 bet placed at odds of 3.00 would give a return of €30 (€20 winnings plus €10 stake), whereas a €10 bet credits stake placed at odds of 3.00 would give a net return of €20, as the €10 bet credits stake is not returned.
9. Stakes can be funded in part by your bet credits and part with your Withdrawable Balance; however the bet credits element of the stake will not be included in any returns. For example, a €10 bet placed at odds of 3.00 which was funded by €5 bet credits and €5 cash would give a net return of €25 (€20 winnings plus €5 cash stake) as the €5 bet credits stake would not be returned. If a bet is void and has had an opportunity to win (for example, in the event of a push), bet credits stakes will not be

returned. If a bet is void and has not had an opportunity to win (for example, when a Goalscorer bet is placed on a player who does not then take part in the match), bet credits stakes will be returned.

10. Your bet credits will expire 7 days after they are added to your bet credits balance. If additional bet credits are added to your bet credits balance within this 7 day period, the total bet credits balance will expire 7 days after the last addition.

For more information on bet credits, click [here](#).

General

11. These terms and conditions are to be read in conjunction with our [General Terms and Conditions](#).
12. Where any term of the offer, promotion or settlement is breached or there is any evidence of a series of bets placed by a customer or group of customers, which due to enhanced payments, Free Bets, risk free bets, bet credits or any other promotional offer results in guaranteed customer profits irrespective of the outcome, whether individually or as part of a group, bet365 may reclaim the enhanced payment, Free Bet, risk free bet or bet credit element of such offers and/or void any bet funded by the Free Bet or bet credits. In addition, where there is evidence of such activity, bet365 may levy an administration charge on the customer up to the value of the bet credits, Free Bet, risk free bet or enhanced payment towards the administrative costs incurred in identifying and taking action against the activity.
13. bet365 may reclaim any bonus amount, Free Bets, bet credits, refund amount or enhanced payments that have been awarded in error.
14. bet365 may, at any time, make minor amendments to this promotion or settlement to correct typographical errors or to improve on clarity or customer experience and may cancel this promotion or settlement for legal or regulatory reasons.
15. Employees, officers and directors of bet365, its promotional or other agencies, licensees and licensors, service providers and any other associated or affiliated companies shall not be eligible for the promotion or settlement. The same terms shall apply to the direct families of such persons.