Fairness & RNG Testing Methods

Universal race is committed to high standards of customer service and to fair and open conduct in its gambling operations. The outcome of the Poker, Casino and Live Casino products, which Lucaspalace makes available to its customers, is determined by a certified and audited random number generator, which operates at a high level of encryption and randomness to ensure fairness without exception and no human interference ("RNG").

The RNG is administered by Casino and Live Casino providers and each of them has gone through and passed external compliance testing. This ensures that the games, once integrated into our website, perform as expected in terms of user experience.

The Return to Player (RTP) value is a theoretical calculation of the average / expected percentage return of the total money bet over a large number of game plays (e.g. hundreds of million games). While you can win a big amount or lose your bet in any single gameplay, the average return of a specific game played over a long period of time will approach the Theoretical RTP value. This theoretical value is calculated either via analytical methods (which often is possible for non-strategy-dependent games such as slots) or via computer simulations of those more complex or strategy-dependent games (e.g. blackjack, roulette etc.) For more information about the fairness of specific games, please visit the information section of the relevant game. If you are unable to find this information, please contact our Customer Care team who will assist you further.

By playing Casino games on our website, you acknowledge and agree that our RNG will determine the outcome of the games you play and that you will accept the outcomes of all such games. In the event of a discrepancy between the result that appears on your device's display and the game server, the result that appears on the game server will prevail. You further acknowledge and agree that our records will be conclusive in relation to any disputearising out of your gaming activity on our website.

For more info please contact our Customer Care team