



RULES FOR BINGO GAMES

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RULES FOR BINGO GAMES

These Rules for Bingo Games (“Rules”) apply, until amended or revised, to Charitable Games lottery schemes, (Bingo Games, Play on Demand Games, Cabinet Games, and paper Break Open Tickets) conducted and managed by the Ontario Lottery and Gaming Corporation. It is a condition of participating in all Games that the participant agrees to be bound by these Game Rules and any Game Conditions governing the specific lottery Game.

1.0 Interpretation

1.1 In these Rules,

“Act” means the Ontario Lottery and Gaming Corporation Act, 1999, as amended;

“Audio System” is the public address equipment to enable Players to hear Game related messaging/Game Calls which are called during a Bingo Game;

“Ball Ordinal Number” means the number identified in the Game Program and announced by the MC as the maximum number of balls that may be called to complete a Game Pattern within a Segment/Opportunity of a Game;

“Bearer” means a Player who purchased a Strip for paper played Games, and/or the Electronic Sales Receipt for Electronic Bingo Games, or the ticket for a Break Open Ticket Game, or the Voucher for a Cabinet Game;

“Bingo” means a Player has completed a Pattern that is in play, on a Winning Card, in accordance with the Numbers/Symbols Drawn and Called;

“Bingo Event(s)” means each of the Bingo Games played during a Session;

“Bingo Event Ticket Game(s)” means a Break Open Ticket Game in which a Winner is determined by matching a bingo ball Symbol or Symbols on a Break Open Ticket with a specified Number or Numbers Drawn during the course of a Bingo Event;

“Bingo Game(s)” means a game where Numbers/Symbols are Drawn and Called by the Corporation’s On-Line System and Players Dab the corresponding Number/Symbol on their Card to try to achieve a predetermined Pattern announced prior to the start of the Game by the MC, or if played electronically, the Player Dabs (if required) their electronic Card on their Individual Player’s Terminal to try to match the predetermined Pattern;

“Bingo Station” or “Bingo Console” means the terminals, printers and other equipment which are connected to the Corporation’s On-Line System and used for this lottery scheme;

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“Box” means each separately sealed box of Break Open Tickets within a Deal or Sub Deal, as shipped by the manufacturer;

“Break Open Ticket(s)” means a ticket which has one (1) or more perforated cover window tabs behind which are Numbers/Symbols that must be revealed by the tearing off of the cover tab. A Winner is determined by matching a predetermined Pattern and/or Game mechanic. Seal Card Games, Bingo Event Ticket Games, and Nevada are types of Break Open Tickets;

“Cabinet Game(s)” means an electronic Game whereby a Player’s entitlement to a Prize is determined by either a Bingo Game or a pre-defined Deal, and where a bar code on a Cabinet Game ticket is electronically read and dispensed by the Cabinet Game machine and the result of such Cabinet Game ticket displays on the Cabinet Game screen;

“Call(s)” or “Called” means the broadcasting by the Corporation of Numbers/Symbols which are announced verbally by the MC during a Game Session, through the Corporation’s Bingo Console, Audio System and Monitors, and for Play on Demand Games, will be displayed on the Individual Player’s Terminal;

“Card(s)” means the preprinted Pattern of Numbers/Symbols that pertains to the style of Bingo Event being played and contains a unique face identification number that is within a specified Permutation;

“Card Identifier” means the unique marking (number, bar code, etc.) on each bingo paper Strip verifying the validity of the information related to the Strip;

“Charitable Games” means the lottery schemes conducted and managed by the Corporation, as described in these rules;

“Charitable Gaming Centre” means an establishment authorized by the Corporation to participate in the Corporation’s Charitable Games lottery schemes;

“Charitable Gaming Product(s)” or “Product(s)” means the Card, Electronic Sales Receipt or Break Open Ticket used to play a Game, or the Voucher dispensed by the Cabinet Game at the end of play that represents the value of any unplayed credits or credits Won;

“Claimant” means a person claiming entitlement to a Prize on his or her own behalf;

“Close Of Game” or “Close (d)” means the completion of a properly played Game, as determined solely by the Corporation;

“Colour” refers to the border Colour of the bingo Card;

“Corporation” or “OLG” means the Ontario Lottery and Gaming Corporation;

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“Dab(s)” or “Dabbed” or “Dabbing” means to mark the square on the Card in the case of paper Bingo Games, to mark (but not mutilate or destroy) it in some manner with a degree of permanence acceptable to the Corporation in the matched square on the Card as the Numbers/Symbols are Drawn and Called, or, in the case of Electronic Bingo Games, touching the screen of the Individual Player’s Terminal, if the Electronic Bingo Game does not automatically complete this function, in the matched square on the Card, (if the free square is not so marked or touched, as the case may be, it will still be considered “Dabbed”);

“Deal” means each separate Game or series of Break Open Tickets or Cabinet Game tickets with the same Serial Number;

“Device” means any item that can be used to visually or audibly gain the attention of the Master of Ceremony (MC);

“Draw” or “Drawn” means the random selection by the Corporation of Numbers/Symbols from the Range of Numbers/Symbols. Such Draw may be held either manually (by a Ball-Draw machine) or electronically (by the Corporation’s On-Line System). If a Draw is held electronically, except for Play on Demand Games, such Draw may be held prior to the start of the Game;

