



Effective June 2025

All Customers must accept and agree to be bound by these Terms and Conditions.

These Terms and Conditions may be amended by Club 2000 Bingo Ltd from time to time.

1. These premises are owned by Club 2000 Bingo Limited ("Club 2000 Bingo") and are known as the Club 2000 Bingo Club.

2. Club 2000 Bingo is a company incorporated in England.

3. The Company is fully committed to upholding the licensing objectives of the Gambling Act 2005, these being to keep gaming fair and crime free and to protect the young and the vulnerable. The Company is similarly committed to operating its premises within the regulatory framework.

4. Your privacy is very important to us. Club 2000 Bingo does not sell or rent your personal details. Your personal details will be retained and used in accordance with the terms of our House Privacy Policy.

5. Customers must be over 18 years of age.

6. Club 2000 Bingo reserves the right to refuse admission at any time without giving reason.

7. On registration, you will be issued with a Club 2000 Bingo membership card. This cannot be transferred and must be produced upon entering the Bingo Club.

8. No gaming other than lawful gaming authorised by Club 2000 Bingo may be carried out at its premises.

9. Where gaming is carried out at Club 2000 Bingo premises:

9.1. It will be conducted on such days and at such times and in such manner at each Club as Club 2000 Bingo determines. The days and time and manner of play so determined shall be prominently displayed in the premises.

9.2. Club 2000 Bingo will determine the admission and such other charges to take part in gaming in accordance with the regulations made under the Gambling Act 2005.

9.3. Where any cash prize on an individual bingo game exceeds £1,000, customers will be offered the option of being paid via BACS.

10. Club 2000 Bingo, its servants and agents shall not be liable to any Customer for any loss, damage or injury suffered by them or to their property, save where caused by negligence on the part of Club 2000 Bingo.

11. Customers play on the express understanding that Club 2000 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 or tickets, 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, Club 2000 Bingo's decision is to be

binding upon the Customers, notwithstanding any statement(s) made by its servants or agents prior to or subsequent to Club 2000 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 Club 2000 Bingo's opinion, it has been incorrectly awarded.

12. 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 Club 2000 Bingo escalation process, by writing to the Club Director at Club 2000 Bingo, Aspects Leisure Park, Bedford, MK41 9LN. The Club Director will acknowledge your correspondence within 48 hours of receiving it and start investigating the matter. Every effort will be made to conclude these investigations within 7 days of receipt. The Club Director will then contact you with findings, recommendations and proposed actions. Should the Club Director not be successful in arranging a settlement that is to the reasonable satisfaction of a complaint, Club 2000 Bingo agrees to resort to the external independent arbitration services approved by the Gambling Commission to reach a final resolution.

The Alternative Dispute Resolution (ADR) can be contacted as follows:

Independent Betting Adjudication Service
PO Box 62639
London EC3P 3AS
Telephone 02073475882
Email: 02073475882

13. In the event of any occurrence that significantly impacts upon anticipated Customer attendance, any announcements or advertisements for guaranteed prize money, promotions or special offers may be withdrawn prior to the relevant session commencing.

14. The use of cameras or other devices for taking photographs/videos (such as mobile phones) may not be used by Customers inside a Club 2000 Bingo Club, without the permission of management.

15. By entering Club 2000 Bingo club, you accept that you may be included in photography/filming authorised by Club 2000 Bingo. Club 2000 Bingo owns all rights in such images and footage and shall be entitled to use the same for the purpose of (i) promoting Club 2000 Bingo and its commercial partners and (ii) any other commercial activity. In such circumstances you will not be entitled to any form of compensation, acknowledgement or payment.

16. The information displayed on the following pages is deemed to form part of these Terms and Conditions.

RULES OF PLAYING BINGO

Subject to the Specific Game Rules, the following rules apply to all games of bingo. Customers should ensure that they read them before playing. These rules may be amended by Club 2000 Bingo from time to time.

1. A participation fee at the rate specified in the Charges to Play Notice will be charged per game. The prize money for each game is calculated by multiplying the number of tickets/playing positions sold by the stake less the participation fee.

2. The normal range of numbers in play is 1 to 90. (Alternative number ranges may be used dependent upon the game design)

3. At the start of each game the Caller/Host will confirm which book and/or ticket is to be played and which combination must be completed to win.

