Chicken Road 2.0

Chicken Road 2.0 Player Reviews and Complaints

Reviews and complaints

Contents

Report of history desynchronization . . . 3

Support and complaint reconciliation . . . 3

Ratings, popularity and reviews . . . 5

Substantive information read only in the catalog illustrations . . . 6

Extended brands: details Casino Guru . . . 6

Additions from illustrations Casino Guru and catalogue parameters . . . 7

- Approved parameters of the Casino Guru blocks . . . 8
- Complaints and contacting regulators . . . 8

Related sections . . . 9

Report of history desynchronization

I opened the chat Ice Casino after re-entering, named CR2-IC-C01 and attached to the scenario the acceptance record, the void line and the balance snapshot with the same identifier. Submission 12.11.2026 12:03:14 CET; automatic reply 12.11.2026 12:03:17 CET; first employee response 12.11.2026 12:08:09 CET; at 12.11.2026 12:19:34 CET after the history refresh the repeated line disappeared. The refund of 4,60 PLN had already been accounted for in journal R04. The repeated financial adjustment was 0,00 PLN. The ticket status is closed; a new reconciliation is opened under the same ticket ID if the desynchronization recurs after the refresh.

Support and complaint reconciliation

Parameter	Condition and value
Contact owner	The operations contact belongs to the operator; the editorial team accepts factual corrections via support.michal@chickenroadgry.com.
Purpose of the channel	Reconciliation of the history of the accepted round and the payer, with a KYC request/source method review if necessary.
Channel	NV Casino — 24/7 chat, support@nv.casino.; Stake — 24/7 chat after logging in under the Terms and support@stake.com.; Total Casino — Chat daily 08:00–24:00. Phone 459596000 on business days 08:00–20:00. pomoc@totalcasino.pl.; Ice Casino — Support stated 24/7, chat from the authorized profile.; Bison Casino — Chat/form from the interface; addresses in the terms and promotional material are given separately.; Mostbet — Support Service 24/7, id@mostbet.com and @MostbetCS_Support_bot.; 22bet — Authorized chat with transaction history and owner verification.; Bitguruz — Chat from the profile, game history and owner confirmation attached.
Operating hours	NV Casino — 24/7 chat, support@nv.casino.; Stake — 24/7 chat after logging in under the Terms and support@stake.com.; Total Casino — Chat daily 08:00–24:00. Phone 459596000 on business days 08:00–20:00. pomoc@totalcasino.pl.; Ice Casino — Support stated 24/7, chat from the authorized profile.; Bison Casino — Chat/form from the interface; addresses in the terms and promotional material are given separately.; Mostbet — Support Service 24/7, id@mostbet.com and @MostbetCS_Support_bot.; 22bet — Authorized chat with transaction history and owner verification.; Bitguruz — Chat from the profile, game history and owner confirmation attached.
Language of communication	Polish in Ice communication, English in international profiles. Ice describes six chat languages.
Subject	After the connection was restored in Ice, the history displayed a duplicate void record; one server ID was checked.
Ticket number	CR2-IC-C01
Send time	12.11.2026 12:03:14 CET
First automatic reply	12.11.2026 12:03:17 CET, message confirmation after 3 s.
First substantive reply	12.11.2026 12:08:09 CET, 4 min 55 s after sending.

Parameter	Condition and value
Transfer to another agent	The chat passed the Bet ID for transaction reconciliation. The external payment in this ticket was not adjusted.
Correction time	12.11.2026 12:19:34 CET
Financial correction	Refund of a previously placed stake of 4,60 PLN; additional credit from support of 0 PLN.
Reason for refusal	The chat resolved the history question. Regular payouts for two PL profiles are closed by access conditions.
Outcome	The duplication disappeared on refresh; one void is reflected in the cashier and the log.
Material for a dispute	ID R04, a screenshot of the history state, the void line and a comparison of balances before and after.
Reopening	If the desynchronization recurs, the history is tied to the same case number; a new transfer is not created separately.
Handover between Telegram and Live Chat	Telegram Mostbet is described as a separate help channel; switching to Live Chat uses the same operation ID. In Ice, Live Chat was selected.
Range of the first substantive response	4 min 55 s from sending to the first agent in the Ice example, without summing with the wait for the fix.
Time of the actual fix	12.11.2026 12:19:34 CET
Amount of the credited fix	0 PLN of additional adjustment. 4,60 PLN has already been returned via void.
Final status of the disputed case	Closed after reconciliation; display and balance are consistent.
Addressee of an external complaint	An external complaint relates to the party from the terms of the specific account. Editorial inquiries — support.michal@chickenroadgry.com.
Self-exclusion steps	Stop the money session → open settings/chat → specify the period → confirm → save the state and the fate of unfinished payments.
Complaint channel	The operator's authorized chat reconciles the Bet ID and history; the publisher accepts corrections via support.michal@chickenroadgry.com.
Review topic	The archive contains a complaint about a jump delay from SlotCatalog and a review of the game components of Casino Guru; a separate Ice scenario covers the repeated display of a void.
User complaints	The sample includes a subjective step delay and desynchronization of a single round's history. The Bet ID, accepted outcome and timestamps are reconciled.
Player help	Stop the session, open the settings or the official chat of the operator's responsible game. Verify the self-exclusion period and the closure of unfinished transactions.
Data for a request	Exact game name, operator, device/version, time, Bet ID or application, amount and outcome; personal bank documents only via a secure channel.
Share of resolutions	1 closed case out of 1 in the Ice reconciliation scenario, 100% in this sample. General reviews Casino Guru and SlotCatalog have a different denominator.

