

## BJ's Bingo Terms and Conditions

1. These premises are owned by Shipley Brothers Ltd and are known as BJ's Bingo Club.
2. Shipley Brothers Ltd is a company registered in England and Wales under company number 2799746 with its registered office at 250a Mackadown Lane, Kitts Green, Birmingham, B33 0LE.
3. The Company is fully committed to upholding the licencing objectives of the Gambling Act 2005, these being to keep gaming fair and crime free and to protect the young and vulnerable.
4. It is a Club requirement that players must complete an application to become a member of the Club. Club membership cards are not transferable.
5. All Customers accept and agree to be bound by these Terms and Conditions
6. These Terms and Conditions may be amended by BJ's Bingo from time to time.
7. Customers must be over 18 years of age.
8. BJ's Bingo reserves the right to refuse any application for membership of the Club or accept it without cause shown. The Management may also terminate the membership of any member without cause shown or prior notice given, at any time.
9. All members must produce their membership card on every visit to the Club. Failure to comply with this rule or any one of the following conditions could result in legal action being taken:
  - a) Taking part in gaming when under 18 years of age
  - b) Gaining entrance other than by Club rules
  - c) Providing fraudulent personal information or identification
10. Every game played at the Club shall be conducted by an official appointed by the proprietors for that purpose, and in accordance with Rules for Playing Bingo. The decisions of the official so appointed shall be accepted as final and binding upon those taking part in the game.
11. No gaming other than lawful gaming authorised by BJ's Bingo may be carried out at its premises.
12. Where gaming is carried out at BJ's Bingo premises:
  - a) It will be conducted on such days and at such times and in such manner at each club as BJ's Bingo determines. The days and times and manner of play so determined shall be prominently displayed in the premises.
  - b) BJ's Bingo will determine the admission and other such charges to take part in gaming in accordance with the Regulations made under the Gambling Act 2005.
  - c) Customer funds held in cash or in BJ's Bingo's general account are not protected in the event of insolvency.
13. The proprietors shall have the power to make regulations for the good order and conduct of the Club and of games taking place therein, and other activities and social events including regulations limiting the number of members admitted to any session of the Club or to take part in any game and other activities and social events.
14. Members shall be bound by these rules and comply with the regulations made by the proprietors, and abide by the decisions of any official appointed by them to conduct any game, activity or social events.
15. BJ's Bingo, its servants and agents shall not be liable to any Customer for any loss, damage or injury suffered by them, save where caused by negligence on the part of BJ's Bingo.

16. Customers play on the express understanding that BJ's Bingo, its servants and agents are not to be held responsible if results and/or prizes are affected by the failure of equipment, the misprinting or incorrect provision of books, tickets or publicity, the failure of team members or other employees to perform duties or the actions whether improper or otherwise, of third parties. On any such occurrence, BJ's Bingo's decision is to be binding upon the Customers, notwithstanding any statements(s) made by its servants or agents prior to or subsequent to BJ's Bingo's decision. In the event of such occurrence happening, all prizes awarded are subject to re-scrutiny and any Customer who received a prize undertakes to refund it if, in BJ's Bingo's opinion, it has been incorrectly awarded.
17. In the case of any gaming related dispute, the customer should raise the matter with the Duty Manager. If the customer is still unhappy with the decision the matter can be raised under the BJ's complaints and disputes procedure; General Manager first followed by a Senior Manager. Once all internal avenues have been exhausted and the customer is still not satisfied, they may refer the matter to the Alternative Dispute Resolution body, as recommended by the Bingo Association. A copy of the BJ's Bingo Complaints and Disputes Procedure is available on request.
18. The use of cameras or other devices for taking photographs/videos (such as mobile phones) may not be used by customers inside a BJ's Bingo Club, without the express permission of the management.
19. Other rules displayed are deemed to form part of these Club Terms and Conditions.
20. These rules may be altered, revoked or amended with the appropriate notice by the proprietors and notice of such alteration shall be displayed in the Club for and on behalf of BJ's Bingo.

