

Gala Casino UK Online Casino Email Support Test

How fast and reliable is email support from [Gala Casino UK Online Casino](#)?

That's what we hoped to answer in our UK online casino email support test.

We tested [Gala Casino UK Online Casino](#)'s email support by sending different questions on various times of the day across weeks to determine:

1. How frequently did [Gala Casino UK Online Casino](#) respond to our emails?
2. How fast did [Gala Casino UK Online Casino](#) answer our questions?

By measuring responsiveness and speed of email support, we can find an average response rate and response time for [Gala Casino UK Online Casino](#). Once we have these averages for [Gala Casino UK Online Casino](#), we compare those with other UK online casinos to determine how good or bad [Gala Casino UK Online Casino](#)'s email support is in the United Kingdom.

These tests were conducted by Great.com.

Gala Casino UK Online Casino Email Support Test Results

| | |
|------------------------------|--------------|
| Total Responses: | 5 |
| Average Email Response Rate: | 100% |
| Average Email Response Time: | 2075 minutes |
| Email Response Stars: | 2 |
| Email Response Time Stars: | 1 |
| Email Support Stars: | 3 |
| Email Support Rank: | 80 |

Average time to get a response from Gala Casino Casino:

2075 minutes

Email Test #1

| | |
|--|--|
| Question: | How do I sign-up with your online casino? |
| Time Sent: | 03-22-2023 05:21:37 |
| Gala Casino UK Online Casino Response: | I appreciate your interest in registering an account with us, James. To enjoy playing with Gala Casino, just visit www.galacasino.com and click on 'Join'. |
| Time Received: | 03-24-2023 00:38:56 |
| Response Time: | 2597 minutes |

Email Test #2

Question: What's your first deposit bonus and what are the requirements?

Time Sent: 03-18-2023 06:32:59

Gala Casino UK Online Casino Response:

Thanks for contacting Gala Casino customer support. I hope you are well and I appreciate your in checking our promotional offers. Our default welcome bonus is Deposit and play your first £20 on any slot get £40 Bonus & 50 Free Spins. See this link for more information

:<https://www.galacasino.com/en/p/promotions/spend-20-get40bonus-plus-50fs-new> To qualify for this promotion, an eligible player must deposit £20 as their first deposit in a single transaction, then spend at least £20 on any slots game within 7 days of registering for an account. Please note, if an eligible player makes a first deposit of less than £20, they will no longer qualify for this offer. 1. Cumulative deposits up to £20 will not count. You must make the full amount on your first deposit. No opt-in for this Promotion is required. 2. This Promotion is not available to customers who open NEW accounts & deposit funds with prepaid cards, Envoy, Neteller, PayPal, MoneyBookers, Paysafe or Skrill.

Time Received: 03-20-2023 10:41:25

Response Time: 3128 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-16-2023 08:27:41

Gala Casino UK Online Casino Response:

We appreciate your time and effort in contacting Gala Casino. I hope this email finds you well. It depends on what payment method you are using. You may refer to this link for more information on withdrawals:

<https://help.galacasino.com/en/general-information/payments/withdrawal-methods> For more questions on Gala Casino, you may visit this link:

<https://help.galacasino.com/en/general-information>

Time Received: 03-17-2023 02:43:31

Response Time: 1096 minutes

Email Test #4

Question: Do you have live chat support and if so, what is its hours?

Time Sent: 03-24-2023 10:37:17

Gala Casino UK Online Casino Response: Thanks for contacting Gala Casino. You may send us a chat request when you try to access your account. We are open 24 hours a day and 7 days a week. Should you require any further assistance on this or any other matter, please don't hesitate to contact Gala Casino Customer Support, or you can visit our Help Centre 24/7, we'll be happy to help. <https://myaccount.galacasino.com/en/mobileportal/contact>

Time Received: 03-25-2023 23:32:46

Response Time: 2215 minutes

Email Test #5

Question: What is the customer support phone number and when is it available?

Time Sent: 03-28-2023 06:13:55

Gala Casino UK Online Casino Response: We cannot confirm having an account registered with your e-mail address. With regard to your initial query regarding the phone number, you may contact our phone support at 0800-328-4272. The line is available between 08:00 - 22:00 UK Time.

Time Received: 03-29-2023 04:32:05

Response Time: 1338 minutes