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Creating Account & Logging in

In order to play Bingo, you need to create a Bingo Alias and choose your lucky ball. Once you have done this, you can log in at any time and play.

Choosing a bingo game

You can view rooms/games in either tile view or in list view. As a default, rooms are presented in tile view and each tile displays the information for the upcoming game round. Some rooms may be displayed as closed with opening hours info shown on the tile. Tile view allows you to join rooms instantly and purchase tickets for the upcoming game round.

Individual game rounds are displayed in a dynamic list view, sorted by game start time as default. This view can be sorted by each column and filtered by various criteria e.g. game type. List view allows you to buy tickets to individual game rounds without opening the room and purchase tickets for upcoming rounds well in advance regardless of the round starting time. You can also join the room instantly by clicking the room/game name.

Game types

27 Ball Bingo

HexaBingo is a 27-ball, 1-line, winner-takes-all bingo game with three players in each game round. Each game round starts with a pre-game lottery to determine the prize (Prize Selector Draw).

The pre-game Prize Selector Draw outcome determines the prize the players will play for, which varies between x2 and x1000 times the buy-in amount. The Prize Selectors Draw probabilities are defined in the game rules pay table.

In 27 Ball Bingo (HexaBingo) each ticket is a 3x3 grid, each with unique numbers between 1-27. The 27 numbers are drawn randomly and are automatically daubed on the tickets as they are called. The player that first daubs one horizontal line wins the prize. The prize is the multiplied amount of the original bet of the winner following the Prize Selector Draw outcome using probabilities.

75 Ball Bingo

The bingo numbers that are called are associated with the letters in the word BINGO. The numbers under each column are always in the same range.

B: 1-15
I: 16-30
N: 31-45
G: 46-60
O: 61-75

In 75 Ball Bingo each ticket is a grid of 25 squares made up of 5 rows and 5 columns. Each square contains a number, except the centre square, which is called the "free square" and has an icon on it.

There are usually 5 prizes to be won in every line bingo game;

- 1 line
- 2 lines
- 3 lines
- 4 lines
- 5 lines/full house

The player who has all their numbers called first in a horizontal, vertical or diagonal line will win the 1st line prize. To win the following line prizes, only numbers called in horizontal lines on your ticket will qualify.

75 Ball Variant Bingo

The bingo numbers that are called are associated with the letters in the word BINGO. The numbers under each column are always in the same range.

B: 1-15
I: 16-30
N: 31-45
G: 46-60
O: 61-75

In 75 Ball Variant Bingo each ticket is a grid of 25 squares made up of 5 rows and 5 columns giving you a total of 25 numbers on each ticket. Tickets are sold as a strip of 3 at a time and each strip contains all the numbers from 1 to 75, with none repeating.

There are 5 prizes to be won in every line bingo game;

- 1 line
- 2 lines
- 3 lines
- 4 lines
- 5 lines/full house

The player who has all their numbers called first in a horizontal, vertical or diagonal line will win the 1st line prize. To win the following line prizes, only numbers called in horizontal lines on your ticket will qualify.

90 Ball Bingo

Each 90 Ball Bingo ticket is made up of 3 rows and 9 columns. Each row contains 5 numbers (and 4 blanks), with a total of 15 numbers on every ticket. Tickets are sold as either a strip of 6 or 1 at a time and each strip contains all the numbers from 1 to 90, with none repeating.

There are 3 prizes to be won in every game

- 1 line
- 2 lines
- 3 lines/full house

Playing Bingo

Buying tickets

A countdown shows the time until the ticket sales end for the next game round in the room.

You can select and unselect tickets by clicking on them. You can also quick select tickets using the number buttons on the ticket purchase section in the room.

A “Buy” button shows the total cost of your selected tickets. By pressing a “Buy” button the tickets are purchased. You can buy additional tickets until the maximum amount is bought or ticket sales end. Purchased tickets cannot be refunded, unless the game round is cancelled. Refund in this case will be automatic.