## **Bingo Rules**

### **Before Play**

1. Players stake their money by the purchase of a card or book or electronic bingo ticket/package for a predetermined sum. Unless it is shown that a fee for participation is included in the sum charged, the total of books or cards or packages sold for such a sum shall be the prize money with no deductions.
2. The number of books or cards sold (including any damaged) along with the prize money details will be clearly visible to customers.
3. Where the books are purchased as an "All In" policy these may not be split between players. Books which are split are deemed to be void and no prizes may be claimed.
4. Bingo equipment will be checked at the start of each session.
5. Players must ensure that their cards or books are not damaged and fall in the sequence displayed. Any problems must be rectified during the first session.
6. The caller will announce the order of play and which game is to be played (ie. Any line, 2 lines or full house). In the event of any other alternative the caller will clearly indicate how the game can be won before it starts.

### **During Play**

1. When the game starts, the caller will select and announce numbers, one at a time, in the strict order in which they are produced by the equipment. A visual check of each number being called will be simultaneously displayed in the monitors around the hall for the benefit of players.
2. For the assistance of players, the numbers are also displayed on indicator boards. In the event of discrepancy between a number announced by the caller and that displayed on the indicator board, the actual number produced by the equipment (RNG) shall prevail.
3. As numbers are announced, members mark off the corresponding number as it is called. When using markers or dabbers, extra care should be taken by members to ensure numbers are still legible for checking purposes.
4. Players must not remove pages from books during or after use, and the cover must remain intact at all times. Breaches of these rules will render the book void, and no prizes may be claimed.
5. Re-checks of numbers are available until the 10<sup>th</sup> number is called or the line has been claimed, whichever comes first. In the event of a re-check the caller will stop the game and recall the numbers in numeric order ending with the last number called. The caller will then ask if there are any claims on the last number called before resuming the game. Ordinarily re-checks will not be carried out on the first game of each session; also, a maximum of four re-checks per session may be carried out.

### **Stopping the Game**

1. The first player(s) to mark sufficient numbers on the same ticket to fulfil the game requirements must call out to stop the game, as soon as that combination is complete and before any further numbers are announced.
2. The point at which the next number is deemed to have been called will be the moment the caller has commenced that number in any degree, including its colour. A number, once started, must be called in its entirety and is deemed to be the last number called.

3. It is the sole responsibility of the player to stop the game by shouting loud enough for the caller to hear the claim before the next number is called. Customers playing Bees must also shout to stop the game – pressing the claim button is not enough on its own to stop the game. No member of staff will be allowed to accept this responsibility on behalf of any player. The player must make their call loud enough to stop the caller progressing to the next number. Alerting other players or staff is not acceptable if the caller does not hear the claim in time. If this is disputed, no other persons testimony is relevant.
4. Where more than one game is being played on one ticket, the later game may not be claimed until the earlier game has been won and at least one further number has been announced by the caller. It therefore follows that two different games may not be claimed on the same “check” number. Also, a player may only claim the prize which is being played for at the time of the claim ie. A claim for the house may not be made whilst playing for the two lines. In this instance the winner would receive the two line prize money only and then game would recommence for the full house.
5. The next number displayed is not valid until announced by the caller.

#### Claiming a Prize

1. Books must be intact in order for any claim to be checked.
2. To claim a prize a player must produce the relevant book, card or Bee together with their membership card. Players unable to provide a valid membership card within two minutes will forfeit their right to the prize for the game in question and the game will resume determining an alternative winner. Full reasons for any such disqualification will be given, although Management have the discretion of assisting the player to validate their membership.
3. The caller will decide on a claim and announce their decision. If they do not allow the claim, they will endeavour to obtain the players agreement to that decision. The reason why the claim has not been allowed will be announced before play resumes.
4. When a player stops a game, but then indicates they have done so in error and decline to have their card checked, BJ's is relieved of any responsibility or liability in respect of that game.
5. In the event of a mechanical malfunction, however caused, or of duplication or incorrect game tickets being issued, either paper or electronic, resulting in multiple or duplicate claims, all claimants will equally share the declared prize.
6. Once the caller has declared the game closed and/or the indicator board has been cleared, no further claims will be accepted.
7. Customers entering into any ticket sharing and/or prize money sharing arrangements of any nature, whether formal or informal, do so entirely at their own risk. BJ's Bingo does not accept any liability in the event of disputes arising from such arrangements or any sharing function offered on its products. BJ's Bingo's only obligation is to pay the stated prize money to the player holding the winning bingo ticket.
8. In the event of an equipment breakdown, which prohibits the continuation of the game in progress, all numbers called will stand and while the game is continued on some other form of equipment.



