

Relax Gaming Bingo game rules

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Logging in

To log in to Bingo you must have an account to play.

You will be asked to create a chat name and choose a lucky number when logging in for the first time. The rest of the profile information is optional to fill out at this point.

Choosing a bingo game

You can view rooms/games in either tile view or in list view.

Rooms are presented in tile view and display the information for the next game starting in each. Some rooms may be displayed as closed and will show opening hours. Tile view allows you to join rooms instantly and inside a room, you can buy tickets to the next game.

Individual games are displayed in a dynamic list view sorted by game start time as default. When the first game starts, it disappears from the list. This view can be sorted by each column and filtered by various criteria. List view allows you to buy tickets to individual games without opening the room, for as far as there are games in the schedule. You can also join the room instantly by clicking the room/game name.

List view can be filtered by game type (90 ball, 75 ball, 75 Variant). By default all game types are visible.

Game types

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 and 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. The centre square on each ticket is called the "free square" and has an icon on it rather than a number. The 24 numbers in the squares plus the free square gives you a total of 25 numbers on each ticket.

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

- 1 line
- 2 line
- 3 line
- 4 line
- 5 line/full ticket prize

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

75 Ball Variant Bingo

In 75 Ball 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. In 75 Ball Variant, tickets are sold as a strip of 3 at a time and each strip contains all the numbers from 1-75, with none repeating.

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

- 1 line
- 2 line
- 3 line
- 4 line
- 5 line/full ticket prize

The player who has all their numbers called first in a horizontal, vertical or diagonal line will win the 1 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 1-90, with none repeating.

There are 3 prizes to be won in every game

- a 1 line prize
- a 2 line prize
- and a (3 line) full house prize

Playing Bingo

Buying tickets

A countdown shows the time until the ticket sales end for the next game in the room. When the countdown is done, an extra 10 seconds will pass before the game starts.

You can select and unselect tickets by clicking on them. You can also quick select tickets using the number buttons on the Buy tickets element.

A Buy button shows the total cost of your selected tickets. By clicking Buy the tickets are purchased. You can buy additional tickets until the maximum amount is bought or ticket sales end. Purchased tickets cannot be cancelled.

Bingo gameplay

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

Your tickets are daubed automatically, or you can turn on manual daubing for gameplay 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, you will receive the prize. Winners will be visibly published in bingo.

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

When a game is ongoing, you can see which players are closest to getting BINGO and which balls they need in order to get 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 Choose game -button in room.

Auto-buy

Automatic ticket buy can be toggled on and off for each room. You choose the number of tickets per round, the number of game rounds you wish to play and maximum ticket price. Tickets will be automatically purchased before each game round as soon as the tickets sales open.

Auto-buy will be switched off:

- If you run out of funds
- If you leave the room
- If the minimum ticket purchase for the game is higher than your Autobuy setting allows

After the auto-buy purchase has happened, you will still be able to purchase additional tickets, up to the maximum allowed in the game.

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 Game History link and the game information will be displayed.

Settings

You can adjust the following gameplay settings:

- Ticket zoom
- Sounds on/off
- Announcer on/off and selection from a few voices

- Automatic play (daubing and card sorting) 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, you can still see the results 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 this being played out.

Malfunction voids all pays and plays.

My Bingo

My Bingo screen can be accessed from a 'My Bingo' link on top right of the game client.

In the My Bingo menu you can view your profile information. You can edit your chat name once in every 90 days.

My Bingo shows your vouchers for Bingo and mini games and any free spins available for mini games.

Mini games

You can play mini slot games aside bingo. You can also receive free spins to any mini game, and in addition to cash, vouchers can be used as well.

In case there are free spins available to any mini game, it is shown as a notification counter on the game icon as well as in My Bingo.

Chat

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

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

CMs cannot deal with account queries or any form of refund. To ensure fairness our CMs are strictly forbidden to play any games on our site. CMs 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. Player 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 CM.
- 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 CMs and if necessary contact 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 function.
- Be courteous and friendly to all newcomers, to your fellow players and to our Chat Moderators.