4. Where an "All in" session is played on paper tickets, if you wish to play less than the stated amount of games, you must notify a Team Member who will detach the surplus books. You must not alter or split the books yourself, as they will become void.
5. The Caller/Host will select a number by operating either a random selector or a "blower motor" or other similar apparatus and then announce it. The number is deemed called immediately when the Caller/Host commences speaking.
6. The number will also be shown on an indicator board. In the event of a discrepancy, the number shown on the indicator board shall prevail over that announced by the Caller/Host.
7. If the number called appears on the combination in play, the Customer should mark off that number but leave it sufficiently legible to be easily checked.
8. The first Customer who marks off all the numbers on the combination in play must make an audible intervention to stop the game before the next number is called to claim the prize. The winning card must contain the last number called.
9. It is the Customer's responsibility to make the caller aware they have a claim, the recommended way to do this is via a loud shout. On electronic bingo you may stop the game by pressing your claim button, however this has a delay and may result in a missed claim, thus it is encouraged to shout first. In the event you are in a separate area/room to the Caller/Host, you must establish whether a Team Member is in control of that area/room for bingo purposes. If there is, you must stop the game in sufficient time for the claim to be relayed to the Caller/Host to comply with the requirement of rule 8 above. If there is no Team Member in control of that area/room, you are personally responsible for making yourself heard by the Caller/Host.
10. A Team Member will check the winning book/ticket and the Caller/Host will confirm whether the claim is valid. The Customer must produce their membership card to claim the prize. If the winning ticket is on an Electronic Bingo Terminal the claim may be validated directly by the Host/Caller without the need for a Team Member to attend to such a claim. This does not negate the responsibility of the claimant to stop the game as detailed in rule 9 above.
11. If more than one Customer claims the prize, the prize will be divided equally between all players or, if applicable, each winner will receive the advertised minimum win value. In the event of the prize consisting in whole or part of a non-monetary prize this shall be carried forward to another separate game or be the subject of a play-off or be substituted by a cash or a non-monetary alternative at Club 2000 Bingo's discretion.
12. 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.
- 12a. Should individual electronic bingo terminals malfunction, however it is caused, claims cannot be made after the game. In such circumstances stake will be refunded only.
13. Once the Caller/Host has declared the game closed and/or the indicator board has been cleared, no further claims will be accepted.
14. Where more than 1 game is played on the same ticket, the 2nd game cannot be won until the 1st game has ended and at least 1 further number has been called.
15. Customers entering into any ticket sharing and/or prize money sharing arrangements of any nature, and whether formal or informal, do so entirely at their own risk. Club 2000 Bingo does not accept any liability in the event of disputes arising from such arrangements or any sharing function offered on its products. Club 2000 Bingo's only obligation is to pay the stated prize money to the player holding the winning bingo ticket.

16. In the event of an equipment breakdown, which prohibits the continuation of a game in progress, all numbers called will stand while the game is continued on some other form of equipment.

SPECIFIC GAME RULES

The Rules of Playing Bingo shall apply save where expressly altered by the following Specific Game Rules. These Specific Game Rules may be amended by Club 2000 Bingo from time to time

JACKPOTS

1. 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.
2. 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.
3. In the event of the Jackpot not being won, the prize(s) will be carried forward to the next designated session.
4. 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/host will continue to call further numbers until a winning claim is made by a customer(s).

MCB

1. The appropriate stake money must be inserted in the slot provided or, where an electronic bingo unit is used, the cards to be played must be highlighted and the appropriate stake money will be deducted from the credit meter. This will activate the playing position's indicator light which will in turn register the board with our systems, which will be accepted as proof of payment. This is a prerequisite of a winning claim.
2. The Caller/Host selects a number from 1 to 80 and in turn announces its colour and number until such time a claim(s) is made.
3. If the number called is shown on the board, you should close the shutter or cover that number with a counter or electronically mark the number on the electronic bingo unit.
4. If a Customer(s) completes the combination in play, they must either call promptly or stop the game by means of an electronic claim button.
5. Should there be more than one valid claim, the prize will be split equally between those winners
6. The caller's decision is final.
7. It is the players responsibility to ensure that the board number they are playing matched the number on the coin slot they have credited.
8. It is the players responsibility to ensure the 'in play' indicator light comes on for each board they credit before the game starts. Winnings are only paid to boards that are in credit for the game in question.
9. It is the players responsibility to ensure the indicator light comes on for the bonus button if they have opted to play for any announced bonus before the game starts. Winnings are only paid for bonus button wins that are in credit for the game in question.

MAIN STAGE FREE DRAWS

Members must be present in the Club at the time of the draw to claim a prize.

The members name and membership number must be clearly legible on the draw voucher.

Members may only enter vouchers equalling the number of visits they have made over the promotion period. Members found to be entering more tickets than this may be excluded from the draw and have there prize redrawn.

DISCOUNT VOCHERS

Discount vouchers, cards or leaflets that are issued by the Club for promotional purposes may specify their use on a specific session or they may have a 'valid until date' covering more than one session. Where the voucher has a 'valid until date' covering more than one specific session the offer may be temporarily withdrawn on sessions that are 'special sessions' that have been pre-advertised as thus.

Only one discount voucher can be used on one session per member.

FRUIT MACHINE MALFUNCTION

Should a game malfunction in any way, be it on a physical machine or on a bingo terminal, including on a feature, then the game is void and only the stake for that individual game is returned to the customer. However, where a clear issue has been identified, management may choose as a gesture of goodwill to make an additional cash payment to a maximum value of £25 per player impacted.