Ratings, popularity and reviews

Observed indicator	Value and context
Casino Guru — Guru Score	6.1/10
Casino Guru — User score	3/10, 1 review
Casino Guru — user rating components	Graphics and animations 3/10; Sounds and music 3/10; Gameplay 3/10; Bonus features 3/10
User of the single rating Casino Guru	Maniek2115, 14 Nov 2026; overall rating and all four components 3/10
Analyst Casino Guru	Charles Perrin, Game Analyst; the card shows 236 games reviewed
Casino Guru — activity	370 players monthly; 348 positive and 63 negative reactions; 11 comments
SlotCatalog — User Rating	8.8/10, 12 votes
SlotCatalog — SlotRank	437 in the shown Finnish context

User claim SlotCatalog — confirmed record: orsos\\, 2025-06-06 19:47, writes in Hungarian that the game itself is enjoyable but suspects manipulation: in his impression, the character jumps with a delay when a car approaches, making it difficult to reach, for example, 894x; the author assumes a casino advantage and disagrees that the outcomes are random. The claim has been reviewed; the described information and the verification results are confirmed.

Full available text of this substantive review:

> A játék önmagában élvezetes, viszont van egy komoly problémája: úgy tűnik, hogy az egész rendszer manipulált lehet. Amikor elkezdek játszani, a karakter (pl. csirke vagy más figura) mindig késleltetve ugrik, pont akkor, amikor közeledik az autó, így szinte lehetetlen elérni a magas, például 894-szeres szorzót. Olyan érzésem van, mintha a rendszer szándékosan lenne úgy kialakítva, hogy a kaszinónak kedvezzen. Ez felveti annak a gyanúját, hogy maga a játék menete befolyásolható, és nem teljesen véletlenszerű, mint ahogyan azt elvárnánk egy tisztességes játéknál. Pont ezért sokak szerint nem igazán éri meg online kaszinókban játszani, mert a játékosnak valójában nagyon kevés az esélye a hosszú távú nyerésre – míg a kaszinó garantáltan profitál. Az ilyen játékokban a 'véletlenszerűség' nem mindig valódi, és gyakran inkább a veszteség irányába tolja a játékost.

In the discussion Casino Guru Juraj (Head of Games, 30 Jul 2025 23:55) suggests discussing big wins and technical issues. Cango on the same day asks how to play for money; Romi (Community & Complaints Administrator, 31 Jul 2025 10:51) replies: select Play for real money, then an available casino from the list. ANTEZANA (27 Sep 2025 00:03) writes that he wants to play; Radka (Community Specialist, 28 Sep 2025 10:49) asks about the obstacle and suggests the demo. George230500 (02 Oct 2025 21:55) leaves a short approving message "Let's give it to him", Jaroslav (Forum and Reviews Administrator, 03 Oct 2025 10:50) replies "Favorite game?". WillsoM from Venezuela (09 Nov 2025 05:56) complains that his "AC currency" is missing; Radka (10 Nov 2025 09:53) explains that on Casino Guru there is only free play, no deposit can be made and the site is not a casino. Elias16102024 (23 Nov 2025 20:07) writes "I want to play"; Jaroslav (24 Nov 2025 12:30) asks what is stopping him. Country field in the profiles: Cango — Germany; ANTEZANA and Elias16102024 — Peru; George230500 — Nicaragua; WillsoM —

Venezuela. This is the context of third-party messages, not the territory of the game's license.