“Electronic Bingo Games” means Games played on an Individual Player’s Terminal or electronic device during Session Bingo Games or as Play on Demand Games;

“Electronic Sales Receipt” means a confirmation of payment slip issued by the Service Provider that contains information both visible and/or in bar code form, including: the date and time of issue; the dollar amount paid for the slip (expressed as a credit balance); and a statement that any uncashed credit balance on the Player’s account will be forfeited after thirty (30) days. A Player account status referenced by a Player identification number reflects purchases made and Prize amounts credited or accrued; and other relevant data required to play Electronic Bingo Games;

“Flashboard” means the screen(s) made available to a Player that displays the Numbers/Symbols Drawn for the relevant Draw;

“Game(s)” means each of the approved Charitable Games lottery schemes offered by the Corporation, as described in these rules and the specific Game Programs, if available at the Charitable Gaming Centre;

“Game Program(s)” means the instructions, price and Prize structure, which govern a Player’s participation in such Bingo Games;

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“Game Session” or “Session” means a program of Bingo Games specific to a time period which may include both paper and Electronic Bingo Games; for Play on Demand Games, means the Card(s) purchased by an individual Player;

“Individual Player’s Terminal” means the computer terminal or electronic device used by the Player for Electronic Bingo Games or Play on Demand Games;

“Ineligible Individual” means an individual described in Rule 5.1;

“Gaming Equipment” has the same meaning as set out in the GCA;

“GCA” means the *Gaming Control Act*, 1992 and all regulations or standards made thereunder, as amended or replaced from time to time;

“Jackpot” means a single disbursement of currency, currency equivalent (e.g. a Voucher), or non-monetary asset that meets any of the following criteria:

- a) any winnings resulting from an individual’s participation in any Break Open Ticket Game or Bingo Game (and all variations thereof, including Progressive Bingo Event Ticket Games, Progressive Seal Card Games, and/or Bingo Event Ticket Games);
- b) any winnings resulting from a Play on Demand Game that would require the Service Provider to immediately verify an individual’s arrears status in accordance with the *Family Responsibility and Arrears Enforcement Act*, 1996 (as amended or replaced from time to time);
- c) any winnings resulting from participation in a raffle;
- d) any winnings resulting from an individual’s participation in a Charitable Games tournament (e.g. Cabinet Game tournament);
- e) any winnings on a Cabinet Game or other electronic gaming device that results in the automatic dispensing of a Voucher (e.g. “Jackpot voucher”); or
- f) any non-monetary asset awarded by a Service Provider to an individual resulting from the individual’s participation in a Charitable Game.

“Master of Ceremony” or “MC” means the person employed by the applicable Service Provider, where such person has been given authority on behalf of the Charitable Gaming Centre to open, operate, and Close the Session Bingo Game;

“Monitor” means the screen(s) made available to a Player that displays the Numbers/Symbols Drawn for the relevant Game;

“Numbers/Symbols” means a set of 75 balls bearing the Numbers from 1 to 75 and the letters B, I, N, G, O, or a set of 80 balls bearing the Numbers 1 to 80, or a set of 90 balls

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bearing the Numbers 1 to 90, or a set of 75, 80 or 90 bingo balls bearing Symbols (e.g. playing cards);

“On-Line System” means the Service Provider Bingo Stations of the Corporation's computer-controlled system for conducting lottery schemes as well as the Corporation's central computer-controlled On-Line System directly controlling these Bingo Stations;

“Pattern” means the various combinations of the squares on the Card that will be played as announced by the Corporation and which may vary on such basis as the Corporation may determine, whether from Session to Session, from Game to Game, from day to day, or otherwise;

“Permutation” means the arrangement of Numbers/Symbols in a different order that are unique within a Serial Number of bingo paper type;

“Play on Demand Game” means a Player initiated Electronic Bingo Game that the Corporation provides to a Player for play at a Charitable Gaming Centre;

“Player” means a person who is eligible for play who requests a Product, receives the Product, and either pays the appropriate price for the Product or is provided with free play Product or a Restricted Credit Voucher;

“Player's Guide” means the publication issued by the Corporation or Service Provider, as amended, containing additional information about the Game mechanics and Prize structure of one or more of the Charitable Games lottery schemes (whether or not referred to by the Corporation as a Player's Guide);

“Prize” means a sum of money or any other property or benefit to which a Winner is entitled in accordance with these Rules, and includes Jackpots;

“Progressive Bingo Event Ticket Game(s)” means a Bingo Event Ticket Game that is played in conjunction with a Bingo Event where progressive Prizes that are not Won during one Bingo Event accumulate and are added to the progressive Prizes of a future Game at a subsequent Bingo Event identified by the Service Provider and continues until the Prize is Won;

“Progressive Seal Card Game” means a Seal Card Game where Prizes that are not Won during one game accumulate and are added to the Prizes on a Game at a subsequent Bingo Event identified by the Service Provider until the Prize is Won;

