


FAQs

How do I find a ReelPay enabled machine?

Look for the ReelPay logo...  ReelPay

Where can I download the ReelPay app?

The ReelPay app is available on the Apple Store and Google Play.

How much can I transfer in a single transaction?

Up to £20. In the app select to transfer £5 / £10 / £20 in a single transaction to an enabled machine, depending on your available app funds.

How will winnings be paid?

ReelPay enabled machines pay any winnings in cash.

How do I gamble responsibly?

Set your own limits: define maximum spend per day, maximum spend per hour and maximum balance.

Cool down period

Once existing app funds are exhausted there is a 20-minute cool down period before additional funds can be added.

I can't access my account?

Please contact support@reel-pay.com for any account queries.

How do I close my account?

Suspend your account from the account menu – Start account suspension. A confirmation email will be sent to your registered email address and your account will be refunded in approximately 2 days.