

1. Close your account:

You may close your account at any time, however, you must be aware of the following conditions:

1.1 You can only close your account if you have no remaining balance (positive or negative) and there are no pending withdrawal requests.

1.2 In case you wish to close your account with a positive balance and/or pending withdrawal requests, all funds in your account will be voided and only the last amount you have deposited will be returned to you.

1.3 In case of requesting account closure while holding an active bonus, the winnings generated from such bonus or the amount of the bonus itself will be debited from the account. Only the initial deposit with which the bonus claim was made will be kept.

1.4 In the event of a request for account closure while holding an active bet, active bets will remain in effect until the conclusion of the event or match. Any winnings derived from these bets will be debited and only the amount wagered will be returned to you as long as it belongs to a deposit.

1.5 In the event that a user is under an investigation process by our security and compliance team, they will not be able to request voluntary self-exclusion until a final decision has been reached by said team. The self-exclusion will be suspended during this period and will resume once the final decision has been issued by the security and compliance area.

1.6 If you wish to close your account, you can contact our customer service and they will be happy to assist you with your requirement.

1.7 You may self-exclude by logging into your user profile, this option will only be enabled if you do not breach any of the conditions set out in clause **(1.1)**.

2. Request for self-exclusion:

2.1 You can contact customer service via our help chat, located within our platform. You may also request the closure of your account by sending the request to the email soporte@micasino.com.

2.2 Users in the Republic of Peru may self-block for one month, three months or indefinitely. This action can be done by logging into your user profile in the responsible gaming section.

2.3 Micasino.com will make every effort to prevent the creation of new accounts in the future. However, you are responsible for ensuring that no additional accounts are opened. In case you want to reactivate your account later, we will be happy to help you in that process.

2.4 If you wish to take a break from gambling, please contact our customer support team and request the temporary suspension of your account. The account may be reactivated earlier than planned only if the player submits a written request and at the sole discretion of the casino.

2.5 We will also take all necessary steps to ensure that you do not receive any promotional materials during this time. However, if you have access to social media, we encourage you to take steps to ensure that you do not receive news or updates from us.

