

VoodooDreams UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

VoodooDreams UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	14188 minutes
Email Response Stars:	2
Email Response Time Stars:	0
Email Support Stars:	2
Email Support Rank:	92

Average time to get a response from VoodooDreams Casino:

14188 minutes

Email Test #1

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

Time Sent: 03-23-2023 05:37:47

VoodooDreams UK

Online Casino Response: Im sorry for the delay in getting back to you via email but you can create an account from UK via this link <https://www.voodoodreams.com/en-gb/>

Time Received: 04-05-2023 10:39:05

Response Time: 19021 minutes

Email Test #2

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

Time Sent: 03-17-2023 07:00:24

VoodooDreams UK

Online Casino Response: We offer a welcome package including a 100% reload bonus and 50 free spins for new players from the UK. Kindly see the promotion page and our general bonus terms for further information about the bonus requirements:
<https://www.voodoodreams.com/en-gb/promos/welcome-package>
<https://www.voodoodreams.com/en-gb/bonus-terms>

Time Received: 03-25-2023 17:49:55

Response Time: 12170 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-15-2023 08:33:19

VoodooDreams UK

Online Casino Response: In general, these don't take too long to go through, however, in some cases, the payment team needs to check these manually.

Time Received: 03-25-2023 04:17:20

Response Time: 14144 minutes

Email Test #4

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

Time Sent: 03-24-2023 10:37:45

VoodooDreams UK

Online Casino Response: This is to inform you that the LiveChat is available 24/7, however to access this feature you need to be logged into your player account with us.

Time Received: 04-03-2023 00:57:28

Response Time: 13820 minutes

Email Test #5

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

Time Sent: 03-28-2023 06:14:04

VoodooDreams UK
Online Casino Response: This is to inform you that our phone number for VoodooDreams is currently unavailable, We kindly advise you to contact us via email or our live chat,

Time Received: 04-05-2023 10:38:51

Response Time: 11785 minutes

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