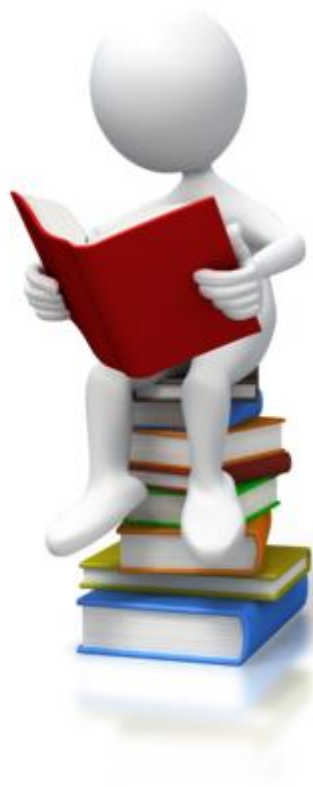


## Match Bingo Terms and Conditions



Title	EAAA (Trading) Ltd Match Bingo Terms & Conditions	
Author/Owner	Simon Judd	
Approved by	Director of Engagement & Income	Date: May 2021
Current Version	2	
<b>Document Change History</b>		
Version	Date	Author/Editor
1	December 2020	Simon Judd
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Review date	Annually and as required with changes to policies, procedures and legislation	
Linked procedural documents		
Document applicable to	Trading Subsidiary All staff, Trustees and volunteers	

The following are the terms and conditions of the *East Anglian Air Ambulance (Trading) Limited* (EAAA), *Match Bingo* (MB) game, provided by *RTSB Limited* (RTSB) and recognised by the Gambling Commission as a Simple Lottery.

By completing the player application form, you agree that you have read and understood these terms and that they will apply to and govern your participation in the game. If you do not agree with any of the terms and conditions, you should not accept them, in which case you will not be eligible to participate in the game.

## 1. Game Format

- 1.1. *Match Bingo* is a random draw based on events occurring in designated professional football matches. The game is available to players in the run-up to the start of every professional football match designated in the app via electronic match cards, delivered to the player's designated mobile device via RTSB's MB app.
- 1.2. Each card costs £1 and pertains to one match only. Cards can be purchased through the MB app prior to kick off, from credit previously established by the player in their MB accounts. Each card has a 3 x 5 grid of randomly selected events.
- 1.3. The game works from a real time feed of the events occurring in a match, provided to RTSB by *Opta Statistics*, an independent sports data company. The events shown in the card will be registered as occurring shortly after the data feed from *Opta* for that event is received by RTSB. If the player completes a horizontal line of 5 events reported by *Opta*, or two horizontal lines of five events, or a full house (3 horizontal lines of five events), they may be eligible for a prize (see Prize section below).
- 1.4. Winners will be automatically notified via the MB app and paid via BACS within 10 working days, there is no need for the player to claim a win.

## 2. Rules for play

- 2.1. The game is only open to persons aged 18 years or over. Players setting up accounts to play *Match Bingo* must confirm that they are 18 years of age or over. EAAA may use the services of an outside agency to provide evidence that players are of the required age, disclosing your information to the outside agency for the sole purpose of getting such evidence. It is an offence for persons under the age of 16 to attempt to join the game.
- 2.2. All prizes are set at specified levels and there are no alternatives. The prizes per match are:

Fastest Full House	£50
Fastest two lines	£20
Fastest single line	£10

where Fastest refers to the first completion on any card bought by any player of the match in question.

- a. In addition, prizes may be offered for the fastest full house achieved over a specified number of matches, such as those making up a completed tournament, season, or period of time. For full prize details at any point in time, see the [www.eaaa.org.uk](http://www.eaaa.org.uk) website.

