

Frequently Asked Questions

Should you have questions that are not answered here please feel free to contact one of our customer service representatives at 1-800-291-3359 or 1-800-563-3043 , log in to live chat or email us at help@badlands.co.cr

We will respond to all customer queries within twenty four hours.

- How do I make a deposit?
- How do I make a withdrawal?
- What are your odds?
- Where are you located?
- How many customers do you have?
- Will I be able to get through to an operator during busy times such as Sunday morning during football season?
- How long have you been in business?
- Who owns your company?
- Are you insured?
- How do I know my money is safe?

How do I make a deposit?

We offer several ways of depositing funds into your account safely and quickly. We accept Visa, Master Card, wire transfer transactions, Electronic Checking, Neteller, Firepay, cashier's checks and money orders, bank drafts and bank wires. Please see our Money Matters page for details on each type of deposit transaction you can make.

How do I make a withdrawal?

Withdrawals can be made on your account Monday through Friday, 7:00am PST to 5:00pm PST, by calling the customer service department. For details on the various methods we use to transfer funds to you please see our Money Matters page.

What are your odds?

This answer depends on the type of sport you are interested in and the type of wager you place. For detailed information

on the types of wagers we accept and our odds please go to our Betting Odds page.

Where are you located?

Our service centers are located in San Jose, Costa Rica and our corporate headquarters are in St. Kitts Nevis and Malta.

We have financial processors in several countries. All credit card transactions are processed through our parent company GSB, Ltd., Suite 261, 19 Giovanni Curin St., Lija, Malta.

How many customers do you have?

While this information is confidential, we can assure you that our marketing efforts during the last decade have been tremendously successful.

Will I be able to get through to an operator during busy times such as Sunday morning during football season?

We have sufficient phone lines to handle thousands of calls and nearly 300 operators to man them. Occasionally, you may receive an automated answer asking you to wait for the next available clerk, we ask that you hold patiently and we feel confident that your call will be handled in a timely fashion. Keep in mind that you can always wager right here online! Remember, it's always a good idea to get your plays in early. Football lines are posted at 11:00am EST each Monday for the following weekend.

How long have you been in business?

Badlands was created in 1996. Our company has been international for over fifteen years and we have featured Internet sports book, casino gaming and poker for the last ten years.

Who owns your company?

We are owned by a group of international share holders.

Are you insured?

Yes. Not only is our company licensed and bonded, but we are proud members of the Off Shore Gaming Association, whose website can be found at www.osga.com. The Offshore Gaming Association is an objective third party which regulates international sportsbooks and casinos and which acts as mediator between players and gaming merchants in cases where disputes have arisen.

How do I know my money is safe?

Your deposit money is held by an independent company, which guarantees the financial transactions for both the player and the sports book. Both sides are required to put up a deposit to insure that everyone will get paid. In addition, the company has been in business for many years and has a huge investment in advertising, phones, computers and employees.