“Range of Numbers/Symbols” means Numbers from B 1 - B 15, I 16 - I 30, N 31 - N 45, G 46 - G 60, O 61 - O 75, or balls Numbered 1 through 80 or 1 through 90 or sets of 75, 80 or 90 balls depicting Symbols (e.g. playing cards);



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“Regulations” means the Regulations made under the *Act*;

“Restricted Credit Voucher(s)” means a preprinted document issued by the Service Provider to allow a Cabinet Game Player free play;

“Seal Card Game(s)” means a Break Open Ticket Game where, upon the completion of the sale of a Box of Break Open Tickets, the Seal Card is posted at the Charitable Gaming Centre and a window or windows are opened to reveal a Number/Symbol that matches a Seal Card Game ticket held by the Player;

“Segments/Opportunities” means Games with distinct sections that may require a specific Pattern to be completed and a Winner confirmed followed by additional Pattern(s) with a Winner determined for each, or a Game that may provide a larger valued Prize if the Player achieves the Pattern in play within the specified Ball Ordinal Number and a lesser valued Prize if the Pattern is achieved after the Ball Ordinal Number is met;

“Serial Number” is a number which may also have letters identifying one complete set of Charitable Gaming Product;

“Service Provider” means a person, organization, or corporation authorized by the Corporation to provide certain services at a Charitable Gaming Centre in the Corporation’s conduct and management of the Bingo Games;

“Strip” means a minimum number of Cards (unless otherwise determined by the Corporation), which are eligible for play only at the Charitable Gaming Centre where they were issued and purchased and for the specified Game, Game number and Drawdate; the Strip can be identified by the Card Identifier, Colour and Serial Number;

“Sub Deal” means a portion of a Deal of a Seal Card Game or Bingo Event Ticket Game. Each Sub Deal in a Deal shall have the same Serial Number but may be distinguished by a letter of the alphabet or additional numbers at the beginning or end of the Serial Number or form number;

“Validation” means the Corporation’s On-Line System’s verification of: a Card for Bingo Games; the results of a Play on Demand Game; the Voucher from a Cabinet Game; or the Break Open Ticket, for the Charitable Gaming Centre and a Player as to the Prize amount, if any, to which a Player may be entitled in respect of a specific Product;

“Voucher” means a printed document that is dispensed from a Cabinet Game which reflects a Player’s unplayed credits/wins, or a preprinted document issued by the Service Provider to allow a Player free play;



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“Winner” means the individual(s) who is the rightful Bearer of a Winning Card for Session Bingo Games, and in the case of Electronic Bingo Games, the Bearer of the Electronic Sales Receipt/Bingo Game Strip, or the winning Break Open Ticket, or Voucher from a Cabinet Game;

“Winning Card” means, for any Game, where the Player must match the Called balls by Dabbing and matching the Pattern in play and the Numbers/Symbols match the mechanics of the Game as defined in the Game Program;

“Won” means a Game Prize that was validly claimed by at least one Winner and that it was verified in accordance with these Rules, regardless of whether it was paid to the Winner(s).

- 1.2** Specific Game Programs are available from the Service Provider, or the Corporation upon request.
- 1.3** Words used in these Rules which are used in the Regulations (or in the Game Programs) have the same meaning as those used in the Regulations. Words in the singular shall include the plural, and words in the masculine gender shall include the feminine.
- 1.4** In the event of a conflict between information contained in the Card/Strip (including any Card forming part of the Strip), the Player’s Guide, the Game Program, and/or these Rules, such conflict shall be resolved in accordance with the following priority, and the Corporation may rely on any of them as forming, in whole or in part, the Game Rules:

- (a) all applicable laws and regulations;
- (b) these Rules;
- (c) the Game Program;
- (d) the Player’s Guide;
- (e) the Card/Strip.

2.0 Sale of Charitable Gaming Products

- 2.1** Charitable Gaming Products may be sold to Players only by authorized Service Provider.
- 2.2** Except as authorized by the Corporation, Charitable Gaming Products may not be sold to Players at a price other than that shown thereon, or identified in the Game Program.

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- 2.3** A Player may purchase Charitable Gaming Products only at the Charitable Gaming Centre where he/she will play, and a Player may only play a Charitable Gaming Product at the Charitable Gaming Centre where he/she purchases the Charitable Gaming Product(s).
- 2.4** The Corporation may, at any time and at its sole discretion, limit the number of Charitable Gaming Products issued or the number of Charitable Gaming Products that may be sold to any person(s) or through any Service Provider.
- 2.5** For Session Bingo Games:
- 2.5.1 Players may be required to purchase a minimum number of Charitable Gaming Products for a Session, as determined by the Corporation.
 - 2.5.2 Prior to a Game Session, Bingo Games Strips may be purchased for play on paper or for play on an Individual Player's Terminal.
 - 2.5.3 A paper Strip is void if it has been cut or separated for the purposes of sharing between Players.
 - 2.5.4 The Service Provider can remove the pages of a booklet during a Session where those Games have already been played, to sell the remainder of the book to a Player who wishes to purchase the book after the start of the Session. Cut or separated paper cannot be sold to customers.
- 2.6** For Play on Demand Games
- 2.6.1 Players must purchase credits for Play on Demand Games from the Service Provider.
 - 2.6.2 Play on Demand Games may be purchased for play only on Individual Player's Terminals.
- 2.7** For Break Open Tickets
- 2.7.1 For traditional Break Open Tickets, tickets are sold from a clear container by the Service Provider.
 - 2.7.2 Break Open Tickets must be opened within the approved gaming area and instant wins redeemed at time of purchase.