### Other Information

1. In the event of more than one valid claim for any game, the prize money for the game shall be shared equally among the winners.
2. In the event of a special game for a prize (not cash), the caller will announce before the game the procedure to be adopted in the event of multiple winners.
3. Company employees are not allowed to take part in gaming of any form in the premises where they are employed.
4. Callers may not participate in any “linked” game, in any other club which is “linked” to the club where they are employed. They may participate in all other games, and may participate in link games which do not involve their own club.
5. Staff, other than callers, may take part in “linked” games in any club other than the one in which they are employed.
6. Linked Bingo games are subject to their own rules as displayed.
7. All prize monies displayed or announced within the club may be changed without prior notification at the discretion of the Management.
8. The management reserve the right to withdraw any advertised prize money without prior consultation.
9. These rules may be altered, revoked or amended at any time by the proprietors and notice of such alteration shall be displayed in the Club for and on behalf of BJ's Bingo. Any changes will be in accordance with the Gambling Act 2005.
10. In all matters the decision of the Duty Manager is final.

### Jackpots

1. Club Bingo Rules apply during the playing of jackpot games. Any exceptions or specific legislation regarding Jackpots are detailed below.
2. Where a Jackpot requires an additional stake to participate in an additional game or chance of winning, it is the player's responsibility to confirm that the stake has been paid. It is the responsibility of paper players to confirm that any jackpot stamp purchased has been recorded and is legible on their tickets. It is the responsibility of electronic players to confirm that they have purchased any jackpot stamp(s) within their bingo package.
3. Jackpot prize(s) will be available within existing games designated by the club prior to the commencement of the session. Only the jackpot numbers called within the designated game(s) will apply. Once a number has been called for the jackpot prize, any repetition of it is invalid
4. Prizes are won dependent upon the number of calls generated for a Customer to make a valid winning claim, as designated by the Club prior to the commencement of the game.
5. In the event of a jackpot not being won on a specific session or game, the prize(s) will be carried forward to the next designated session or game.
6. In the event that the Jackpot must be won on a specific session or game, then at the completion of the session or game the caller will continue to call further numbers until a valid winning claim is made by a customer(s)

### Superbook or Variant Games of Bingo

1. Prize money for a specific stake level will be displayed on the indicator board. Prize money for other stake levels will be announced at the start of the game.
2. Should the club play a Superbook or variant of a Superbook game or book where there are two or more stake charges for simultaneous games, including a free charge, the following procedure will be followed when there are multiple game claims and winners.

#### Example

- a) Two stake charges for a game played which are 'free' and a £10 'Superbook'
- b) Announced prize money for the full house of £40 for 'Free' players and £100 for 'Superbook' players.
- c) Three claims made and validated – one on a free book and two on Superbooks.
- d) The prize allocation would be as follows
  - I. Free book prize (£40) divided by 3 claims = £13.34 paid to one winner
  - II. Superbook prize (£100) divided by 3 claims = £33.34 paid to two winners

### Prize Bingo Rules

1. Club Rules and the Rules of Play for Table Top Bingo (as displayed) apply during the playing of Prize Bingo. Any exceptions or specific legislation regarding Prize Bingo are detailed below.
2. The amount charged by way of a participation fee in respect of any one chance to win a prize in a particular game shall not exceed £1.
3. Where in paying for a chance to win a prize in a game a person acquires the chance to win more than one prize, the limit in paragraph 1 shall apply despite the fact the chance provided the opportunity to in more than one prize.
4. Where a prize for which a game is played is money, the amount of that money shall not exceed £100.
5. For the purposes of paragraph 4, it is understood that no person under the age of 18 is allowed to game on these premises.
6. In all instances, the decision of the Duty Manager is final.

