



FREQUENTLY ASKED QUESTIONS

1. ARE ALL MY PERSONAL DETAILS SAFE WITH THE WEBSITE?
 - Yes, our website is fully secure and protected. We use HTTPS encryption to ensure that all data transmitted between your browser and our servers remains private and secure. This safeguards your personal information, login credentials, and all interactions on our site from unauthorized access.
 - Our payment services are securely processed through **PAYTODAY (powered by NEDBANK)**, a trusted and regulated payment gateway.
2. WHAT DO I NEED TO BE ABLE TO UTILIZE THE WEBSITE SERVICES?
 - First, create an account on the website. This will allow you access to seeing other gamers/competitors.
 - During sign-up, specify your gaming console (e.g. PlayStation or Xbox etc.), your console ID (e.g., PSN or Gamertag), and your preferred multiplayer games (e.g. FIFA 23, FC 25, COUNTER STRIKE etc.). **Please note that you can only compete on gaming consoles** (PlayStation, Xbox, PC and Nintendo Switch).
 - Ensure you have a stable internet connection and that your gaming console is enabled to play online (e.g., PlayStation Plus or Xbox Live subscription)
3. HOW CAN I NAVIGATE AROUND THE WEBSITE AND CREATE CHALLENGES?
 - You can watch our short [video](#) for a clear overview of how to navigate the website and make the most of its key features.
4. HOW CAN I USE MY GAMING CONSOLE TO PLAY ONLINE WITH SOMEONE ELSE

- Begin by connecting with potential gamers on our website, where they are listed under the “Find Gamers” section. You can chat to potential gamers on our website and arrange challenges with them. Once you and your chosen opponent have agreed to compete, you can search for their unique console ID on your console and add them as a friend to proceed.
- We have included a straightforward [YouTube video](#) links that uses selected games as examples to guide you step by step on how to play online, using FC 26 game as an example.
- **NB:** Please ensure that your gaming console has an active online gaming subscription service. Examples include PlayStation Plus for PlayStation, Xbox Game Pass Ultimate for Xbox, and Nintendo Switch Online for Nintendo Switch. These subscriptions enable your console to participate in online multiplayer gaming. If you’re new to this and haven’t purchased a subscription before, you’re welcome to contact our support team via WhatsApp or email us at support@vilasanigaming.com Our team will be happy to guide you through the process.

5. CAN I BE ABLE TO COMPETE IN ANY GAME OF MY CHOICE OR DO YOU ONLY SUPPORT CERTAIN GAMES?

- You can compete in any game that supports multiplayer mode. These are games that allow two or more players to play against each other by using the internet.

6. CAN I COMPETE WITH SOMEONE ON A DIFFERENT GAMING CONSOLE THAN MINE?

- Yes, this is possible; however, both players must be using the same version (generation) of the game. For example, if you are playing on a PlayStation 4 and want to compete in FC 26 with a friend on a PlayStation 5, they will need to have the PlayStation 4 version of the game installed on their console. The same principle applies across Xbox consoles, such as Xbox Series X and Xbox Series S, as well as when playing between PlayStation and Xbox.
- Also, you need to make certain that you enable [Cross Play](#) invites, sometimes this functionality may allow certain games to be played on different gaming consoles (for instance, a PlayStation 4 with a PlayStation 5).

7. WHY IS THE AMOUNT DEDUCTED FROM MY WALLET SLIGHTLY HIGHER THAN THE STAKE I ENTERED FOR A CHALLENGE?

- For each challenge you participate in, a 5% commission fee is applied to the amount you stake. We deduct this fee automatically upon confirmation of the challenge.

8. HOW LONG WILL MY WITHDRAWALS TAKE TO PROCESS?

- Your withdrawal requests will be processed within 24 hours of receipt; however, processing times may vary for international transactions.