

INTRODUCTION

These are the Players' Rules applicable to the playing of the National Bingo Game, a game of bingo played under the Gambling Act 2005.

Players should always gamble responsibly and play the National Bingo Game within their limits. For more information and advice visit www.gambleaware.co.uk.

The National Bingo Game is organised for participating licensed bingo clubs by The National Bingo Game Association Limited, a company limited by guarantee, whose registered office is at Lexham House, 75 High Street North, Dunstable, Bedfordshire LU6 1JF ("NBGA"). The NBGA is licenced by the Gambling Commission.

1 TERMS USED IN THESE PLAYERS' RULES

In these Players' Rules the following words shall have the following meanings:

Calling Club: means the participating club exclusively designated by the NBGA to call the numbers to all participating clubs and, unless otherwise decided by the NBGA, is exclusively authorised to open and close the National Bingo Game and declare the wins.

Club Manager: means the person with overall responsibility for the day to day operation of the participating club and also any member of staff at the participating club appointed to perform the function of club manager from time to time.

EBT: means the electronic bingo terminal on which a player may play the National Bingo Game.

National Bingo Game: means the game of bingo played live consisting of a one line game followed by a two line game and / or followed by a full house game as organised by the NBGA from time to time and includes any other game configuration permitted by law which the NBGA may from time to time determine to be the National Bingo Game.

Ticket: means as the context requires, either a paper ticket or an electronic ticket to play the National Bingo Game.

You: means you, the person who plays or intends to play the National Bingo Game and **your** shall be interpreted accordingly.

2 APPLICATION OF THESE PLAYERS' RULES

- 2.1 These Players' Rules apply to the playing of the National Bingo Game by you and by other players and, in relation to the playing of the National Bingo Game, supersede any house rules that might otherwise apply to the playing of games of bingo at your participating club.
- 2.2 Whilst these Players' Rules apply to the playing of the National Bingo Game, other contractual terms between you and your participating club shall continue unaffected including but not limited to those that apply to the sale or supply to you of tickets to play the National Bingo Game.

3 AGE REQUIREMENT

You must be at least 18 years old to play the National Bingo Game.

4 TICKETS

- 4.1 Tickets to play the National Bingo Game may only be sold or supplied to players by participating clubs under the arrangements set out in these Players' Rules.
- 4.2 You can play the National Bingo Game using either paper or electronic Tickets, or you may use a combination of the two as decided at each participating club.
- 4.3 The price of the Ticket includes an amount of "stake money" and a "participation fee". Your participating club must display the maximum amount of any participation fee(s) which it will charge as part of the Ticket price on the clubs' Charges To Play notice for that relevant session of bingo.
- 4.4 As the prizes to be won in the National Bingo Game largely depend upon the number of tickets sold (and the amount of stake money levied on each ticket), details of the likely prizes will be displayed and/or announced (see Rule 5.1 below). If for a particular playing of the National Bingo Game a prize is to be of at least a guaranteed amount, that guaranteed amount will be advertised in advance of the sale of tickets for that playing.
- 4.5 Tickets may only be purchased in sets of six grids of numbers. Individual or alternative sets are not valid for the playing of any National Bingo Game unless your participating club has indicated that the NBGA are permitting the sale of alternative sets for that playing of the National Bingo Game.
- 4.6 Should any Ticket in a set of Tickets be split, damaged, or separated in any way, it will render that Ticket set void and invalid and no claim to be the winner of any National Game will be valid on any of those tickets unless the NBGA otherwise decides. You should ensure that none of your tickets are split, damaged or separated before play of the National Bingo Game commences and any defective tickets should be exchanged before the game commences.
- 4.7 To assist in the reduction of errors it is essential that you check when you collect your Tickets that the security and serial numbers on all paper Tickets are clearly legible and that the EBT on which the National Bingo Game is to be played, appears to be operating properly.
- 4.8 As soon as the opening and closing Ticket details are shown on the indicator board(s) or are otherwise announced in your participating club, you should check that your paper Tickets are complete and undamaged and that the numbers on

each of them are within the sequence shown. If this is not the case or if your EBT appears not to be operating properly, then you should contact the Club Manager or another member of club staff immediately and return the paper Tickets or the EBT to the point of sale before playing of the National Bingo Game commences.

- 4.9 You can cancel your purchase of National Bingo Game tickets at a participating club at any time until your participating club has stopped selling Tickets for the playing of that particular National Bingo Game.

5 PRIZES

- 5.1 Your participating club should display or the Calling Club will announce the amount of all nationally available prizes for the playing of that National Bingo Game before the National Bingo Game is played.
- 5.2 Should there be more than one winning ticket of a nationally available prize, then, unless the NBGA have notified your participating club of an alternative arrangement, that prize will be divided equally between each winning ticket.

6 PLAYING THE NATIONAL GAME

- 6.1 The National Bingo Game is a single game of bingo played live consisting of a One Line game followed by a Two Line game and / or followed by a Full House game as organized by the NBGA from time to time and includes any other game configuration permitted by law which the NBGA may from time to time determine to be the National Bingo Game.
- 6.2 The National Bingo Game will be played in each of the participating clubs at the announced time and will be called and checked in each participating club by the Calling Club.
- 6.3 The numbers to be called are selected at random and will be announced twice at each participating club by the Calling Club appointed by the Organiser. Once the Calling Club has started to call the first syllable of a number, that number becomes the last number called irrespective of whether the number was heard in each participating club.
- 6.4 If you are playing with a paper Ticket you must mark off the numbers called on each Ticket in such a way that it can be easily checked so as to avoid the possibility of any disagreement. Circles, the use of dabbers or underlining are recommended markings for paper Tickets. If you are playing with an electronic Ticket you must operate the EBT in the appropriate manner so that it will mark off the numbers called on its display.

