

# Party Casino UK Online Casino Email Support Test

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

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

We tested [Party 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 [Party Casino UK Online Casino](#) respond to our emails?
2. How fast did [Party 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 [Party Casino UK Online Casino](#). Once we have these averages for [Party Casino UK Online Casino](#), we compare those with other UK online casinos to determine how good or bad [Party Casino UK Online Casino](#)'s email support is in the United Kingdom.

These tests were conducted by Great.com.

## Party Casino UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	185 minutes
Email Response Stars:	2
Email Response Time Stars:	2.5
Email Support Stars:	4.5
Email Support Rank:	54

### Average time to get a response from Party Casino Casino:

185 minutes

### Email Test #1

Question: How do I sign-up with your online casino?

Time Sent: 03-26-2023 05:07:42

Party Casino UK Online Casino Response: In regards to your inquiry, please visit the following website address in order to register a new account and join in on the activities we offer! <https://casino.partycasino.com/> The Register button is in the top-right corner of the website! Once pressed, please follow the on-screen steps! Please

let us know in case of issues, we will be glad to assist with the registration, verification, depositing and participation on the platform.

Time Received: 03-26-2023 12:48:38

Response Time: 461 minutes

## Email Test #2

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

Time Sent: 03-14-2023 06:39:33

Party Casino UK Online Casino Response: Please be kindly informed that the regular Welcome bonus for UK players amounts to 50 free spins, valid for the ?Starburst? slot. In order for you to receive this offer, we need you to deposit a minimum amount of 10 GBP. Once you deposit successfully, 50 free spins will get credited to your account.

Time Received: 03-14-2023 08:04:15

Response Time: 85 minutes

## Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-15-2023 08:33:11

Party Casino UK Online Casino Response: Please bear in mind that our internal processing time for withdrawal requests is 2 days. Once processed from our end, there is additional time needed for the payment provider to process the amount to your bank account. The time required varies for different providers as the fastest one is 4 hours for Visa Fast Direct and for some of the other provider it could process as slow as 7 Business days. You can check your withdrawals' statuses once you go to Payment History after you've initiated a withdrawal.

Time Received: 03-15-2023 09:51:43

Response Time: 79 minutes

## Email Test #4

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

Time Sent: 03-20-2023 10:47:29

Party Casino UK Online  
Casino Response:

Please be kindly advised that we do offer 24/7 live chat assistance. You can access it from our 'Help&Contact' page which you can locate here: <https://www.partycasino.com/en/mobileportal/contact> In order to start a live chat, you will need to navigate the matter which interests you through our category list, select the matter which concerns you and an article regarding the topic will show up. At the bottom of each one of these articles there is the phrase 'Do you any need more help?' Under that phrase there will be 2 buttons 'Yes' and 'No'. Press on 'Yes' and a list of our available contact options will appear. We offer Twitter private message, live chat, e-mail as well as phone support. From there simply press on 'live chat' or any other contact option and the live chat will appear at the bottom left corner.

Time Received: 03-20-2023 15:44:19

Response Time: 297 minutes

## Email Test #5

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

Time Sent: 03-27-2023 05:56:45

Party Casino UK Online  
Casino Response:

We cannot confirm having a registered account with your e-mail address on partycasino. It appears that you have sent an email to the wrong support group, please check the respective label's site and in the Terms and conditions on Legal matters you should be able to see the email to which you can write to contact them or just go to the bottom of the site and look for the "Contact us" option. If you have an account with us and have access to the e-mail address registered on it, please send us your query from it. Alternatively, you can also change your e-mail address yourself under ?My account / My account details? and send us your query again. However, if you don't have access to the registered e-mail address or to your account anymore, we will change it for you and then answer your query. To do so, please send the following information from your new address to [operations@partycasino.com](mailto:operations@partycasino.com): - A scanned copy or a digital photo of proof of your identity (passport, driving license, or ID card - both sides) - Your user ID: - Your full name: - Your phone number:

Time Received: 03-27-2023 06:00:59

Response Time: 4 minutes

Great.com

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