Bingo gameplay

A bingo game round begins when the countdown has finished and the additional 10 seconds has passed.

Your tickets are daubed automatically, or you can turn off automatic daubing and use manual daubing in Settings. The bingo game will automatically identify a win, so even if you haven’t managed to mark any numbers on your winning ticket while using manual daubing, you will receive the prize. Winners aliases will be visibly published.

You can choose to show or hide the four latest balls drawn in the game by clicking the three dots icon above and to the right of the drawn balls. Full grid of all drawn balls can also be shown and hidden by clicking the grid icon above and to the left of the drawn balls.

When a game is ongoing and the next prize level is close to being hit, you can see which players are closest and which balls they need in order to win it. Winners for each prize are also displayed during and after the game round.

You can have multiple bingo rooms open at the same time. Active rooms are shown above the gameplay area as tabs. Tabs display if you are close to bingo and information about game start time. New rooms can be activated via lobby or “Add game” -button in room.

Prize pool size and game round prizes for various winning combinations per game round will depend on the amount of the Bingo tickets sold to that particular game round. Rake and Jackpot contribution are taken off from the accumulated prize pool before the game round prizes are shown.

No third party software is allowed to be used to play Bingo or Bingo mini games.

Game ID

Ongoing game ID is always shown in the room. The game ID is unique for each game round.

If you want to check the previous games' results, simply click on "Previous: xxx" link within the room or click on My Bingo icon and open the "Game History" tab and more information will be displayed.

Settings

You can adjust the following gameplay settings:

- Ticket zoom
- Sounds on/off
- Bingo caller on/off and selection from a few voices
- Automatic daubing and sorting on/off
- Show effects
- Notifications on/off

Malfunctions

If the connection to a bingo game is lost for whatever reason, e.g. internet connection problems, by refreshing the browser you can still go back into bingo and resume your participation.

- If you join back before the game has begun, you will see the same tickets/strips as before and you will have the option to purchase, if time permits.
- If you join a game whilst it is in progress and you have already purchased tickets for that game, the game will resume at the current number being called, your purchased tickets will be retrieved and you will be able to watch the remainder of the game being played out.
- If you are disconnected while a game is in progress, and the game completes while you are offline, you can still see the results under "My Bingo" in "Game History" after completion of the game. When you re-login to bingo, if a game is already in progress and you have not purchased tickets for that game, you will see tickets for the next upcoming game round.
- If the connection to game server is lost and there is a delay on getting it back online, the game rounds that should have started during that time frame might get cancelled when server is brought back up, in which case players are credited back their buy-ins.

Bingo game rounds continue automatically in cases of:

- disconnection issues
- loss of communication
- games being deactivated/activated
- customer rebooting
- system rebooting
- abnormal shutdown of the Bingo client
- etc.

The results of the game round in these cases can be found in "My Bingo", under "Game History" section. This also means that you will not lose the potential Jackpot and all your winnings will be paid to your account.

Mini game game rounds will stop playing after active game round finishes and you should be able to continue playing from where you left off after connection has been re-established by opening that mini game again.

In case you do not re-open that mini game again within 48 hours, the game round will be automatically resolved and any potential winnings will be credited to your account.

Malfunction voids all pays and plays.

Jackpot Malfunctions

If the connection to a bingo game is lost for whatever reason, e.g. internet connection problems, by refreshing the browser you can still go back into bingo and resume your participation.

Bingo game rounds continue automatically in cases of:

- disconnection issues
- loss of communication
- games being deactivated/activated
- customer rebooting
- system rebooting
- abnormal shutdown of the Bingo client
- etc.

The results of the game round in these cases can be found in “My Bingo”, under “Game History” section. This also means that you will not lose the potential Jackpot and all your winnings will be paid to your account.

Malfunction voids all pays and plays.

My Bingo

My Bingo section can be accessed from “My Bingo” icon on top right of the Bingo client.

In the “My Bingo” section you can view your profile information and Game history. You can edit your Bingo alias once in every 90 days. You can press a “pencil icon” next to your Alias if this option is available.

