

CARLTON BINGO RULES OF PLAY

RULES OF PLAY

A. THESE RULES

- What these rules cover.** These are the terms and conditions on which we supply our bingo game (the “**Game**”) to you. All Players must accept and agree to be bound by these rules of play (the “**Rules**”). Please note, that:
 - if you are playing on an Electronic Handheld Unit, these rules should be read **in conjunction with** the “Additional Rules for Bingo Players Played on Electronic Handheld Units”; and
 - further rules are also applicable to specific Games. Please see Section D (Specific Game Rules) below for these rules.
- Why you should read them.** Please read these Rules carefully before you participate in any Game. These Rules will tell you who we are, how we will provide the Game to you and other important information.
- Unless otherwise stated these Rules are the applicable house rules in relation to the Game.
- These Rules may be amended by Carlton Bingo Limited (“**Carlton**”) from time to time.
- Where these Rules refer to the management, they mean the manager and the relevant members of the management team at the participating Carlton venue (the “**Venue**”) in question.

B. INFORMATION ABOUT US AND HOW TO CONTACT US

- Who we are.** We are Carlton Bingo Limited a company registered in Scotland. Our company registration number is SC267599 and our registered office is at 23/25 Huntly Street, Inverness, Inverness-Shire IV3 5PR. Our registered VAT number is 734 997 578.
- How to contact us.** You can contact us by emailing our customer services team at mail@carltonclubs.com.

C. RULES

- By playing the Game you confirm that:
 - you have read and accept these Rules;
 - these Rules will apply to your Game without (except where expressly stated) exception or variation; and
 - these Rules have been drawn to your attention prior to commencement of the Game.
- No gaming other than lawful gaming may be carried out on the premises.
- Player registration is open to any person over 18 years of age. Photographic evidence of proof of age may be required by management (at the management’s absolute discretion) for any person who appears to be under 25 years of age.
- Players must produce a valid Players Card in order to gain admission to the premises and when making a claim. Players Cards are not transferable. Failure to produce a Players Card on request will result in admission being prohibited.
- All stake money will be returned as prizes. Where there is more than one winner, cash prizes will be shared equally amongst the multiple winners. To comply with Anti-money Laundering, Prizes exceeding £5k in value will require suitable I/D to be provided prior to payment. Prizes greater than £2000 will be paid via cheque. Acceptable forms of identification to include any identification carrying the PASS logo, a military card, a valid photo card driving licence (including a provisional licence) or a passport. In the event I/D cannot be provided alternative forms of I/D may be accepted, and Management decision will be final.

Prizes in kind supplied by the proprietors may not be divisible and management may use its absolute discretion in determining an outright winner. The management’s decision is final in all such circumstances.

- Electronic displays are provided to show Game information. Whilst every effort is taken to ensure the accuracy of the information provided, mistakes can and do occur due to equipment malfunction and/or human error.
- Further to Rule 6 above, any prize given, or information displayed or announced, during the Game may be subject to re-scrutiny and adjustment by the caller or management. If you have any queries or reservations in respect of any decision, you can invoke the complaints & disputes procedure via the Club Manager, or contact our customer service team on 01786-451622.
- The Game is between the players. The management and staff act as referees and assist to the best of their ability, BUT THE ONUS IS ALWAYS ON THE PLAYER to call both loudly and clearly enough to attract the caller’s attention and stop the game. NO RESPONSIBILITY can be accepted by Carlton or the management should a player not qualify to win a Game by failing to comply with this Rule. Players are personally responsible for making themselves heard.
- At the start of each game the Caller will confirm which book and/or ticket is to be played, and which combination must be completed to win.
- Players are responsible for ensuring that their tickets are presented for checking in the correct manner. Where tickets are sold in multiples greater than one, the tickets must be presented in the same multiple by which they were sold. Cards which are illegible, or fail to comply with this Rule 10, may, at the management’s discretion, be declared void.
- Once a caller starts to describe a number in any way whatsoever, that number must be completed and becomes the check number. No claims may then be accepted on the previous number. For the avoidance of doubt, any claim made in respect of the previous number will be a late claim.
- When a claim is made, a Team Assistant will check the winning book/ticket and the Caller will confirm whether the claim is valid. If the winning ticket is on an Electronic Bingo Terminal the claim may be validated directly by the Caller without the need for a Team Assistant to attend to such a claim for checking. This does not negate the responsibility of the claimant to stop the game as detailed in Rule 8, above.