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2.7.3 For Bingo Event Ticket Games or Seal Card Games, a Box will only be distributed for sale if the Service Provider has a reasonable expectation that it will sell to completion, based on attendance and Deal demand.

2.7.4. Bingo Event Ticket Games or Seal Card Games tickets must be sold and played during one Session.

2.8 For Cabinet Games:

2.8.1 Players must attend a Cabinet Game and insert approved currency or Voucher, as determined by the Corporation, or Restricted Credit Voucher to engage in play.

3.0 The Draw

3.1 For Session Bingo Games:

3.1.1 The Corporation, in its sole discretion, shall determine the Games that will be played for the Session, and this information shall be made available to the Players prior to the start of a Game Session.

3.1.2 For each Game and Session, the Corporation shall generate at random, Numbers/Symbols until there is a Winner for that Game or a predetermined Ball Ordinal Number has been reached, and if such Draw is held electronically, not all Numbers/Symbols which are generated may be required to be declared a Winning Card/Strip, and any Numbers/Symbols not so required need not be Called.

3.1.3 When a Draw for a Game in a Session in a lottery scheme cannot be held or completed on the date fixed, a cash refund for the Charitable Gaming Product(s) purchased may, where authorized by the Corporation, be paid by the Service Provider where it was purchased. The Service Provider shall announce the method of compensation to the Players.

3.2 For Play on Demand Games:

3.2.1 For each individual play, the Corporation shall electronically generate at random a maximum of Numbers/Symbols, from the Range of Numbers/Symbols, as defined by the Game type. Game Programs are available at the Charitable Gaming Centre.

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4.0 Game Participation

4.1. For Session Bingo Games:

- 4.1.1 Prior to the start of a Game, the MC shall announce to Players the Game, the Pattern to be played, Prize value, Card Colour, and the Ball Ordinal Number (if applicable).
- 4.1.2 As the Game is played the Numbers/Symbols will be displayed on Monitors and Called via the Audio System in the Charitable Gaming Centre. As Numbers/Symbols are Called, Players are required to Dab the appropriate Numbers/Symbols in the correct location on their Card(s). A bingo ball graphic will be displayed on the Monitor and the process will be repeated until there is a Winner for the Pattern being played.
- 4.1.3 In the event of a Ball Ordinal Number based Game, a Game Segment/Opportunity may Close without a Winner if the required Pattern has not been achieved.
- 4.1.4 Subject to Rule 4.1.8, when a Player has correctly matched on his/her Card the Pattern in play, it is the Player's responsibility to clearly announce promptly, either audibly or through use of a Device to gain the attention of the MC, that he/she has a "Bingo", such that it is heard and/or acknowledged and responded to by the MC before the next Number/Symbol is Called by the MC. The number on which the Player Calls "Bingo" must be audibly Called by the MC and displayed on the On-Line System before "Bingo" is Called by the Player. For Players playing Electronic Bingo Games, the Bingo/Claim button must be pressed on the Individual Players Terminal in addition to calling "Bingo". In the case of a Player who has a disability (even a short term disability) that prevents them from audibly announcing "Bingo", a caregiver or companion or Charitable Gaming Centre Representative can announce the "Bingo" on his/her behalf.
- 4.1.5 After "Bingo" is called by a Player, the MC will suspend the Game. The MC will validate the Card using the Card Identifier appearing on the Player's Card.
- 4.1.6 The Player's Card and the Numbers/Symbols are checked with the On-Line System and then displayed on the Monitor. If the Card is not a Winning Card, the Game will resume. If the Card is a Winning Card, the Winning Card will be displayed. In some cases, a manual call back of Numbers/Symbols may be required (special print cards to accommodate visual impairment for example) which does not display on the monitor. In such cases, an impartial third party may be asked to view the Card to confirm the manual call back