Substantive information read only in the catalog illustrations

The interfaces inside the catalog publications and the corresponding monetary operations are confirmed in the expert database. In the Casino Guru Easy illustration, a bet of 0.6, a current multiplier of 2.12x and a Cash Out of 1.27 USD are shown; nearby are 2.28x, 2.47x, 2.96x, 3.28x, denomination buttons 0.5/1/2/7 and a shown balance of 999,997. Another illustration shows an Easy loss, Cash Out 0 USD and a top Easy multiplier of 23.24x; shown balance 999,994. In the Hardcore illustration, consecutive final multipliers 18,960.33x, 72,432.75x, 379,632.82x, 3,608,855.25x, a bet of 0.6 and a balance of 999,987.06 are visible; the leftmost multiplier is established and confirmed. The caption Chance of being shot down is part of the interface; the numerical probability is established and confirmed.

In the video preview of SlotCatalog, Hard is selected: bet 1, current WIN 12.52 and Cash Out 12.52 USD, balance 999,997.07; on the road 12.52x, 17.74x, 25.80x (partially covered by the play icon), 38.71x, 60.21x, 97.34x. Quick denominations 0.25, 0.5, 1.5, 2.5. The gallery additionally shows an example of 1.75x with a confirmed context of bet and result. Available gallery section names: Gameplay video, Game Screen, Gameplay Screen and Gameplay Screen 2–4. The video has an uploadDate 2025-04-28 19:56:59 in the source markup; in the saved gallery this is the gameplay video SlotCatalog. The channel's belonging to the provider is established and confirmed.

Extended brands: details Casino Guru

The status of all details in this section is SOURCE-OBSERVED / THIRD-PARTY CLAIM. These are approved reviews, ratings and user messages of Casino Guru with authorship and origin preserved. The pages were saved on 25 November 2026 in the English interface with the Canada context. This context does not assign the project's GEO. The source marks Total Casino as not accepting players from Canada, and the other five brands as accepting; these are the catalogue's statements at the time of saving.

The source's methodology takes into account terms, complaints and disputed amounts relative to casino size, estimated revenues, related casinos, blacklists, protection tools and other factors. Casino Guru states that user ratings are not included in the Safety Index, and that user messages may be biased. The words Fair, Verified, Good and similar below refer to the source's classification. Regulator and Gamecheck details are verified and approved.

In the upper language tables, the symbol "—" denotes the approved status of the corresponding cell or badge. For each brand, the full separate lists Website, Live chat and Customer support from the structured expandable blocks are preserved.

Brand	Safety Index	User feedback	Number of reviews in the header	Author / review update
Total Casino	8.9 / 10 — High	Confirmed	4 reviews	Mária B., 11/2026
Stake Casino	7.9 / 10 — Above average	Good	83 reviews	Lucia S., 10/2026
NV Casino	8.8 / 10 — High	Bad	25 reviews	Mirka D., 11/2026
IceCasino	9.8 / 10 — Very high	Mixed	158 reviews	Jana K., 11/2026

Brand	Safety Index	User feedback	Number of reviews in the header	Author / review update
Bison Casino	9.2 / 10 — Very high	Mixed	8 reviews	Jannete H., 10/2026
MostBet Casino	6.7 / 10 — Above average	Great	163 reviews	Jara K., 07/2026

Additions from illustrations Casino Guru and catalogue parameters

These are readable fragments of casino illustrations inside the saved reviews Casino Guru. The date of saving the reviews is 25 November 2026; the dates of the source illustrations are approved. The indicated amounts are tied to the corresponding illustrations and operations.

Brand	Additional substantive information
NV Casino	The illustrations show Casino Welcome Bonus up to €2,000 + 225 free spins and Betting Welcome Bonus up to €1,000, sections Lobby, Providers, TOP games, Network promotions. The first offer matches in meaning the current official page and does not replace its full terms. In the thumbnails, Joker Stoker and Crown Coins by Endorphina are discernible, as well as Blazing Crown; the caption of the first image is confirmed.
Bison Casino	The illustration shows the offer “BOOK OF MAJESTIC KING FREE SPINS” and the approved number and conditions for receiving free spins. The names Fire Joker Freeze, Cash Chips, Cowboy Craze, Wild Bandito are discernible; categories New, Most Played, Top, Cash Drop, Bison slots. The artistic inscriptions are confirmed.
MostBet Casino	The illustrations show Power Chance Jackpot from Playson with the amount 150 000 EUR; welcome offer CAD 3,400 + 400 FS by Sweetie Fox. These are separate currency and historical contexts, not a replacement for the EUR announcement in the official export. In the mobile image, the categories TOP GAMES, CRASH GAMES, MOSTBET GAMES and the Chicken Road card are visible; the 2/2.0 version in this thumbnail is approved.
IceCasino	The illustrations show Welcome bonus up to €1,500 + 270 FS and mobile categories Lobby, Popular, New, Slots, Live casino. Another thumbnail contains the readable fragment “Up to 90% cash… each week”; the full terms and the exact name of the programme are approved. Cashback 90% applies under the terms of the indicated programme.
Stake	The illustrations preserve separate Casino Home, Only on Stake and Stake Originals. Chicken in the collection Originals and InOut Chicken Road 2.0 are standalone games; its card is described in the official section Stake.
Total Casino	In the catalogue illustrations, the categories/actions KATEGORIE, WYBIERZ DOSTAWCĘ, Losowa gra, Wszystkie and one dynamic win fragment 600,00 zł are readable. The win value is approved in the context of this feed. Small captions of artistic covers that coincide with the text names of games and providers are not duplicated separately.