Mini games

You can play mini games aside bingo. You can receive free spins to a mini game via promotion or a Scratch Card.

Free spins will expire and are removed if the free spin expiration date has been reached.

Chat

In the Chat you can communicate with other players and view a list of players in that room.

A Chat Host (CH) monitors the chat room, keeps chat rooms a fun, friendly, and safe environment. The CH can be recognized by a different chat bubble colour than the other players.

CHs cannot deal with account queries or any form of refund. To ensure fairness our CHs are strictly forbidden to play any games on our site. CHs work independently from Customer Support but if they are unable to deal with your query or problem they will refer you to the Customer Support team.

There is a profanity filter in place which prevents offensive words being published in the chat rooms. If you try to enter a restricted word, you receive a notification and the message will not be submitted. We endeavour to keep our lists of banned words current to avoid offensive behaviour in our chat rooms. Please contact our Customer Support with details of any offensive violations.

The chat rooms are not monitored 24 hours a day, and if offensive behaviour by another player is encountered, abusive player can be muted. Click the player's name, and “Mute” button appears on it. You can un-mute a player via players list in chat.

Chat etiquette

We request that all players abide by the following guidelines so our chat rooms remain a friendly and pleasant environment to communicate in:

- Please only converse in English in the English chat room. Converse in your local language in the local chat room.
- Do not argue.
- Any form of discrimination, i.e. racial, sexual or ethnic will not be permitted.
- Show respect for the CH.
- Do not harass, insult, threaten or try to upset other players.
- Do not assume a false identity or impersonate other players.
- Do not use the chat room to voice complaints. Please direct any complaints to our Customer Support team.
- Do not use the chat rooms as a form of advertising or for the promotion of other websites/companies.
- Do not use indecent or vulgar language.
- Choose tasteful chat names.
- Do not give out personal details.
- We recommend you do not meet anyone you have become acquainted with through the chat.
- Be courteous and friendly to all newcomers, to your fellow players and to our Chat Hosts.
- Please avoid the unnecessary use of CAPITAL LETTERS. This is considered shouting or being angry in the world of online chat.
- Do not Spam (flood the chat room with many copies of the same message).
- Remember - the nicer you are to people, the nicer they will be to you!

CHs and Customer Support can ban players from the chat room or enforce a complete block on a player from playing bingo if they do not conform to chat etiquette. If you have your chat facility revoked and you try to send chat messages you will receive a notification telling you that you are not permitted to send any.

Chat Games

CHs play a selection of chat games in the chat room throughout the day. Chat Games are games that can be played during bingo to win extra prizes.

To play and win, you must be in the bingo room playing bingo. CHs will introduce the games and rules in the chat room so simply follow their instructions to find out how to play and win.

The CHs decide which games to play and when. They ensure all chat games are played fairly and there is no discrimination.

Remember that our Chat Host’s decision on the outcome of a chat game is, at all times, final. Winnings from chat games will be credited instantly to your account by the CH.

Bingo Wheel

Fill the progress bar by playing Bingo, Minigames and Hexabingo with cash. Once the bar is filled, launch the wheel and spin for a chance to win Hexabingo Tickets, Free Spins or Cash prizes.

Bingo Wheel spins expire after 61 days. Not all bingo wheel spins guarantee a win.

Features

Roll-On Bingo

Roll-On Bingo starts like any other bingo game - with for example 1-line, 2-line and full house prizes, but instead of the game stopping there it carries on and keeps paying out for subsequent full house wins. Roll-On

Bingo Games feature up to 10 additional full house prizes to be won after the standard prizes. However, no jackpots can be won on an additional Roll-On prize.

Before a Game Starts

Before a Roll-On game starts, a game information will show that the Roll-On game is about to start. It will show the additional full house prizes available for the game. To see a full breakdown of the additional Roll-On prizes, click on the “Roll-On” icon on the prize display.