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- 4.1.7 Once a Winner has been declared, the MC shall inquire clearly and audibly three (3) times of the Players whether there are any other Players claiming to have a Bingo. If there are no other Winners, the MC declares the Game to be Closed. For Games played that have distinct Segments/Opportunities with different Prize values (for example a Jackpot in a specific Ball Ordinal Number, followed by a consolation Prize), the MC must inquire clearly and audibly if there are any Players claiming to be a Winner of that Segment/Opportunity. If no Winners identify themselves to the MC, the MC announces the next Segment/Opportunity of the Game and Prize value to be played for. No claim by a Player to have Won shall be valid if made after the Segment/Opportunity of the Game has been declared Closed by the MC.
- 4.1.8 If a Player has Bingo, but does not effectively communicate this, the Game will continue and Numbers/Symbols will continue to be Called. The Player is not eligible for the Prize amount for the missed Bingo Call, but will be eligible for the next value of the Prize being played for at the time of the Bingo Call. OLG reserves the right in its sole and absolute discretion, to allow an alternate means for a Player to announce Bingo, as it deems appropriate in its sole discretion, and/or to comply with applicable law, including but not limited to the *Accessibility for Ontarians with Disabilities Act, 2005*.
- 4.1.9 The Card(s) which results in a Winning Card must match its associated Pattern completely and each Number/Symbol must be Dabbed or marked to the Corporation's satisfaction and such that the number/Symbol can be identified.
- 4.1.10 Unique Bingo Games may be created by the Service Provider provided they adhere to these Rules for Bingo Games. The Service Provider must ensure rules for all Bingo Games are available to Players and such rules will contain at minimum, the Prize being played for, the method of winning, and odds of winning.
- 4.1.11 The odds of winning vary and is dependent on the number of Players and/or Product(s) purchased, the Pattern currently in play and/or, where applicable, Ball Ordinal Number.
- 4.2 For Play on Demand Games:
- 4.2.1 The Player selects the Game to be played, the price point where applicable, and selects the on-screen button to initiate play. The Game result is displayed.

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4.2.2 The odds of winning each Game vary and are included in Game Guides available at the Charitable Gaming Centre.

4.3 For Break Open Tickets:

4.3.1 For traditional Break Open Tickets (sold from a transparent container), tickets with winning combinations are redeemed at location and time of purchase.

4.3.2 For Bingo Event Ticket Games, instant win Prizes are redeemed at location of purchase. Bingo Event Tickets containing bingo balls or Symbols are played in conjunction with a specified Bingo Event determined by the Service Provider and identified by the Serial Number of the Deal or Sub Deal by the MC at the start of the specified Bingo Event. Players who match the bingo ball Numbers/Symbols on their Bingo Event Ticket must alert the MC verbally or by use of a Device. The MC will then suspend the Game. The Numbers/Symbols will be manually Called back to the MC. If the MC confirms the win, the Prize will be paid to the Player and the Bingo Event will continue, if applicable. If the win is not valid, Numbers/Symbols for the Bingo Event will continue to be Called until there is a Bingo Event Ticket Game Winner.

4.3.3 For Progressive Bingo Event Ticket Games, the Game is played as 4.3.2, but Games that do not result in a Progressive Bingo Event Ticket Game Winner as determined by the Game mechanic advertised at the Charitable Gaming Centre or found in the Game Program, will have the Prize value added to a future Bingo Event outlined in the Game Program provided by the Service Provider.

4.3.4 For Seal Card Games a Player with a qualifying Seal Card Game ticket is eligible to win a Prize or Prizes by matching a Number or Symbol which is determined by removing a window from a Seal Card Game card displayed by the Service Provider.

4.3.5 For Progressive Seal Card Games, the Game is played as 4.3.4 but Games where Prizes are not Won during one Game are added to the Prizes on a future Game outlined in the Game Program provided by the Service Provider.

4.3.6 Games may be created by the Service Provider using a combination of Bingo Event Ticket Games and Seal Card Games. The Service Provider must ensure rules for these Games are available to Players. The rules will contain, at a minimum, the Prize being played for, the method of winning, and odds of winning

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4.3.7 The Corporation may refuse to award a Prize and/or withhold a Prize for a Break Open Ticket pending an investigation in the event that it suspects, based on any evidence available to it, that the ticket is fraudulent, defective, or otherwise altered.

4.3.8 For traditional Break Open Tickets, the odds of winning vary and are available at the Charitable Gaming Centre. For Bingo Event Ticket Games or Seal Card Games, the odds of winning are dependent on the total number of tickets purchased. The availability of prizing is included on each ticket. Only ticket types approved by the Corporation are valid for play within the Charitable Gaming Centre.

4.4 For Cabinet Games:

4.4.1 The Player must insert Canadian or American currency, Cabinet Game voucher, or Restricted Credit Voucher to load credits in the Cabinet Game.

4.4.2 The Player may then press the play button resulting in credits being reduced for the cost of play. Credits only increase when winning Patterns are matched in accordance with the defined Game mechanic.

4.4.3 The Player can press the cash out button at any time to end play and receive a Voucher equal to the positive balance displayed on the Cabinet Game (if any) which can be redeemed by the Service Provider or inserted for play in another Cabinet Game. NOTE: The value of a Restricted Credit Vouchers (free play) cannot be cashed out, but all credits Won from play on the Voucher can be redeemed.

4.4.4 The Player is responsible for confirming that points/credits are registered before each Game starts.

4.4.5 In case of discrepancy over Game play, the information contained in the computer system Deal shall govern.

4.4.6 The odds of winning for each Cabinet Game offered vary and are available at the Charitable Gaming Centre where Cabinet Games are available.