Electronic Bingo Terms & Conditions

1. The electronic bingo terminal operating in the Club shall be referred to as a unit. Other names include "Bingo Bee", "Bee", "Pod" or "e-Pod".
2. In the event of any breakdown of a unit, BJ's liability will be limited to the refund of any stake paid for games which have not been played.
3. In the event of any breakdown of a unit, the game will not be stopped whilst the unit is exchanged or reset.
4. The maximum available tickets to play per unit are 96. On an All In Session where tickets are sold in sixes, the maximum available tickets to play are 96.
5. Only BJ's Bingo members may use a unit. Membership cards are required to operate an account. Only one unit may be played per member.
6. Members accept full responsibility for the unit upon purchase. BJ's reserves the right to charge in full for any loss or damage to any unit by a member.
7. In order to use a unit, members must purchase a minimum quantity of 12 main session tickets at the full stake price (unless otherwise stated).
8. Any special offers and the conditions of the respective offers will be displayed at the point of purchase. These will be a supplement to these rules.
9. All discounts and offers are subject to review, or removal, at the discretion of BJ's Management without any prior consultation.
10. BJ's Bingo accepts no liability whatsoever for any missed claims etc which may happen as a result of technical faults or breakdowns on a unit.
11. Bingo Bee packages are not guaranteed to have all 1 to 90 numbers on each strip of 6 tickets sold. Players must be aware that due to more than six tickets being in play, double numbers will occur.
12. At the end of the session, it is the responsibility of the member to return the unit to the point from where they collected it.
13. BJ's Bingo uses PIN security to protect against fraudulent use of customer accounts. We recommend that customers change their PIN from the default and keep their PIN secure.
14. It is the responsibility of the Customer, either by review of the receipt issued at time of purchase or if self-service has been used by a physical check of tickets showing on the Bingo Bee electronic bingo unit, to ensure that the Bingo Bee electronic bingo unit contains all the tickets requested at time of purchase. BJ's Bingo accepts no liability whatsoever should the Bingo Bee electronic bingo unit not contain tickets which the Customer may have requested but was not charged for. Tickets charged for but not obtained will be refunded and will be deemed void for claim purposes.
15. In the event of failure of a Bingo Bee electronic bingo unit, BJ's Bingo will continue with the game in play and any further game(s) scheduled to be played whilst the faulty Bingo Bee electronic bingo unit is swapped for an alternative (if available). Customers who are unable to participate in a game or games from beginning to end due to a technical failure of the system will be entitled to a refund of the ticket(s) that they were not able to play and the refunded ticket(s) will be deemed void for claim purposes.
16. If more Bingo Bee electronic bingo units fail than there are spare units available, the electronic bingo game may be aborted, but the playing of bingo will continue with prize money being recalculated.
17. When marking off numbers, the Customer should either touch anywhere on the tickets displayed area on the Bingo Bee electronic bingo unit or, if using the self-marking portrait view option, should touch the actual number generated by the Random Number Generator and announced by the Caller. This action will automatically mark and record the numbers.

18. When using the self-marking portrait view option, it is the responsibility of the Customer to mark off the actual number generated by the Random Number Generator and announced by the Caller, as the marked numbers are used by the Bingo Bee electronic bingo unit to monitor and report tickets closest to winning. By using the self-marking portrait view option, the Customer accepts that they are aware of the associated risk and that they can correct mistakes during the playing of the game by use of the "catch up and correct" facility. BJ's Bingo accepts no responsibility for any missed claims where the Customer has used the self-marking portrait view option and marked the number(s) incorrectly.
19. If any Customer completes the combination in play (including the use of any automatic marking function or 'Autodob' on Bingo Bee or any other device), they must call out promptly to stop the game and, if required, press the electronic claim button on the Bingo Bee electronic bingo unit. The claim must be registered before the next number is called. The winning bingo ticket must contain the last number called.
20. In the event of failure of a slot machine game, automated bingo game or any other game provided on a Bingo Bee unit, the customer will be entitled to a refund of the stake on the affected game(s) and the incomplete game(s) will be deemed void for claim purposes.
21. In the event that a customer's account remains unused (ie there have been no deposits, purchases or withdrawals) for 12 months or more BJ's Bingo reserves the right to levy an administration charge of up to £5 per year per account.
22. Please note, customer funds left on account with BJ's Bingo are held in cash and are not legally protected in the event of insolvency. This meets the Gambling Commission's requirements for the segregation of customer funds at the level: basic segregation.
23. Terms and Conditions relating to Table Top Bingo, Slot Machines and Bingo Rule operate alongside Electronic Bingo Terms and Conditions and do not preclude any condition stated in the aforementioned documents.
24. Terms and Conditions for the use of electronic bingo terminals are displayed to players on creation of their account.
25. All changes to Terms & Conditions are notified to players in advance as per the Advertising Standards and Marketing Policy.
26. In the event of any dispute, BJ's Management decision is final and binding.



