

**Away Resorts Ltd**  
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## Away Resorts Bingo Complaints & Disputes policy

### Overview

At Away Resorts, we're committed to ensuring that all our bingo games are fair, fun, and delivered with care. However, if a guest has a complaint or dispute regarding a bingo session, we take it seriously and follow the Gambling Commission's Licence Conditions and Codes of Practice (LCCP) to resolve it promptly and fairly. Below is the three-stage process for handling complaints and disputes relating to our licensed bingo operations.

### Stage 1 – Speak to a Manager On-Site

If you have a concern during or after a bingo session, please speak to the **General Manager** or, in their absence, the **Duty Manager** or **Entertainment Manager** at the park.

We'll always do our best to resolve any issue immediately and to your satisfaction.

### Stage 2 – Submit a Written Complaint

If you are not satisfied with the outcome at park level, you may escalate the complaint by putting it in writing to:

#### The Legal Team – Bingo Complaints

Away Resorts Ltd  
Maylands Building  
200 Maylands Avenue  
Hemel Hempstead  
HP2 7TG.

**Email:** [legal@awayresorts.co.uk](mailto:legal@awayresorts.co.uk)

(Please include the date, time, park, and a clear description of your complaint.)

We aim to respond within 7 working days.

### Stage 3 – Independent Review (ADR Service)

If your complaint is specifically a **gaming-related dispute** (e.g. the outcome of a bingo game or prize eligibility), and you remain dissatisfied after completing Stages 1 and 2, we will refer the matter to our independent Alternative Dispute Resolution (ADR) provider:

#### Independent Betting Adjudication Service (IBAS)

IBAS provides impartial adjudication at no cost to the guest.

IBAS  
PO Box 62639  
London  
EC3P 3AS

 [www.ibas-uk.com](http://www.ibas-uk.com)