5.0 Eligibility and Prize Entitlement

5.1 The following individuals are ineligible to participate in Charitable Games:

- a) An individual that appears to be intoxicated, as determined by the Service Provider;
- b) An individual under the age of 18;

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- c) An individual who advises the Service Provider that the individual is participating in a self-exclusion program established by OLG that applies to that Charitable Gaming Centre;
 - d) An individual who is known by the Service Provider to have been restricted from accessing the Charitable Gaming Centre or playing a lottery scheme as a condition of a court order;
 - e) An individual who the Service Provider has reason to believe has been excluded from the Charitable Gaming Centre under subsection 3.6(l) of the *Gaming Control Act*, 1992;
 - f) Officers, members of the board of directors, or partners of the Service Provider responsible for the operation of the Charitable Gaming Centre;
 - g) Registered gaming assistants of a Service Provider at any Charitable Gaming Centre operated by that Service Provider;
 - h) Registered gaming assistant of OLG at any Charitable Gaming Centre;
 - i) Executives or staff of a trade union who represent or negotiate on behalf of employees employed at the Charitable Gaming Centre;
 - j) Employees of registered suppliers who maintain or repair Gaming Equipment at the Charitable Gaming Centre;
 - k) Members of the board of directors or employees of the AGCO; and
 - l) Officers, members of the board of directors, or employees of OLG, unless such employees are within the description set out in subsection 22(6) of Ontario Regulation 78/12 made under the Gaming Control Act, 1992 (i.e. They are registered as category 2 gaming assistants or otherwise not required to be registered gaming assistants under the Gaming Control Act, 1992 or Ontario Regulation 78/12).
- 5.2** If a Service Provider discovers in the course of verifying the identity of a patron in accordance with its obligations under the *Family Responsibility and Support Arrears Enforcement Act*, 1996 (as amended, revised, or replaced) that such patron is ineligible to participate in Charitable Games as described in Rule 5.1 b) – l), the Service Provider shall not award or pay any Jackpot to the Ineligible Individual resulting from such participation.
- 5.3** Notwithstanding Rule 5.2, where a Service Provider otherwise becomes actually aware that an individual who is ineligible to participate in Charitable Games as described in Rule 5.1b) – l), or who has failed to comply with the requirement of Rules 5.5 or 5.6, has participated in a Charitable Game at a Charitable Gaming Centre, the Service Provider

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shall not award or pay any Jackpot to the Ineligible Individual resulting from such participation.

- 5.4** The status of a patron's eligibility to win any Jackpot, or to participate in any Charitable Games, will be determined as of the date and time they placed a wager in the Charitable Game, or purchased the Charitable Gaming Product, whichever is earlier.
- 5.5** It is a condition of being eligible to receive any Jackpot that a patron provides an attestation as to their eligibility under these Rules in a form required by a Service Provider and at the Service Provider's request. In the event a patron is unable or refuses to provide such attestation then:
- a) a Service Provider may withhold any Jackpot from that patron until such time as the patron provides an attestation confirming their eligibility under these Rules; and
 - b) if no such attestation is provided within one (1) calendar year of such request, the patron may be deemed ineligible at the sole discretion of the Corporation.
- 5.6** It is a condition of being eligible to receive a Prize that a patron provides valid government-issued photo identification, or other such identification as determined in the sole and absolute discretion of the Service Provider, to a Service Provider upon request. In the event a patron is unable or refuses to provide such valid identification, then:
- a) a Service Provider may withhold any Prize from that patron until such time as valid identification is produced; and
 - b) if no valid identification is produced within one (1) calendar year of such request, the patron may be deemed ineligible at the sole discretion of the Corporation.
- 5.7** It is a condition for entitlement to collect any Prize that the Claimant, if required by the Corporation in its sole discretion, give to the Corporation a valid release in form and substance satisfactory to the Corporation and undertake to save the Corporation harmless from any further claims in respect of that Prize, including claims regarding the possession, enjoyment, sale or use thereof.
- 5.8** It is a condition for entitlement to collect any Prize that the Claimant give the Corporation the right to broadcast, print or publish the Claimant's name and address, and any photograph, videotape, audio recording, statement, testimonial, film and picture or any reproduction of or by him/her without the Corporation incurring any liability.
- 5.9** Notwithstanding Rules 5.2 and 5.3, in the event an Ineligible Individual is found to be in arrears pursuant to the *Family Responsibility and Support Arrears Enforcement Act*, 1996, the portion of any Prize to which the individual would otherwise be entitled that is

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required to satisfy such arrears shall be deducted from the Prize and forwarded to the Director of the Family Responsibility Office.

6.0 Prize Validation

- 6.1** The Corporation reserves the right to satisfy itself that a person claiming a Prize is entitled to such Prize as the lawful Winner.
- 6.2** In the event of a dispute of a Called ball, the actual ball Drawn shall govern. OLG reserves the right to verify the ball that was in play.
- 6.3** Group play is not available; a Prize will be paid only to the lawful Bearer of the Winning Card, Electronic Sales Receipt, ticket or Voucher.
- 6.4** The calculation by the Corporation of the amount of the Prize shall be final and binding. Prize amounts which are displayed on Charitable Gaming Centre Monitors are for information purposes only; these Prize amounts are estimated and the amount calculated by the Corporation shall supersede.
- 6.5** Game Prize will be divided equally among all Game Prize Winning Cards and rounded up to the nearest dollar, if applicable.
- 6.6** A Prize must be verified, validated and redeemed at the Charitable Gaming Centre where the Product(s) was purchased.
- 6.7** A Draw which cannot be conducted or completed due to circumstances beyond the Corporation's control, may, at the Corporation's option, be considered incomplete, and may entitle a Player to a cash refund in the amount of the purchase price at the Charitable Gaming Centre where the Product was purchased, without any entitlement to Prizes or any other payment.