Winners

For Roll-On additional prize winners, a small overlay will appear showing the number of winners sharing that prize, and the number of remaining prizes available in the Roll-On game. The names of the winners can be seen on the Roll-On prize display.

At the end of the game a special win animation will appear listing the Roll-On winners. You can also check the full details of your Roll-On wins in your “Game History”.

1 To Go / 2 To Go Bingo

XToGo increases players’ chances of winning as it rewards everyone who is close to winning. XTG, refers to the position of your ticket in a bingo game, i.e. 1TG – one number to go, 2TG – 2 numbers, etc. 1TG and 2TG games offer players a chance to win a cash prize even when they miss out on main prizes.

These special games will have a specific prize payout for players who achieve the xTG criterion on their tickets ONLY when playing for the last prize, a full house, in the game.

You will be able to identify XTG games as they will have a special feature icon.

Prize Options

XTG games can be configured differently. They may pay an XTG prize:

- Per Player - e.g. you get one prize if you have at least one of your tickets matching the XTG feature applied to the game.
- Per Ticket - e.g. you get one prize for every ticket which matches the XTG criteria.
- Per Strip - e.g. you get one prize for every strip where any ticket matches the XTG criteria.

Prizes may also be a share of an XTG Feature Pot or a fixed amount, e.g. €0.10 per qualification. Prizes may be paid to your Voucher Balance or Cash Balance.

Winners

If an XTG prize is available in a game, at the end of the game, a special win animation will appear listing XTG winners. You can check full details of your XTG win in the “Game History”.

Buy One Get One Free

For every purchased ticket for a certain game round, you get X free tickets on top. Can be also: Buy 5 get 2 free, Buy 12 get 1 free etc.

Prizes

The prize pool offered in each bingo game is determined by the number of tickets purchased per game. The more tickets purchased, the bigger the prize pool.

Some bingo jackpots/prize pools are linked with other bingo sites on the Relax Bingo Network. For linked games, all bingo players regardless of which site they are playing on, pay exactly the same price for each ticket and each ticket is guaranteed to have the same chance of winning. Bingo sites link games to provide their players with bigger and better prizes.

Two or more players can win/share a prize in bingo, i.e. players may have tickets which meet the prize criteria on the same ball. In such circumstances the prize will be split in equal proportions between the winners. Winnings will be deposited directly into the player's account Cash Balance or Voucher Balance after the game round has finished.

Jackpots

It is possible to win jackpots in bingo. According to the game being played, a Jackpot can be either fixed or progressive. These Jackpots are funded either via player contributions (progressive jackpot) or by the service provider (fixed jackpots and escalator jackpots).

Fixed Jackpots

Fixed jackpot is a Jackpot which value does not increase when bingo tickets are purchased.

A fixed jackpot is available to win in a certain bingo game round if such info is displayed in the game round details. To win, all you have to do is get full house in a specified number of balls or less. In the event of two or more simultaneous winners, each get the full jackpot amount.

Your account will be automatically credited with your jackpot winnings shortly after the bingo game round has ended. Please contact Customer Support if you do not receive your winnings.

Escalator Jackpots

It gets easier over time to win Escalator jackpot. If no Escalator Jackpot winner is found, the Jackpot ball count for the next game round that has the Escalator Jackpot will be slightly bigger, making it easier to win it. After the jackpot is won, it resets back to its initial ball count or goes inactive until it is started again later.

If there are multiple winners on same call, escalator jackpot will be split evenly between all winners.

Progressive Jackpots

Progressive jackpot is a Jackpot which value increases when bingo tickets are purchased. A progressive jackpot is initially funded at a set amount of €5000 and it increases whenever tickets are sold. The more tickets bought in bingo the more the jackpot will grow. Depending on the availability of the progressive jackpot, up to 2% of cash ticket sales in a particular game round is taken as progressive jackpot contribution. To win, get “full house” in a game of bingo in a specified number of balls or less and you will be notified of your win. If there are multiple progressive jackpot winners on the same ball call, it will be split evenly between all winners. The size of the jackpots will be shown in the bingo game details.