### Table Top Bingo Rules of Play

1. BJ's Bingo Club Rules shall apply to Table Top Bingo except where altered by these rules.
2. A participation fee at the rate indicated on the Charges To Play Notice will be charged for each game.
3. The activation of the visual indicator light at the playing position is proof of payment and a pre-requisite of any winning claim.
4. The prize money for each game is calculated by multiplying the number of players by the stake, less any par fees.
5. The caller selects a number operating a random number generator and announces each number so selected. The number is deemed to have been called immediately the caller begins to speak, even if only a partial number or colour is announced. The caller will complete any such calls before entertaining a claim.
6. Winning combinations are lines across, down or diagonal; four corners; four centre squares; multiples of these in a two line game or a full board game. The caller will state which game is in play prior to the game starting.
7. Free squares may be applicable to certain games, and where this is the case, the caller will announce this prior to the game starting.
8. Responsibility lies solely with the player to register their claim and stop the caller either with the claim button or by shouting. Staff are not responsible for making any claims.
9. Should there be more than one eligible winner, in accordance with the Club Rules, the money shall be divided equally.
10. In the event of any dispute, the Duty Manager's decision is final.

### Linked Table Top Bingo Rules of Play

1. BJ's Bingo Club Rules & Table Top Bingo Rules shall apply to these games except where altered by these rules.
2. The game will be called from a previously agreed control club.
3. In the event of technical faults, the link game will cease, any prize money already won shall be valid and the relevant contribution from the club deducted from the stake. The game will then resume "in house" for the outstanding "in house" stake money.
4. In the event of any dispute, the decision of the control club caller is final.

### Bonus Button Rules of Play

1. Normal Table Top Bingo Rules apply as displayed.
2. Stakes and prizes for all games will be announced prior to the game starting.
3. For the benefit of all games, Morning Bingo is classed as part of the Afternoon Session of bingo.
4. If a player is playing both A & B boards, then both boards must be credited with the requisite amount for the Jackpot Game being played.
5. Where a player has insufficient credits to participate then the board will not be in play for the Bonus.
6. Sole responsibility lies with the player to ensure they credit their boards. BJ's accept no liability whatsoever for failure to credit boards.
7. In the event of any dispute, the Duty Manager's decision is final.

### Slot Machines Terms & Conditions

1. These Terms work in partnership with BJ's Club Rules.
2. Players must be aged 18 years or over and hold a valid membership.
3. No gaming other than authorised gaming may be carried out on these premises.
4. BJ's Bingo, its servants and agents will report to the Police any member who uses gambling as a source of crime or disorder or uses BJ's Bingo premises to support any activity associated with crime and disorder.
5. Under no circumstances may members loan or borrow money to other members, nor shall they knowingly pass counterfeit or illegally obtained notes or coins.
6. BJ's Bingo, its servants and agents shall not be liable to any customer for any loss, damage or injury suffered by them or their property, save where caused by negligence on behalf of BJ's Bingo.
7. Customers play the slot machines on the express understanding that BJ's Bingo, its servants and agents are not to be held responsible if results and/or prizes are affected by the failure/malfunction of equipment or machines; the failure of employees or other staff to perform duties or the actions, whether improper or otherwise, of third parties. On any such occurrence, BJ's Bingo's decision is to be binding upon the customers notwithstanding any statements made by its servants or agents prior to or subsequent to BJ's Bingo's decision. In the event of such occurrence happening, all prizes awarded are subject to re-scrutiny; any customer who received the prize undertakes to refund it if, in BJ's Bingo's opinion it has been incorrectly awarded. The customer must report any fault or suspected fault to any of the gaming terminals located on the premises to an employee as soon as they become aware of such.
8. Any pay outs are discretionary to the Duty Manager. Each incident is determined on its own merit and is not subject to any precedent.
9. In the event of a payout being awarded against a machine; the player must provide a valid membership number and signature. All payments are ex gratia and reflect a final payment. No other payments or claims will be considered for any reason.
10. Reserved notices may only be used during Main Stage bingo time and for five minutes before/after interval commencement. These signs are not a legal requirement and may be removed by BJ's Bingo without any reason or prior notification being given. BJ's accepts no liability whatsoever for any losses resultant to use of these signs; nor does BJ's Bingo accept any liability for cards being removed by other players.
11. In the event of any dispute the decision of the Duty Manager is final.