When satisfied (at their discretion) there are no further claims, the Caller will declare the number of winners and close the game. No further claims can then be accepted.
- In the event of any discrepancy between the numbers drawn and the numbers called, the numbers drawn shall always prevail. The numbers shall be checked from the random number generator memory or such other means as the manager determines.
- Where more than one Game is played on the same card, for example, two lines across followed by full house, the second Game cannot be won until the first has been completed, and at least one further number called.
- In the event of a printer’s error, the master set or electronic validator in use at the Venue will always prevail.
- In the event of circumstances outside of the management’s control (for example, acts of god or unusual weather conditions) (“**Force Majeure Event**”) the management reserve the right to alter or withdraw all guarantees, whether written or implied, as soon as reasonably practicable and shall not be in breach of the terms of these Rules or any failure to fulfil any of its obligations thereunder. However, the management shall use reasonable endeavours to mitigate the effect of a Force Majeure Event on the performance of its obligations.
- Carlton is committed to upholding all relevant laws and all Venues are subject to current Gambling Laws, Licensing Regulations and other legislation from Local Authorities, Scottish Executive and UK Government. If a player breaches any of

these, management will revoke their Player Registration without notice. The list includes, but is not limited to:

- Gambling Act 2005;
 - Prohibition on Smoking in public places; and
 - Licensing Regulations (only alcohol purchased at the Venues).
- Notwithstanding the provisions of Rule 17 above, the management reserve the right to refuse admission and to revoke player registration at any given time without notice, providing they have reasonable cause to do so.
 - In the case of any dispute the dispute resolution procedure is available on request.
 - The Rules may be amended for specific Games. Where supplementary or replacement rules apply they will either be:
 - notified to players by announcement prior to the Game; or
 - in writing on the Game ticket; or
 - by way of amendments to the Rules displayed in club licenses, rules & policies folder at admissions.
 - Players’ attention is drawn to any rules of play which may be provided by a third party game provider such as the National Game. For all Games provided under the auspices of the National Bingo Game (or other such third party providers) National Bingo Game rules of play (or the rules of play of any respective third party provider) shall take precedence over the Carlton Bingo rules of play.
 - The decision of Carlton in interpreting these Rules shall be final.
 - These Rules may be amended from time to time at Carlton’s reasonable discretion. Any proposed amendments to these Rules will be notified to customers 7 days in advance of the date of change via a written notice placed in a prominent club location (e.g. booksales).

D. SPECIFIC GAME RULES

- The following Game rules (each “**Specific Rules**”) shall apply in respect of each specific Game listed below:

ADDITIONAL RULES FOR LINKED BINGO

- The Rules shall also apply to linked Games, except where amended by these Specific Rules.
- Link equipment will be checked by all participating Venues. Where faults cannot be rectified prior to the Game, the Venue(s) concerned will play a local Game(s) for the local stake money and the relevant patrons will be advised accordingly.
- The Master Venue will draw and announce the numbers simultaneously to all Venues participating in the Game.
- It is the player’s responsibility in remote clubs to ensure that a claim is made in time to allow club staff to stop the Game in the Master Venue before the next number is started, to assist players in this numbers will be called three times by the Master Venue. Players are personally responsible for making themselves heard. NO RESPONSIBILITY can be accepted by Carlton or the management should a player not qualify to win a Game by failing to comply with this Rule.
- In the event of a breakdown in any Venue during the Game (“Breakdown Venue(s)”), which prevents that Breakdown Venue(s) from continuing in the Game, all numbers called will stand and all prize money won will be paid out subject to re-scrutiny and any necessary adjustment. The Breakdown Venue(s) will be omitted from further participation in the Game and will revert to a local Game. The other Venues will complete the linked Game if able to do so.
- In the event of a breakdown which prevents the Game from being completed, all Venues will revert to a local Game. All remaining monies will be reallocated by

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the Master Venue to each Venue in proportion to the number of tickets sold in each participating Venue.