6.5 The first player in each participating club who marks off (or who causes their EBT to mark off) all the numbers so as to complete a One Line game, Two Line game and/or if applicable, a Full House game must claim his or her win before the Calling Club has started to call any syllable of the next number.

6.6 If you believe you have a valid claim it is your responsibility to immediately stop the playing of the National Bingo Game by calling out audibly to enable the Club Manager to stop the National Bingo Game and have your ticket checked. You will forfeit any right to claim that prize if you fail to have the Club Manager stop the playing of that game before the Calling Club has started to call the next number.

6.7 At least one additional number must be called after a One Line has been completed and before a Two Line is claimed and after a Two Line has been completed and / or a Full House is claimed (if applicable).

7 MAKING A CLAIM TO A PRIZE

7.1 When a claim is made in any participating club the Calling Club will ask if there are any further claims. All claim(s) shall be checked and before the National Bingo Game is closed the Calling Club shall make one last enquiry for any further claim(s).

7.2 All claims to be a winner of any prize offered on the National Bingo Game are subject to scrutiny and verification by the NBGA and any dispute as to the winner of any prize related to playing the National Bingo Game is subject to the NBGA's Complaints Procedure provided for in Rule 11 below.

7.3 In order to claim any prize you must produce to your Club Manager your paper National Bingo Game ticket or EBT for checking.

7.4 If you are claiming a Prize using a paper ticket, that ticket must be intact and undamaged and its security and serial numbers and all other numbers must be clearly visible.

7.5 To claim any Prize you must be over 18 years of age and, if requested by the Club Manager, you must provide evidence to prove your age. Such evidence can be an original passport or a driving licence with photocard or other form of photographic identification acceptable to the Club Manager.

7.6 If a duplicate claim arises because a duplicate ticket (either paper or electronic) has been issued and played in error (and not deliberately placed or played on) the relevant prize will be shared equally amongst all winning tickets.

7.7 If you win a prize playing the National Bingo Game, it will be paid by the participating club where you won the prize within 10 days.

8 COMMUNITY PRIZE PAYMENTS

8.1 If a community prize is offered as part of a National Bingo Game and you win it, your participating club will pay that prize within 7 to 30 days and in accordance with procedures set by the NBGA. Further details about the payments to customers of any community prizes will be explained by your Club Manager on request.

9 PROBLEMS

9.1 Occasionally, because of circumstances beyond the reasonable control of the NBGA and/or that of one or more participating clubs (including acts of God, war, terrorism, power failure or technical failure), the NBGA may have to cancel or abandon a playing of a National Bingo Game. In these circumstances your Club Manager may choose to play a house game in which case these Players' Rules will no longer apply and the house game will be played under the participating club's house rules.

9.2 If after Tickets have been sold for a playing of the National Bingo Game, it becomes difficult or impossible to play that National Bingo Game because of a technical or other problem beyond the control of the NBGA and / or a participating club, your participating club will play a house game (in accordance with that club's house rules) for the stake money. For these purposes stake money means the ticket price for National Bingo Game tickets after deduction of any participation fees which will belong to and be retained by the club, as determined by NBGA.

10 REDUCED LIABILITY OF THE NBGA

10.1 Subject to Rule 10.3, if a National Bingo Game is cancelled, delayed or interrupted for any reason the total liability of both the NBGA and the participating club shall not together exceed the price you paid for any Tickets to play that National Bingo Game.

10.2 Subject to Rule 10.3, neither the NBGA nor any participating club shall be liable to any player for any unforeseeable loss or damage (including loss of profit or consequential loss or damage) arising from the organisation or playing (or the non-organisation or non-playing) of any National Bingo Game.

10.3 Nothing in these Players' Rules affects any liability for death or personal injury caused by the NBGA's negligence or for any fraudulent misrepresentation or the rights available to you as a consumer.

11 COMPLAINTS PROCEDURE

11.1 We hope you do not have cause to complain about the operation of the National Bingo Game but if you do, you should first try to resolve the matter informally with the Club Manager at the time. Should you wish to raise a dispute this will be passed to an independent dispute resolution provider, details of which are available from your Club Manager or at www.IBAS-UK.com.

11.2 If you raise a complaint about the conduct of the National Bingo Game we shall undertake a full investigation which may require us to withhold the payment of prizes until the investigation has been completed to the NBGA's reasonable satisfaction.

12 MISCELLANEOUS

12.1 Where the NBGA is required to exercise its discretion over any matter under these Players' Rules, it shall exercise that discretion reasonably and in good faith. If you are not satisfied at the outcome of the NBGA's decision you should exercise your rights under the NBGA's Complaints Procedure.

12.2 The NBGA will only use any personal information provided by or about you for the purpose of organising and administering the National Bingo Game.

12.3 Nothing in these Players' Rules gives any right to any third party to enforce any provision under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

12.4 These Players' Rules will be subject to English law and the English Courts will have exclusive jurisdiction in respect of any dispute arising under these Players' Rules or from any playing of the National Bingo Game.

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