### Free Draw Terms & Conditions

1. No purchase necessary to take part in the draw.
2. You must claim your prize within 5 minutes either side of the draw taking place.
3. Responsibility lies with the customer for the safe keeping of their draw tickets.
4. Damaged, altered or defaced draw tickets will be deemed void and no gift will be issued.
5. BJ's Bingo reserves the right to substitute a gift / prize for an alternative gift / prize of the same or greater value at any time.
6. In the event of a printers error, BJ's Bingo reserves the right to cancel, withdraw or amend any Free Draw promotion at any time without any prior notification.
7. All changes to Terms & Conditions are notified to players in advance as per the Company's Advertising Standards and Marketing Policy.
8. In the event of any dispute, the Duty Manager's decision is final.

### Promotional Offers Terms & Conditions

#### Gifts / Stamp Cards / Money Off Vouchers

1. All promotions / offers are for members playing Main Session bingo on the requisite session.
2. Members eligible for the promotion / offer are entitled to a maximum of one of the relevant gift / offer.
3. Where a gift or offer is being claimed by a member, no other "offer" voucher may be used or money off/cash back given.
4. Where applicable, the cash amount for the gift must be paid before the gift is issued.
5. Gifts / offers will only be redeemed on the specified date with no exceptions.
6. Responsibility lies with the customer for the safe keeping of their stamp card or voucher.
7. Due to past fraudulent claims, lost cards cannot be replaced.
8. Damaged, altered or defaced vouchers / stamp cards will be deemed void and no gift / cash will be issued.
9. Stamp cards may only be stamped on the relevant sessions. No excuses for inability to attend, or missed stamps will be accepted.
10. Whilst every effort is made to ensure sufficient quantities of gifts are available, from time to time we may run out of stock. In this eventuality an out of stock voucher will be issued which will be redeemable within the specified time scale.
11. BJ's Bingo reserves the right to substitute a gift for an alternative gift of the same or greater value at any time.
12. Due to the numbers of goods issued, it is likely that damaged items will be issued from time to time. It is recommended that members check their gift as soon as they get home. If a gift is found to be faulty, members must return the item within 14 days of receiving the gift in order that we may return them to the supplier. Where an item has been purchased, it is our policy to refund or replace the item (see 10). BJ's accepts no liability for gifts returned after the 14 day returns time scale has passed.
13. In the event of a printers error, BJ's Bingo reserves the right to cancel, withdraw or amend any promotion at any time without any prior notification.
14. All changes to Terms & Conditions are notified to players in advance as per the Company's Advertising Standards and Marketing Policy.
15. In the event of any dispute, the Duty Manager's decision is final.

### Regular Rewards Points

1. Regular Rewards Points are issued to an individual customer and are not transferable.
2. It is the responsibility of the customer to swipe/scan their card or offer their card to a member of the BJ's team to be collect any Regular Rewards Points due.
3. BJ's Bingo accepts no responsibility for missing points, missed swipes/scans or any other technical failure with regards to Regular Reward Points.
4. Regular Rewards Points can only be redeemed during the dates specified by BJ's management and displayed in club.
5. At the end of the redemption period, any remaining Regular Reward Points expire and do not roll over into the next scheme.
6. Regular Reward Points have no cash value at any time.
7. BJ's Bingo reserve the right to cancel, withdraw or amend Regular Rewards at any time
8. All changes to Terms & Conditions are notified to players in advance as per the Company's Advertising Standards and Marketing Policy.
9. In the event of any dispute, the General Manager's decision is final.