- 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!

CMs and Customer Service 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, when you try to send chat messages you will receive a notification telling you that you are not permitted to send chat messages.

Chat Games

CMs 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. They are fun and free to play!

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

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

Remember that our Chat Moderator'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 CM.

Loyalty

You can collect Loyalty Points through playing bingo and mini games. A Loyalty progress bar fills up as you earn points. Upon completion of the progress bar you can launch the Loyalty Wheel which will award you with Free spins, Vouchers or cash, all of which can have different values depending on where the Wheel stops.

Each time your level increases by one, you get a spin in the Loyalty Wheel. If you reach a new level mid gameplay, all future progression during that round is accounted towards the next level.

Roll-On Bingo

Roll-On Bingo starts like any other bingo game - with for example 1-line, 2-line and full ticket 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 detail the additional full house prizes available for the game and whether they will be cash or bingo Voucher prizes. 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 in the schedule view as they will have icons next to them.

Before an XTG game starts, game information will show that the XTG game is about to start.

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.

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 Bonus 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. Bingo Games that are linked with other sites on the Relax Bingo Network are clearly identifiable within the games schedule by a link icon.

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 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.

Fixed Jackpots

A fixed jackpot is always available to win in a certain bingo room. 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.

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

Escalator Jackpots

Escalator jackpots gets easier to win over time until it is won. After the jackpot is won, it resets back to its starting difficulty 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

A progressive jackpot is initially funded at a set amount and it increases whenever tickets are sold. The more tickets bought in bingo the more the jackpot will grow. 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. The size of the jackpots will be displayed on the bingo game screen.

When a progressive jackpot has been won it will be re-seeded to initial value.

Community Jackpots

Some jackpots are set up as 'Community Jackpots' meaning a % of the jackpot is paid to the player(s) who trigger the jackpot and the remaining % 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.

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 Chat Name
- The date and time of the game you won the jackpot in
- The Game ID of the bingo game (this is available in your Game History)

Jackpot Terms and Conditions

Two or more players can share the full house 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.

You are only eligible to win jackpots if you have purchased a ticket in the game where it is won. 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 Bingo reserves the right to remove a jackpot once it has been won.

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

Vouchers

Bingo bonus funds will automatically be credited to the Bingo Voucher section within your account and can be found in My Bingo.

A Bingo Voucher balance is non-withdrawable and is only valid for play on bingo or slot 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.

Bingo Voucher funded stakes may have varying contribution to the game prizes, depending on the game configuration.

Vouchers will expire and are removed if:

- a) there is no activity on your account for a given period
- b) you have not spent all of the Voucher funds in a given period

You can choose not to use Vouchers, in which case the Voucher can be cancelled in the My Bingo page.

Wagering Requirements

A wagering requirement is a multiplier that represents the number of times you have to play through a Voucher 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.

Viewing Vouchers with wager 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 bonus. 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 for a game with outstanding wagering requirements. If this is the case, the Voucher will be left open until either the wagering requirements are met or the bet is settled.

An example is shown here below:

1. Player A receives a Bingo Voucher of €10.00 with a times 2 wagering requirement.
2. The player must bet at least €20.00 in Bingo before winnings from that Voucher are returned to the cash balance.
3. 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 'spent'.
4. The order of spend when a player bets on a game with a Voucher with wagering requirements will be: 'Voucher' -> 'cash'.

Wagering Requirements Terms and Conditions

By using a Voucher in bingo and slots the player will be subject to wagering requirements relating to that particular Voucher. Vouchers with wagering requirements will require the player to stake a turn multiplier of the original Voucher before any winnings will be returned to cash.

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 then able to opt back into that Voucher.

All jackpots that are won when set to an automatic payment will be paid to the Voucher balance if a player has an outstanding wagering requirement relating to that Voucher.

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

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

Currency

If the currency of player's account is not €, any ticket purchases, game winnings etc. will be converted from the base currency and shown in player's local currency within the bingo game. 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 our Random Number Generator (RNG). Relax 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 and will be at least 70%.