

Bingo Rules of Play and Terms & Conditions

Emerald Leisure Ltd – Cash Bingo

1. General

- Bingo sessions are operated by Emerald Leisure Ltd (Company No. 15333716).
- Emerald Leisure Ltd is licensed and regulated by the Gambling Commission of Great Britain to provide bingo facilities under account number 101291.
- Participation is restricted to persons aged 18 years or over.
- Bingo is only available to:
 - Registered holiday park guests
 - Holiday home owners
 - Individuals holding a valid guest pass issued by the operator
- Proof of age may be required at any time. Acceptable identification must be valid, photographic, and recognised under UK law.
- By purchasing a ticket, players confirm acceptance of these Rules of Play and Terms & Conditions.
- The operator reserves the right to refuse entry or participation where it is reasonable to do so, including for regulatory or operational reasons.

2. Game Format

- Unless otherwise stated, games are played as 90-ball bingo.
- The applicable winning pattern for each game (e.g. one line, two lines, full house) will be clearly stated prior to commencement.
- Each ticket or book constitutes one entry per game.
- The structure and sequence of games will be communicated before play begins.

3. Tickets and Participation

- Tickets must be purchased prior to the start of the relevant game or session.
- Pricing will be clearly displayed at the point of sale.

- Optional games (including flyers or link games) may be offered at an additional cost.
- Tickets are non-transferable and non-refundable once the game has commenced.
- Tickets that are lost, damaged, altered, defaced or illegible may be declared void at the operator's discretion.

4. Claims and Verification

- A player must clearly call "Bingo" as soon as a winning pattern is achieved.
- Claims must be made before the next number is announced.
- All claims are subject to verification by the caller or authorised staff.
- Failure to claim within the required timeframe will result in the claim being rejected.
- Players must produce their ticket for validation upon request.

5. Prizes

- Prize structures and values will be clearly communicated prior to each game.
- Prize values may vary depending on participation levels and ticket sales.
- Where there is more than one valid winner, prizes will be divided equally unless otherwise stated.
- The operator's decision in relation to prize entitlement is final.

6. Linked Bingo

- Certain games may be operated as linked bingo across multiple licensed premises.
- For linked games:
 - A shared prize pool applies across all participating venues.
 - Winning claims are determined across all venues collectively.
- Claims will be verified locally and confirmed through the central system before prizes are awarded.

- Full details of linked games will be provided prior to participation.

7. Calling of Numbers and Displays

- Numbers will be announced by the caller and may also be displayed electronically.
- The caller's verbal announcement constitutes the official record of the game.
- In the event of any discrepancy between a display and the caller's announcement, the caller's announcement prevails.
- The operator does not accept responsibility for:
 - Misheard numbers
 - Display errors
 - Player marking errors

8. Operational Errors and Interruptions

- In the event of an error, including but not limited to:
 - Incorrect number calls, Equipment malfunction, System failure, Interruption to the session
- the operator may, acting reasonably:
 - Void the affected game
 - Amend or withdraw prizes
 - Replay the game
 - Cancel or reschedule the session
- Where a game is interrupted, it may be resumed where practicable or otherwise cancelled.
- Decisions taken under this provision will be final.

9. Player Conduct

- Players are expected to behave in a responsible and orderly manner at all times.
- Players must not:

- Interfere with the conduct of the game
- Disrupt other participants
- Interfere with equipment or staff
- The following are strictly prohibited:
 - Cheating or attempted manipulation of the game
 - Collusion with other players
 - Playing on behalf of another person (proxy play)
 - Participation whilst subject to self-exclusion
 - Providing false or misleading information
- The operator reserves the right to remove any individual from the session and/or withhold prizes where a breach of these rules is identified.

10. Employee Participation

- Employees may only participate where:
 - They are not on duty, and
 - They have no involvement in the operation or supervision of the session
- The operator reserves the right to restrict employee participation where necessary to ensure fairness and integrity.

11. Liability

- The operator will not be liable for:
 - Loss, theft, damage or alteration of tickets
 - Player errors in marking or claiming
 - Misheard or misunderstood number calls
- Nothing in these terms seeks to exclude or limit liability where such exclusion is not permitted by law.

12. Complaints

- Complaints should be raised with venue management in the first instance.

- Where a complaint cannot be resolved on-site, it will be handled in accordance with the operator's formal complaints procedure.
- Information regarding the complaints process is available upon request.

13. Safer Gambling

- The operator is committed to promoting safer gambling.
- Players are encouraged to:
 - Gamble responsibly
 - Set personal limits
 - Take regular breaks
- Support is available from:
 - GamCare (www.gamcare.org.uk)
 - National Helpline: 0808 8020 133
- Information on self-exclusion and support tools is available upon request.

14. Data Protection

- Personal data will be processed in accordance with applicable data protection legislation.
- Data will be used only for legitimate operational, regulatory, and legal purposes.

15. Amendments

- These Rules of Play and Terms & Conditions may be amended from time to time.
- Any material changes will be:
 - Displayed within the venue, and/or
 - Communicated to participants through appropriate channels

16. Governing Law

- These terms are governed by the laws of England and Wales.
- All bingo operations are conducted in accordance with:

- The Gambling Act 2005
- The Gambling Commission's Licence Conditions and Codes of Practice (LCCP)