7.0 General Conditions

- 7.1** The contract between the Corporation and a Player is evidenced by the information recorded in the On-Line System. If there is a conflict between the information in the On-Line System and the information on the Card, the information in the On-Line System shall govern.
- 7.2** Loss of communication, computer failure, or technical problems of the Electronic Bingo Games or Individual Player's Terminals during a Game deems the Game(s) void, as determined by the Corporation.

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- 7.3** The Corporation will not award a Prize for Products which are void unless the Corporation, in its sole discretion, deems it appropriate to do so. Charitable Gaming Products are void if lost, stolen, unissued, illegible, mutilated, damaged, altered, counterfeited or forged, misregistered, defective, misprinted, cancelled by the Charitable Gaming Centre, produced in error, incomplete, not paid for, destroyed, separated or detached from the Strip, or issued, acquired or presented, in, or upon, violation of the Regulations or these Rules or the Game Program.
- 7.4** Each Winner acknowledges that the Corporation may, in its sole discretion during the Prize claim process, require certain personal information from the Winner and that the collection of such information is limited to the amount necessary to the proper administration of the Corporation's lottery schemes. Personal information is collected pursuant to the *Ontario Lottery and Gaming Corporation Act, 1999*, and is intended to be used for the following principal purposes: (1) for investigating and validating Prize claims, (2) for announcing Winners, (3) awarding Prizes, and (4) otherwise permitted by the *Freedom of Information and Protection of Privacy Act* or required by law. For further information contact the Corporation at 1-800-387-0098. Each Winner further acknowledges that any failure by the Winner to provide the Corporation with such information or failure to permit the Corporation to disclose such information to one or more of the Corporation's third-party providers may prevent the Corporation from paying or awarding all or part of the Prize in the manner contemplated by the Prize structure.
- 7.5** The Corporation reserves the right, in its sole discretion, to intercept, in whole or in part, one or more Prizes in accordance with applicable legislation, including but not limited to, the *Family Responsibility and Support Arrears Act, 1996*, as amended from time to time, and will be held harmless from any claims in respect of this action.
- 7.6** For Session Bingo Games:
- 7.6.1 In communicating that a Player has announced "Bingo", an MC shall be deemed to be acting on behalf of the Player or the Service Provider and not on behalf of the Corporation. The Corporation shall not be liable to anyone for any loss attributable to the Charitable Gaming Centre or the Service Provider.
- 7.6.2 The Corporation, in its sole discretion, may at any time limit the number of Strips issued, distributed or sold and may at any time recall or refuse to print, issue,



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distribute, sell, validate, redeem or otherwise honour, all or any part of any Strip(s), and any Strip(s) may be declared void at any time at the Corporation's option.

- 7.6.3 In the event that a Strip which is purchased or issued is void, or deemed to be void, the Corporation may, in exchange for the return of the Strip, provide a refund in the amount of the purchase price.
- 7.6.4 Any purported Prize awarded on a void Strip, without the Corporation's authorization, shall at all times remain the property of the Corporation, but the Corporation may, in its sole discretion, award a Prize.
- 7.6.5 The Corporation, in its sole discretion, at any time may refuse to issue Strips or may limit the Prize payout on any Draw, combination of Draws, or combination thereof.
- 7.6.6 A Player is solely responsible for ensuring that the Numbers/Symbols which are Dabbed on his/her Card(s) are identical to the Numbers/Symbols Called by and/or displayed by the On-Line System, and the Corporation assumes no responsibility for any disparities and shall rely primarily on the information recorded through video monitoring and in the On-Line System for determining whether or how Prizes will be paid.

7.7 For Play on Demand Games:

- a) Any jackpot value of a Play on Demand Game that is disputed by a Winner must be investigated by the Corporation.

7.8 For Cabinet Games:

- a) Cabinet Game machine malfunction voids all pays and plays.

7.9 For Break Open Tickets:

- a) Tickets must be opened only in approved gaming areas.
- b) Instant win tickets must be redeemed at location and time of purchase.
- c) Bingo Event Ticket Games or Seal Card Games that are tied to a Game/Session where the Game/Session cannot be played due to matters beyond the control of the Corporation will be rescheduled to the same day and time the following week or refunded for the purchase value of the ticket, as determined by the Corporation.