- b. EAAA reserve the right to change the prize structure as it sees fit. The applicable prize structure for any card will be that shown on the MB app at the time the match related to the card kicks off. A player no longer wishing to take part after a change in prize structure can withdraw all outstanding monies from their MB account.
- 2.3. Players may not request to have specific events included on the cards they buy; the events will be distributed randomly.
- 2.4. A player wins by completing events on their cards in the patterns described in the Prize structure above before any other player. An event will only be deemed to have occurred if the statistical data feed records it as having occurred. If the statistical data feed recognises an event as occurring, and a player's card with that event is stamped, the stamp will endure even if the data feed, match officials or governing body later rescinds its decision. If a match is abandoned after cards for the match have been sold, players' wallets will be refunded. RTSB's decision as to which player completes a winning pattern first will be final.
- 2.5. The winners may be published on the website – [www.eaaa.org.uk](http://www.eaaa.org.uk).
- 2.6. It is the player's responsibility to keep EAAA notified of any change of address details. All winnings will be sent to the account specified by the player in the account details of the MB app or directly with EAAA.
- 2.7. All proceeds, after the deduction of prizes and fees due to RTSB shall be deemed as a donation to EAAA.
- 2.8. All advanced payments for cards received from a player are held in a separate account by EAAA. A player will be able to purchase cards after a payment has been made, the player has downloaded the MB App, and RTSB has created an account for the player. This process may take up to 5 working days.
- 2.9. No payments will be accepted by Credit Card, in line with Gambling Commission guidelines.
- 2.10. Any application for entry into the game may be rejected for any reason at the discretion of the Responsible Persons, C. Causton and C. McGeown.
- 2.11. Winners' initials and locations (not their full names) may be published on the EAAA website.
- 2.12. EAAA is not responsible in any way whatsoever for delays in payments being received.
- 2.13. Any electronic match card may be terminated at the discretion of EAAA or RTSB with any unused monies refunded.
- 2.14. EAAA reserves the right to reclaim any prizes issued in error.
- 2.15. Any monies in players' accounts where no card purchases or requests for funds to be returned occur for a period of six months, will be deemed, and applied as if they were, donations to EAAA.
- 2.16. EAAA will provide any player with a full history of their participation in the game, including complete payment and winnings history, upon request.
- 2.17. EAAA may change the rules of the game at any time and at their discretion. Customers will be notified of any changes to the rules on the [www.eaaa.org.uk](http://www.eaaa.org.uk) website before they come into effect.
- 2.18. The EAAA lottery is licenced by with the Gambling Commission under certificate number 3319.

### 3. Cancellation and refunds

- 3.1. Players of the game can request a refund of their monies and close their accounts at any time. Please inform EAAA by ringing 03450 669 999, by email

to [info@eaaa.org.uk](mailto:info@eaaa.org.uk), or by writing to: East Anglian Air Ambulance Lottery, Helimed House. Hangar 14, Gambling Close, Norwich Airport, Norwich, NR6 6EG

- 3.2. If EAAA or RTSB is notified of a player's death, any refund requested from unused monies will only be payable to the deceased player's estate. If a refund is not requested, any unused portion of the subscription will be donated to the EAAA.

#### 4. Customer funds – segregation and disclosure

Payments received into player accounts are accounted for and reconciled monthly with the bank and the game software. We qualify for the basic customer fund rating with regards to holding funds received in advance. The funds are kept in a bank account held by EAAA, thus separate from the trading subsidiary and these are shown as a creditor and corresponding debtor on the management accounts. Trustees have deemed this account as separate and the funds are not included in the working capital of the charity. No credit is granted to individual players. A player can only purchase cards if they have sufficient funds in their account.