When a full value of progressive jackpot has been won it will be re-seeded to initial value of €5000. There is no ceiling value for the Progressive Jackpot.

Community Jackpots

Some jackpots are set up as ‘Community Jackpots’ meaning a percentage of the jackpot is paid to the player(s) who trigger the jackpot and the remaining percentage is paid to other players who have bought tickets in the winning game round. The split is paid proportionally to the number of tickets bought to the round by each player and the player(s) whose ticket triggers the jackpot will also receive a proportion of the community pot based on the number of tickets they have purchased in proportion to the total number of tickets in the game. Only the game in which the jackpot was triggered will pay the community jackpot. Half of the prize pool is won by a player(s) who trigger it and the other half shared equally between the rest of the qualified players.

Please note that some jackpots are networked meaning they are available in lots of different bingo rooms.

Jackpot Queries

Should you have any queries about your jackpot win, send an email to Customer Support, stating the following information:

- Your bingo Alias
- The date and time of the game you won the jackpot in
- The Game ID of the bingo game round (this is available in your “Game History”)

Jackpot Terms and Conditions

Two or more players can share the jackpot prize in a game of bingo, i.e. players’ may have tickets which meet the prize criteria on the same ball. In the event this happens and players are eligible to win a jackpot, the jackpot money will be divided equally between winners, unless it’s a fixed jackpot.

You are only eligible to win jackpots if you have purchased at least one ticket in the game where a Jackpot is offered. Only one jackpot may be won per ticket purchased. In the event of being eligible for more than one jackpot, the bigger one is paid. Relax Gaming Ltd. reserves the right to remove a jackpot once it has been won.

Interruption

Jackpots can be interrupted. After the interruption the Progressive Jackpot pool must be continued by using the identical value that the Progressive Jackpot pool had before the interruption. Fixed Jackpots can be interrupted at any given time prior to players being able to buy tickets to the bingo game round as no player contributions are made to fund these Jackpots.

Discontinuation

Progressive Jackpot pool and Fixed Jackpots may be discontinued. Following terms need to be fulfilled before the discontinuation can take place:

- Players must be informed by clearly indicating that Progressive Jackpot pool is no longer available in a Bingo room by removing any Progressive Jackpot prize pool info from the room details that are displayed to the player.
- Any promotions and/or animations that are used to advertise the Progressive Jackpot would be removed from the bingo client.
- Any Progressive Jackpots with automatic claim/payment would be switched off ensuring no player can win that type of jackpot after shutdown.
- For Progressive Jackpots, any database procedures to increment the jackpot would be disabled to prevent further contributions to the jackpot pool.
- Activation of the Progressive Jackpot pool from the shutdown state can be done by using the same parameters and value it had before the shutdown.

- Fixed Jackpots can be discontinued at any given time prior to the start of the bingo game round as no player contributions are made to fund these Jackpots. No information is needed to be displayed as discontinuation is done prior to the game round start, before the ticket buying is made available to player.

Relax Gaming Ltd. reserves the right to amend these Terms and Conditions at any time.

Vouchers

Bingo Voucher winnings will automatically be credited to the Voucher and can be found in “My Bingo”.

A Bingo Voucher balance is non-withdrawable and can be used to play bingo and/or mini games in bingo. To make winnings from a Voucher withdrawable, you must meet the wagering requirement for the relevant Voucher.

Any remaining Voucher funds will be spent before any cash balance.

Vouchers will expire and are removed if the Voucher expiration date has been reached.

You can choose not to use Vouchers, in which case the Voucher can be discarded by pressing the “X” button on the top right corner of the Voucher in the “My Bingo” section.

Wagering Requirements

A wagering requirement is a multiplier that represents the number of times you have to play through the initial Voucher value before you are eligible to cash out any winnings. Any winnings you make whilst playing on a game with outstanding wagering requirements will be stored in Voucher balance until you meet the wagering requirement. You cannot withdraw cash from your Voucher balance. You will be able to spend those pending funds to work towards the wagering requirement in the meantime. Voucher balance will be automatically converted to cash once the wagering requirements have been met.

