Frequently Asked Questions

Find quick answers to the most common questions about playing on giraboom.com. If you cannot find what you are looking for, our Customer Support team is always happy to help.

Account and Registration

Who can register on giraboom.com?

Anyone aged 18 or over with full legal capacity can register, provided that online gambling is permitted where they live. Each person may hold only one account, and all details must be your own.

Why is DNI verification required?

Verifying your DNI (or other identity document) confirms that you are an adult, that the account really belongs to you and that your payment methods are your own. It protects you against fraud and is required before your first withdrawal.

Can I change my personal details after registering?

Some details, such as your contact information, can be updated in your profile. To change key details such as your name or date of birth, please contact Customer Support; we may ask for supporting documents.

Deposits and Payment Methods in ARS

Which payment methods are available?

You can deposit in Argentine pesos (ARS) using the methods shown in the cashier, such as bank transfers and e-wallets. The minimum and maximum amounts for each method are displayed in the cashier.

Are there any fees for deposits or withdrawals?

We do not charge our own fees on deposits or withdrawals unless a fee is clearly shown before you confirm the transaction. Your bank or e-wallet provider may apply its own charges.

Can I deposit from someone else's bank account or e-wallet?

No. Deposits and withdrawals must use a payment method held in your own name. Payments from third parties may be rejected or returned.

Withdrawals

How long does a withdrawal take?

Processing time depends on the payment method and on any security checks required. Your first withdrawal may take longer while we verify your account. Once we have processed your withdrawal, the time it takes to reach you also depends on your bank or payment provider.

What do I need before my first withdrawal?

Make sure your profile is complete and that you have passed identity verification. We may ask for your DNI, a selfie and, in some cases, proof of address or confirmation of your payment method. Any active bonus must also meet its wagering conditions.

Bonuses and Wagering

What is wagering and how is it calculated?

Wagering (also called rollover) is the total amount you need to bet before bonus funds become withdrawable. For example, with a ARS 10,000 bonus and a wagering requirement of x30 on the bonus, you need to place eligible bets totalling ARS 300,000. Different games may count towards wagering at different rates, as stated in the terms of each promotion.

What is the difference between real balance and bonus balance?

Your real balance is your own money plus winnings that are free of bonus conditions — it can be withdrawn. Your bonus balance holds promotional funds that you can play with, but which can only be withdrawn once the related conditions have been met.

Security and Responsible Gaming

Is it safe to play on giraboom.com?

We use encrypted connections, access controls and monitoring to protect your account, your personal data and your payments. You can read more in our Privacy Policy. To keep your account safe, never share your password or verification codes with anyone.

How can I set limits or self-exclude?

You can set deposit limits, take a temporary break or request self-exclusion through your account, where available, or by contacting Customer Support. More details are available on our Responsible Gaming page.

Where can I get help in Argentina if gambling becomes a problem?

Support is available from Gamblers Anonymous Argentina, from the Compulsive Gambling Prevention and Assistance Programme of the Province of Buenos Aires (0800-444-4000, 24/7) and from the national mental health helpline (0800-999-0091, 24/7). See our Responsible Gaming page for more information.