

Away Resorts Ltd
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Away Resorts Bingo Rules of Play

Effective from: 14th July 2025

These Rules of Play apply to all bingo activities operated under a valid bingo operating licence by Away Resorts Limited at any of its Parks or associated venues. Participation in any such activity constitutes

Linked Bingo

1. Participation

- Bingo participation is only available to guests participating at Away Resorts parks.
- Players must be 18 years or older. By taking part guests confirm that they are of legal age.
- Away Resorts operates a Challenge 25 policy – valid ID may be required upon request. Entry will be refused to anyone who cannot produce acceptable ID.
- Employees of Away Resorts are not permitted to play Bingo (whether in person or by proxy) at any time.
- All participation is entirely voluntary. There is no obligation to take part, and all guests are encouraged to gamble responsibly and for entertainment purposes only.

2. Tickets

- Tickets must be purchased before the game starts. Away Resorts will not hold players' fees for future games.
- Credit will not be provided by Away Resorts to participate under any circumstances.
- Once purchased, bingo tickets cannot be refunded, exchanged or transferred.
- Lost, stolen or defaced tickets will not be replaced.

3. Playing the Game

- Each ticket contains a unique set of randomly generated numbers.
- Bingo numbers are drawn randomly using either a mechanical or electronic random number generator.
- Numbers are called from a central location and may be displayed on screens.
- Players must mark off numbers clearly on their ticket. The responsibility for correctly marking numbers rests solely with the player.
- A game is considered valid once all participants are present, the caller has announced the start, and all procedures have been followed.

4. Winning the Game

- Prizes are awarded for:
 - **One Line** – a full horizontal line
 - **Full House** – all numbers on the ticket
- To claim a win, a player must call out clearly and loudly enough (e.g. "Bingo!") and stop the game before the next number is called.
- The game will then pause for verification.
- Claims made after the next number is called are not valid.

5. Multiple Winners

- If more than one player wins on the same number, the prize will be shared equally.
- All claims will be verified by the host site and central control before being confirmed.



6. Game Formats and Prizes

- Games may be offered in various formats, including single line, two lines, full house or other special game types.
- Details of each game format, including prize structures, will be clearly displayed prior to each session.
- Prizes will be paid **in cash** or via **bank transfer**. Away Resorts will hold not players winnings for future games.
- Accurate details must be provided for transfer payments.

7. Fair Play

- Respect for other players is expected at all times.
- Disruptive, abusive or inappropriate behaviour may lead to removal from the session with no refund of purchase and exclusion from future participation.
- Players who are intoxicated or deemed unfit to play may be refused participation at the discretion of staff.

8. Responsible Play

- Bingo is intended to be a fun, social activity and should be enjoyed as a game of chance.
- Away Resorts promotes responsible gambling and provides self-exclusion options for any guests who feel they are at risk
- For help and support, visit BeGambleAware at www.begambleaware.org, GamCare at <https://www.gamcare.org.uk/> or the National Gambling Helpline on 0808 8020 133.
- Away Resorts reserves the right to refuse entry or exclude individuals from Bingo activities for any breach of these Rules of Play or for any behaviour which compromises the safety, integrity or enjoyment of others.

9. Cancellation

- Occasionally, because of circumstances beyond the reasonable control of Away Resorts, for example, but not exclusively, a failure of the technology or power outage, it may be considered necessary to cancel, abandon or interrupt the playing of a game. In these circumstances, Away Resorts may choose to play a localised game for participants at that respective park instead of the Linked Game using all the money collected at that Park as the stake on the ticket(s) sold on the Linked Game that was cancelled, abandoned or interrupted.

10. Complaints

- All game decisions, including win validation, are final.
- In the event that any player should have a complaint regarding any aspect of the playing of Bingo it shall in the first instance be referred to the Duty Manager of that Park. If the complaint cannot be resolved at the Park the complaint shall be referred by the Duty Manager immediately to one of the Directors of Away Resorts who will respond to the complainant within 7 days.

11. Updates to Rules

- These Rules of Play are reviewed annually and may be updated to reflect changes in regulation, licensing or operational practice. The most current version is available on our website and at the point of play.

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12. Contact Information

- If you have any questions regarding these Rules of Play please contact:
Email: guestservices@awayresorts.co.uk
Phone: 01442 817 044

These games comply with the Gambling Act 2005 and UK Gambling Commission guidelines for non-remote bingo operations.

Localised On-Park Bingo

1. Participation

- Bingo participation is only available to guests participating at Away Resorts parks.
- Players must be 18 years or older. By taking part guests confirm that they are of legal age.
- Away Resorts operates a Challenge 25 policy – valid ID may be required upon request. Entry will be refused to anyone who cannot produce acceptable ID.
- Employees of Away Resorts are not permitted to play Bingo (whether in person or by proxy) at any time.
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2. Tickets

- Tickets must be purchased before the game starts. Away Resorts will not hold players' fees for future games.
- Credit will not be provided by Away Resorts to participate under any circumstances.
- Once purchased, bingo tickets cannot be refunded, exchanged or transferred.
- Lost, stolen or defaced tickets will not be replaced.

3. Playing the Game

- Each ticket contains a unique set of randomly generated numbers.
- Bingo numbers are drawn randomly using either a mechanical or electronic random number generator.
- Numbers are called from a central location and may be displayed on screens.
- Players must mark off numbers clearly on their ticket. The responsibility for correctly marking numbers rests solely with the player.
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4. Winning the Game

- Prizes are awarded for:
 - **One Line** – a full horizontal line
 - **Full House** – all numbers on the ticket
- To claim a win, a player must call out clearly and loudly enough (e.g. "Bingo!") and stop the game before the next number is called.
- The game will then pause for verification.
- Claims made after the next number is called are not valid.

5. Multiple Winners

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- In the event of multiple winners on the same number, the prize will be shared equally.
- The host's decision is final.

6. Game Formats and Prizes

- Games may be offered in various formats, including single line, two lines, full house or other special game types.
- Details of each game format, including prize structures, will be clearly displayed prior to each session.
- Prizes will be paid **in cash** or via **bank transfer**. Away Resorts will hold not players winnings for future games.
- Accurate details must be provided for transfer payments.

7. Fair Play

- Respect for other players is expected at all times.
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- Players who are intoxicated or deemed unfit to play may be refused participation at the discretion of staff.

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13. Complaints

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15. Contact Information

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These games are conducted under the Gambling Act 2005 as non-commercial prize gaming within a holiday park setting.