#### 5. Liability

EAAA cannot accept liability for loss/theft or delays for:

- 5.1. Any payments/forms/communications sent by post or email or for any delay in payments through the banking system
- 5.2. Any event beyond the reasonable control of EAAA

#### 6. Data protection

EAAA will never sell or share your information with any other organisation for marketing purposes. Data that is collected from you is used solely by EAAA to process the playing of the game, to inform you if you have a prize or to send news updates and promotions of the Charity according to your preferences. You can read our full Data Protection and Privacy statement on our website: [www.eaaa.org.uk/privacy-policy](http://www.eaaa.org.uk/privacy-policy)

The information you provide EAAA related to MB will be shared with RTSB. We will need to share your data with them (securely) to enable the administration of the game. RTSB may have its own terms of use and privacy policy (which we encourage you to read) at [www.rtsb.co.uk/privacy-policy/](http://www.rtsb.co.uk/privacy-policy/). We are not responsible for how RTSB store your personal details securely or how they respect your privacy or communication preferences.

#### 7. Complaints Procedure

EAAA aims to ensure that any issue regarding the game that you may have is dealt with promptly, efficiently and in confidence. If you wish to make a complaint then please contact the Head of Direct Marketing & Supporter Insight in the first instance by one of the following methods: telephone: 03450 669 999, email: [info@eaaa.org.uk](mailto:info@eaaa.org.uk) or in writing to East Anglian Air Ambulance, Helimed House, Hanger 14, Norwich Airport, Gambling Close, Norwich NR6 6EG.

The Charity will send acknowledgment of your complaint along with a copy of our complaint procedure within seven working days. Your complaint will be fully investigated, and a response issued within a further 10 working days.

If your complaint involves an issue about the running of the game or the Rules for Play (see section 2 of Terms and Conditions), EAAA will, if necessary, contact MB on your behalf and get a response to you within the timeframe described above. If you are not happy with the response, EAAA will facilitate your direct contact with Match Bingo should you request it.

If you are still not happy with the response to the issue you will then be referred to the Gambling Commission's registered responsible persons at our office address, C. Causton and C. McGeown. If the matter cannot be resolved internally by the charity, it would then be referred to EAAA's Alternate Dispute Resolution (ADR) provider, IBAS (Independent Betting and Adjudication Service) for further advice. IBAS can be contacted by phone on 020 7347 5883 or by email at [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk), and further details are available at [www.ibasuk.com](http://www.ibasuk.com).

For further information on how EAAA handle complaints, including how key events and incidents are recorded, please read our full policy here: [www.eaaa.org.uk/making-a-complaint](http://www.eaaa.org.uk/making-a-complaint)

## 8. Problem Gambling

- 8.1. Whilst EAAA would like as many people as possible to support the Charity by playing the game, helping members of the public gamble in a responsible way is even more important. Please make sure you bear the following in mind:
  - a. Gambling should be entertaining and not seen as a way of making money
  - b. Avoid chasing losses
  - c. Only gamble what you can afford to lose
  - d. Keep track of the time and amount you spend gambling
  - e. If you need to talk to someone about problem gambling then contact GamCare. GamCare is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. GamCare can be contacted confidentially on their helpline on 0845 6000 133. You can also visit the GamCare website for more information and advice [www.gamcare.org.uk](http://www.gamcare.org.uk)
- 8.2. If self-exclusion is requested, we will close any player's account for a minimum period of six months during which time the account cannot be reinstated. During this period, the account set-up system will ensure that the individual does not open a new account, by referencing their post code and surname.
- 8.3. If EAAA is made aware of an application to participate in the game from a person that has previously excluded themselves from participating in gambling, or is a suspected problem gambler, the application will be rejected. The prospective customer will be advised in writing of the reasons for the rejection and referred to GamCare. The customer's details will be logged in the charity's database for the purposes of possible exclusion from future participation in the game.
- 8.4. Communication between EAAA and any customer that self-excludes from gambling will be conducted as per the Self-exclusion Process.

If you have any questions about this policy, please contact the EAAA responsible person for gambling by email at [info@eaaa.org.uk](mailto:info@eaaa.org.uk), by telephone on 03450 669 999, or by post at East Anglian Air Ambulance, Helimed House, Hangar 14, Gambling Close, Norwich Airport, Norwich, NR6 6EG.