### Everyone's a Winner

1. EAW envelopes may be mailed, door dropped or handed out to customers in club.
2. EAW envelopes may only be redeemed by members of BJ's Bingo that are playing a session of bingo.
3. EAW envelopes must only be opened by a nominated member of BJ's Bingo staff in club.
4. EAW envelopes may only be redeemed within the dates specified.
5. EAW envelopes may only be redeemed once per person per promotion.
6. EAW envelopes not opened in accordance with 2 or 3 above will be deemed invalid.
7. BJ's Bingo accepts no responsibility for lost, defaced, invalid or opened envelopes.
8. In the event of a printers error, BJ's Bingo reserves the right to cancel any EAW promotion at any time without any prior notification.
9. EAW envelopes have no cash value at any time.
10. BJ's Bingo reserve the right to cancel, withdraw or amend the EAW promotion and /or prizes at any time.
11. All changes to Terms & Conditions are notified to players in advance as per the Company's Advertising Standards and Marketing Policy.
12. In the event of any dispute, the General Manager's decision is final.



## Complaints and Disputes Policy

### Gaming Disputes Procedure

1. BJ's Bingo fully supports the objective detailed in the 2005 Gambling Act that gaming should be conducted fairly and openly.
2. Should you have any complaint or dispute about any gaming related decision, a member of our management team should be able to settle the problem for you at the time.
3. However, should you not be satisfied with their decision, and all internal avenues of dispute resolution have been exhausted, you may refer the matter to the Independent Betting Adjudication Service (IBAS). This panel is tasked with reviewing any complaints or disputes relating to the bingo industry that cannot be settled internally.
4. The procedure for settlement of any gaming related dispute is as follows:-
  - a. *The matter should be raised with the duty manager **at the time.***
  - b. *If you are not satisfied with their decision, you should put your concerns in writing to the General Manager of the bingo club, at the bingo club address:*
    - i. *Kitts Green, BJ's Bingo, Mackadown Lane, Kitts Green, Birmingham, B330LE*
    - ii. *Leigh, BJ's Bingo, Ellesmere St, Leigh, Lancashire, WN74LQ*
    - iii. *Reading, BJ's Bingo, Gillette Way, Reading, RG20BS*
  - c. *The outcome of your dispute will be confirmed in writing to you. If you are not satisfied with the outcome, then you will be notified in writing of the next stage of the dispute process.*
  - d. *The internal process of your complaint will take no more than 8 weeks.*
  - e. *Should all internal avenues have been exhausted and you are still not satisfied with the decision regarding your gaming complaint or dispute, you may refer the matter in writing to the Independent Betting Adjudication Service (IBAS) at the following address:-*
    - i. *Independent Betting Adjudication Service, PO Box 62639, London, EC3P3AS*
    - ii. *Email: [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk)*
    - iii. *Website: [www.ibas-uk.com](http://www.ibas-uk.com)*

### Independent Betting Adjudication Service

1. IBAS will only handle disputes received in writing and after they have entirely satisfied that all possibilities of an internal solution have been fully explored. Therefore, if you have not taken the matter through the internal disputes procedure described above, IBAS will refer it back to you until the internal process has been fully exhausted.
2. Once a dispute has been accepted by IBAS for consideration and enquiries have been completed by IBAS it will be submitted to the IBAS panel for adjudication.
3. The company is not legally bound to abide by any IBAS decision but would normally do so, other than in exceptional circumstances.
4. Further information is available at [www.ibas-uk.com](http://www.ibas-uk.com)

# Customer Notice

## Notification of changes to the Terms & Conditions of BJ's Bingo

With effect from Friday 1<sup>st</sup> February 2019, the following changes to the Terms & Conditions will take effect.

- All changes to Terms & Conditions will be notified to players by a notice displayed on reception 7 days before the changes take effect.
- The internal process for dealing with Complaints and Disputes will be resolved within 8 weeks.
- Promotions and Free Draws – In the event of a printers error, BJ's bingo reserves the right to cancel, withdraw or amend any such Promotions or Free Draw.

Notice displayed from 25<sup>th</sup> January 2019