7. As well as linked Games, separate or local Games may be played for the monies staked by players.
8. Players should note that advertised link prizes are subject to any statutory limits imposed from time to time and are only an indication of the likely prizes on offer.
9. In the event of any dispute the Master Venue’s decision is final. If you have any queries or reservations in respect of any decision, you can invoke the complaints & disputes procedure via the Club Manager, or contact our customer service team on 01786-451622.

ADDITIONAL RULES FOR CASHCARD BINGO

1. The Rules shall also apply to Cashcard Bingo, except where amended by these Specific Rules.
2. The charge to play is announced within the playing area.
3. The player is responsible for checking that playing cards and coin slot numbers correspond before inserting coins. The player is also responsible for checking that the visual indicator located on either the card or next to the coin slot, is activated before the Game commences.
4. Where dual boards are provided, it is also the players’ responsibility to ensure that they are playing the correct card as shown on the indicator panel.
5. All stake money will be returned as prizes.
6. In the event of more than one winner, prize money will be divided equally. The management’s decision in respect of the division of prizes shall be final.
7. A winning combination may be any of the following:
 - a. Any line across;
 - b. Any line down;
 - c. Any diagonal line;
 - d. Four corners;
 - e. Full house; or
 - f. such other combination as notified by the caller.
8. It is the player’s responsibility to stop the Game with a loud clear call or by use of the electronic claim button. Please note that electronic claim buttons, where provided, are only to assist players and should not be relied upon as a sole means of stopping the Game. NO RESPONSIBILITY can be accepted by Carlton or the management should a player not qualify to win a Game by failing to comply with this Rule.
9. Winners may, at the management’s absolute discretion, be required to provide a signature and valid Players Card to substantiate a claim.

ADDITIONAL RULES FOR LINKED CASHCARD ONLY

1. The Rules, Cashcard Bingo Rules and Linked Bingo Rules shall also apply to Linked Cashcard, except where amended by these Specific Rules.
2. The charge to play is announced by the Master Venue prior to the commencement of each Game.
3. A winning combination will be **a full house only**.
4. There are no free squares on Carlton Linked Cashcard games, but these may be in play on 3rd party games such as Meeron games.

ADDITIONAL RULES FOR PRIZE BINGO

1. The Rules shall also apply to Prize Bingo, except where amended by these Specific Rules.
2. The charge to play is announced within the playing area.
3. The player is responsible for checking that playing cards and coin slot numbers correspond before inserting coins. The player is also responsible for checking that the visual indicator located on either the card or next to the coin slot, is activated before the Game commences. NO RESPONSIBILITY can be accepted by Carlton or the management should a player not qualify to win a Game by failing to comply with this Rule.
4. Where dual boards are provided, it is also the players’ responsibility to ensure that they are playing the correct card as shown on the indicator panel.
5. A winning combination may be any of the following:
 - a. Any line across;
 - b. Any line down;
 - c. Any diagonal line;
 - d. Four corners;
 - e. Full house; or
 - f. Such other combination as notified by the caller.
6. In the event of more than one winner, prizes will be divided equally or, where this is not possible, alternatives will be offered.
7. Where cash prizes are offered, the maximum cash prize will not exceed £100. Where the value of the prize on offer exceeds £100, the excess will be paid in the form of vouchers or similar prize alternative.
8. It is the player’s responsibility to stop the Game with a loud clear call or by use of the electronic claim button. Please note that electronic claim buttons, where provided, are only to assist players and should not be relied upon as a sole means of stopping the Game. NO RESPONSIBILITY can be accepted by Carlton or the management should a player not qualify to win a Game by failing to comply with this Rule.

E. GENERAL

1. In exercising its discretion under these Rules Carlton will act reasonably and in each case its decision may be subject to Carlton’s dispute resolution procedure.
2. No failure or delay by a party to exercise any right or remedy provided under these Rules or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.
3. These Rules shall be governed by Scottish law, and the parties submit to the exclusive jurisdiction of the Scottish courts.