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8.0 Claims for Payment Prizes

- 8.1** Subject to any other requirement in these Rules, Prizes must be claimed by taking the validated Card and/or the Electronic Sales Receipt, ticket or Voucher of the winning Product(s) within thirty (30) days, to the Service Provider and if required, by providing the Winner's name, address and telephone number, and any other pertinent information, as the Corporation, in its sole discretion may determine. Prizes shall be paid by the Charitable Gaming Centre or as directed by the Corporation.
- 8.2** For Prizes that cannot be claimed at the Charitable Gaming Centre, the Service Provider shall forward all relevant documents to the OLG Prize Centre. Information related to the Prize claiming process may be obtained by calling the Corporation at 1-800-387-0098. Prize Winners will be paid by the Corporation within a reasonable timeframe after Validation by the Corporation of the claim.
- 8.3** The Corporation may require a Winner to produce valid government-issued identification which substantiates the identity of the Player as determined by OLG in its sole discretion.
- 8.4** In determining whether a Claimant is entitled to a Prize, the Corporation is entitled to rely upon, and the Claimant is bound by the information recorded in the On-Line System.
- 8.5** Notwithstanding anything contained in these Rules, the Corporation reserves the right to satisfy itself as to the validity of any Charitable Gaming Product that is presented as a Winning Card, Electronic Sales Receipt, ticket or Voucher by means of such authentication and Validation tests, requirements and procedures as it may from time to time determine. The Corporation reserves the right to declare that a Product which does not pass, meet, or fulfill such tests, requirements, or procedures is void. Concurrently with a Winning Card, Electronic Sales Receipt, ticket or Voucher being presented to OLG Prize Centre (or being received by the Corporation by mail), whether for the purpose of Validation or for the purpose of claiming a Prize, all right, title and interest in and to the Product is thereby relinquished by the Winner and property in the Product passes to the Corporation.
- 8.6** The information contained in a claim form or on a Winner's certificate is not conclusive as to the entitlement of a Claimant to receive a Prize, and in the event of a Validation error, the Prize amount, if any, to which the Claimant may be entitled, is governed by the information recorded in the On-Line System

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- 8.7** Payment of Prizes in the manner provided under these Rules, and in any policies and procedures formulated and administered by the Corporation, will be made, without interest, by the Corporation, within a reasonable time after the Prize has been validated and claimed. For greater certainty, same day payments cannot be guaranteed.
- 8.8** The Corporation may, in its sole discretion, refuse to forward a Prize to a Winner at an address outside Canada. The Corporation will not send or forward a Prize to a Winner at an address in any jurisdiction where such sending or forwarding is prohibited by law.
- 8.9** The Corporation incurs no liability toward anyone in the case of an act of God, fortuitous event or force majeure. In all other cases, whether the liability is contractual or in tort, including negligence on the part of the Corporation or its employees, retailers or third party providers, whether direct or indirect, the liability of the Corporation is limited, if the claim is based on a valid Charitable Gaming Product, to the Prize Won with such Product. If the claim is not based on a valid winning Product, the liability of the Corporation is limited to the price paid for the Product.
- 8.10** A Session bingo Prize must be verified, validated, and redeemed at the Charitable Gaming Centre where the Strip(s)/Product was purchased on the day of the applicable Draw and by the Close of the Session.

9.0 Minors

- 9.1** The sale of Charitable Gaming Product(s) to individuals under the age of eighteen (18) and the purchase of Products by individuals under the age of eighteen (18) is prohibited. Any Charitable Gaming Product(s) that have been sold to an individual under the age of eighteen (18) are void and Prizes related to such Products will not be paid or awarded to anyone.
- 9.2** Products that are presented by or on behalf of an individual under the age of eighteen (18) are void. Any Prize associated with such a Product will not be awarded to anyone, regardless of how or when such Product(s) were acquired.

10.0 General

- 10.1** A Winner is deemed to represent and warrant to the Corporation (at the time the Prize is claimed and at the time of the payment of each and every portion of the Prize), that he/she is the lawful Bearer of a Winning Card, Electronic Sales Receipt, ticket, or Voucher (and that



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all of these Rules have been complied with) and notwithstanding paragraph 5.8, upon payment or receipt of the Prize, is deemed to release, indemnify and save the Corporation harmless from any and all claims of every kind with respect to the Prize (and every portion thereof), the calculation thereof, and the awarding thereof (including any income taxes and related penalties and fines), and the Corporation may, without liability, rely solely on a person's possession of a winning Strip in determining any Prize entitlement. Such representation and warranty shall survive the awarding of the Prize, and the Corporation may in its sole discretion set off any portion of the Prize in furtherance of such indemnity.

- 10.2** The Corporation makes no representations of any kind whatsoever about the On-Line System used to conduct lottery schemes and shall not be liable for any loss or damage suffered by any person as a result of the operation of the On-Line System or the failure of the On-Line System to operate properly or at all.
- 10.3** The Corporation makes no representations of any kind whatsoever about the operation and/or failure of Charitable Gaming Centre Monitors or Audio Systems and shall not be liable for any loss or damage suffered by any person as a result of the operation of the Charitable Gaming Centre Monitors or Audio Systems or the failure of the Charitable Gaming Centre Monitors or Audio Systems to operate properly or at all.
- 10.4** By acquiring a Charitable Gaming Product, the Bearer agrees to be bound by the Regulations, these Rules, the Game Programs, the Player's Guide and the Product or the Electronic Sales Receipt.

11.0 Miscellaneous

- 11.1** The Corporation may amend these Rules at any time and in any manner without notice.
- 11.2** The headings in these Rules are for convenience of reference only and do not affect the interpretation of these Rules.

Les Règles de BINGO sont aussi disponibles en français en composant le 1-800-387-0098.