Viewing Vouchers with wagering requirements

You are able to view all of your Vouchers, information on any associated wagering requirement and your progress towards meeting that requirement from within your “My Bingo” page.

Releasing your pending Voucher balance to cash

To release any pending funds you have to your cash balance you must meet the entire wagering requirement for the applicable Voucher. Once the requirements have been met, all funds stored in the Voucher balance will be released to your cash balance.

An exhausted Voucher

If Voucher balance is zero the wagering requirement will be wiped and the Voucher considered exhausted, except in the following circumstances: You have purchased tickets for games in the future with Your Voucher balance having outstanding wagering requirements. If this is the case, the Voucher will be left open until either the wagering requirements are met or the game round has been played.

An example is shown here below:

- Player A receives a Bingo Voucher of €10 with a times 2 (two) wagering requirement.
- The player must spend at least €20 in Bingo by using the Voucher balance. Once he has done that the Voucher balance will be converted to cash balance.

- If a player's Voucher reaches zero at any point then any outstanding wagering requirements will be cleared and the Voucher will be set to "cleared" once the game rounds to which you have bought tickets with Voucher balance are played out.
- If you have a balance on your Voucher and wagering requirements have not been met, your Voucher balance will be spent first for buying Bingo tickets.

Wagering Requirements Terms and Conditions

By using a Voucher the player will be subject to wagering requirements relating to that particular Voucher. Vouchers with wagering requirements will require the player to spend a multiple of the original Voucher balance before any winnings will be returned to cash. E.g. if the value of the Voucher is €10 and the wagering requirement multiplier is 2, that means that the player must spend €20 with Voucher balance before the winnings will be moved to cash balance.

Once a player receives the Voucher they are able to opt out at any point by removing the Voucher in the "My Bingo" section. If Voucher is removed or expires, any remaining funds on the Voucher will be retrieved and wagering requirement removed. By removing a Voucher players are not able to get it back.

Relax Gaming Ltd. reserves the right to change the terms and conditions of wagering requirements.

Relax Gaming Ltd. reserves the right to deduct any Voucher and/or pending award from a player's balance at any time.

Missions

Mission is a free to enter feature. It is specially created and every mission is made up of one or more Parts and these can also have one or multiple tasks within them. Once the player decides to opt-in to mission by pressing the START MISSION button, he can take part and win prizes if tasks or mission is complete (depending on the Mission set up). If the player does not opt-in by pressing the START MISSION button, no progress is made in mission tasks or Parts and thus no prizes can be claimed. Missions have a clearly stated expiry time and their Parts/Task or the Mission itself has to be completed before that time to win any prizes.

Prizes for completing a Task, a Part of a Mission or the Mission itself will be credited to player's account automatically. All other Mission related rules and conditions are displayed in the Mission description.

Scratch cards

It is possible to receive scratch cards in bingo via special campaigns. Scratch cards are free to use and if not used in time, they will expire. Depending on their settings, they can award prizes which vary between another free scratch card, Voucher, free spins in mini games, cash or any other special prize which would be shown on the scratch card campaign rules.

After scratch card expires it is not possible to use it or claim any prizes for it.

Currency

If the currency of player's account is not € (Euro), any ticket purchases, game winnings etc. will be converted from the base currency and shown in player's local currency within the bingo client. Any currency conversion will be done using the same rate to ensure fair and equal conversion.

Randomness

The order that the Bingo balls are drawn is determined by Random Number Generator (RNG). Relax Gaming Ltd. uses a licensed (MGA & AGCC) cryptographically strong RNG, developed in-house by Relax Gaming Ltd. This ensures that the outcome of each game is absolutely random.

RTP

All bingo games have a varying payout attached to them and guarantee a prize once the game session is completed. The return to player (RTP) on a given Bingo game is a guaranteed amount that will be paid out, which is determined relative to the total wagering tickets purchased on that Bingo game round and will be at least 70% (percent).