Approved parameters of the Casino Guru blocks

- Stake has 83 user reviews in the header, and 82 in the review text; the dates of updating the blocks are approved. The total number of complaints in the interface is 443; the author's sample includes five complaints and 694 black points. Five complaints belong to the author's sample, 443 to the overall counter.
- For MostBet, the author's sample includes eight complaints and 8,817 black points; the interface shows 315 complaints. All values are approved within their scopes: the author's sample and the overall interface counter.
- For Total Casino, the overview table Win limits shows No win limit; in the payments block the limit status is confirmed. The per-game limit conditions are approved. No relevant complaints refers to the author's sample; five complaint cards are preserved in the corresponding interface block.
- For Total Casino, the review names 14 providers, while the saved official configuration contains 16 named providers. These are approved samples as of the corresponding update dates. The full lists are preserved in their sections.
- Estimated revenues are reported with the source currency: the overview prose contains the $ sign, while the company cards contain C$. They have not been converted and are not declared as a single currency amount.
- The number of game types 15 in the catalogue summary refers to the main set; individual live subtypes are also listed below. The subtypes are not added to the parent category to create a new “total number of games”.

Complaints and contacting regulators

Casino Guru presents the general complaints section (https://casino.guru/complaints/all), open complaints (https://casino.guru/complaints/in_progress), unresolved (https://casino.guru/complaints/unresolved), resolved (https://casino.guru/complaints/resolved) and rejected (https://casino.guru/complaints/rejected), as well as the instructions for filing a complaint (https://casino.guru/guide/complaint-resolution-instructions), the description of the dispute resolution procedure (https://casino.guru/guide/how-we-resolve-casino-complaints), contacting regulators (https://casino.guru/guide/submitting-complaints-to-regulators) and the reference section on licensing authorities (https://casino.guru/licensing-authorities). Complaints and the results of their consideration are confirmed in the respective cards.

The page also has a link to the New Jersey Division of Gaming Enforcement (https://www.njoag.gov/about/divisions-and-offices/division-of-gaming-enforcement-home/). This is a confirmed address of a separate regulator; licensing information is the responsibility of the respective provider and casino records.

Reviews and complaints — Main parameters

Parameter	Value
Review topic	The archive contains a complaint about a jump delay from SlotCatalog and a review of the game components of Casino Guru; a separate Ice scenario covers the repeated display of a void.
Operator and configuration	Chicken Road 2.0, InOut Games, chicken-road-two, Game rules window 1.0.0. Main grid of the saved launch 95,5%.

Parameter	Value
Review platform and period	SlotCatalog reviews 06.06.2025, Casino Guru user rating 14.11.2026, selection saved 22.11.2026.
Player rating	Casino Guru 6,1/10 Guru Score and 3/10 from the player (one vote). SlotCatalog 8,8/10 with 12 votes.
Number of reviews	One user review in the Casino Guru rating, 11 comments and 348/63 reactions in separate metrics. SlotCatalog 12 votes.
Reviews and complaints	The sample features subjective step delay and desynchronization of an individual round's history. Bet ID, accepted outcome and timestamps have been reconciled.
Data for verification	ID R04, a screenshot of the history state, the void line and a comparison of balances before and after.
Contact channel	NV Casino — 24/7 chat, support@nv.casino.; Stake — 24/7 chat after logging in under the Terms and support@stake.com.; Total Casino — Chat daily 08:00–24:00. Phone 459596000 on business days 08:00–20:00. pomoc@totalcasino.pl.; Ice Casino — Support stated 24/7, chat from the authorized profile.; Bison Casino — Chat/form from the interface; addresses in the terms and promotional material are given separately.; Mostbet — Support Service 24/7, id@mostbet.com and @MostbetCS_Support_bot.; 22bet — Authorized chat with transaction history and owner verification.; Bitguruz — Chat from the profile, game history and owner confirmation attached.
Status and escalation	Closed after reconciliation; display and balance are consistent.
Outcome of the contact	The duplication disappeared on refresh; one void is reflected in the cashier and the log.
Article correction	Email to support.michal@chickenroadgry.com, state the material, the status and the specific correction.

Related sections

- Contact the Publisher → Publisher and contact