

## Game Play

- How is VBingo played?
  - The caller will be live streamed from the bingo hall. Players will have paper cards. If the player has a bingo, they will call 403-385-3727 for verification of their card. Once all winning cards have been verified, the payout will be determined and the player will pick up their cheque within 7 business days.
- How many cards can I play?
  - The minimum number is 6 cards. The maximum is however many you feel comfortable playing.
- How fast is bingo called?
  - Minimum 12 seconds per ball. *VBingo Rules of Play (4)*
- What are the payouts?
  - The Prize Payout Chart is noted on your VBingo Program. The minimum payout is \$20 *VBingo Rules of Play (14)*.
- Why does my booklet have different colors?
  - Due to COVID-19, manufactures were unavailable. Existing Inventory is being used at this time.
- What does the program entail?
  - The current program is 8 pages with 14 games
- Do I have to pay into the pots?
  - At this time there are NO progressive on the VBingo Program.
- Will there be breaks in the event?

- Halfway through the program there will be an intermission *VBingo Rules of Play (23)*
- How long will the program last?
  - Approximately 2-3 hours
- Do you have volunteers in the hall?
  - Yes, we do! To maintain the integrity of Grey Eagle Bingo and our program, we will have volunteers on site in the positions of Chairperson, Paymaster, Controller and Verifier.
- Who is going to check the balls in the tray?
  - The chairperson and the volunteer verifier will check the balls and equipment before the start of the program.

## Events

- How many events will Grey Eagle have?
  - At this point in time we have a few events a week.
- How will I know when the events are?
  - We will post event dates and start times on our Facebook page and our website.

## Winning Cards

- I have a bingo, what do I do?
  - If you have a bingo, call our Bingo Phone Line 403-385-3727. Once you call in, the caller will be notified and will stop play. Once the card is verified, the caller will start a **30 second timer** and ask for any more

bingos. Once the timer has expired, the game will close, and no more bingo's will be accepted. Winning card will be shown on screen.

- When I call in, what information will I provide?
  - Checking a bingo card
    - Color of the card
    - Serial number at the top
    - Series (page) number
    - Free space number
  - Once the card is declared a winner
    - Name
    - Address
    - Phone number
    - Email address
- Someone called bingo before me, can I still call in?
  - Absolutely. You will have 30 seconds after the first bingo is verified to call in
- My bingo is accepted, now what?
  - The verifier will collect your information, and a cheque will be issued in your name. You may pick the cheque up within 7 days of the event *VBingo Rules of Play (15)*.
- How do I collect my prize?
  - The winning and verified card and player receipt must be brought back to the bingo hall. Within 7 days of the event *VBingo Rules of Play (15)*. PLEASE NOTE the card must be returned INTACT, i.e. if you bought a 6-

up it must be returned a 6-up. Please do not cut the cards *VBingo Rules of Play (8)*

- Name, address, phone number, and email address must be provided along with the winning card and receipt
- What if I don't collect my cheque?
  - After 7 days, the prize money will be donated back to the charities *VBingo Rules of Play (17)*
- I lost my receipt; can I still claim my prize?
  - NO. You need a receipt in order to claim your prize *VBingo Rules of Play (9)*
- What if I can't read the free space?
  - If you cannot read the middle number, the number on the bottom right of the individual card is the same. If the card cannot be verified then it will not be accepted.
- What is my card is wrong?
  - If it is not a good bingo, the caller will communicate this and continue calling until another bingo is called.
- I won more than once; can I have my prizes combined on one cheque?
  - Yes, you can, cheques will be prepared at the end of each event.

## **Card Sales**

- How much do the cards cost?
  - Prices are:

- 6-up: \$14
  - 9-up: \$21
  - This will be consistent throughout all the Calgary halls.
- How do I buy cards?
  - Cards can be ordered by phone at 403-240-4002 or by emailing [bestbingo.advisor@greyeaglecasino.ca](mailto:bestbingo.advisor@greyeaglecasino.ca)
  - When the hall is open, you will be able to purchase cards in-hall
- How do I pay?
  - At this time, we only have debit. No cash, credit, cheques, or e-transfers will be accepted. DEBIT ONLY.
- What is included with my cards?
  - A receipt with the name and purchase amount for the customer, the bingo cards, a copy of the VBingo rules of play, and a program.
- I purchased cards for more than one event or from different halls, how do I know which is which?
  - Each page of the booklet will be stamped with the Grey Eagle Bingo logo, date and event.
- I purchased cards for the afternoon event on June 30<sup>th</sup>, can I use them for the evening instead?
  - No. Cards cannot be transferred between events. *VBingo Rules of Play*

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## Card Pickup

- How do I pick up my cards?

- You will be able to pick up your cards from the Grey Eagle Bingo hall at the designated times. Please remember that the sales for the event end 30 minutes prior to the event start time.
- When can I pick up my cards?
  - Cards can be picked up from the hall at the designated times within one week of the event.
- Do I have to follow COVID-19 precautions when I come to pick up my cards?
  - Yes. In order to enter the casino and Bingo, you must be wearing a mask. Social distancing is required. Upon entering, customers can be subject to temperature scans. If your temperature exceeds 38 degrees, you may not be permitted to enter. If any customer shows any symptoms of COVID-19 then they will be asked to leave the casino.
  - Please remember, if you may have or have been in contact with someone who has been or suspected of having COVID-19, we ask you not to enter the Grey Eagle premises and must self isolate as per AHS guidelines.

### **Cancellation/ Unused Cards**

- What if I cannot play my cards?
  - Unfortunately, no refunds will be issued for unused cards, under any circumstances *VBingo Rules of Play (25)*. VBingo cards are the responsibility of the player. If the cards are lost or damaged, cards will not be refunded or replaced *VBingo Rules of Play (26)*
- What if the event is cancelled?

- If an event is cancelled by the Grey Eagle Bingo, the hall with either refund the purchase price of the cards or the cards will be transferred to the next scheduled event of the same value. In the event this happens, we will contact players with this information *VBingo Rules of Play (19)*
- I bought cards and can't use them; can I give them to a friend?
  - Yes, please remember that you must be 18 to play and win.
- I played my cards on the wrong day; can I have them replaced?
  - No. Cards are the responsibility of the player *VBingo Rules of Play (26)*. Please ensure when you are buying cards you will be able to play them, as we will not issue refunds or replacements *VBingo Rules of Play (25)*

## Live Streaming

- What is YouTube Live streaming?
  - Live streaming is the broadcasting of video to an audience over the internet
- I don't have a computer; can I still play VBinog at home?
  - Yes. You can access YouTube via a Smart TV, iPad, tablet or other mobile devices.
- How do I access the VBingo livestream?
  - A link will be provided and players will be able to access online through our website and Facebook page.
  - Visit the Bingo Alberta Live website to find access to all of Alberta's livestream pages: [www.bingoalbertalive.ca](http://www.bingoalbertalive.ca)
  - [www.greyeaglebingolive.com](http://www.greyeaglebingolive.com)

- Or simply go to YouTube and search Grey Eagle Bingo Live

- **Why I can't I see the VBingo Live Stream on YouTube?**

- Make sure you are connected to the internet.
- Try refreshing your feed.
- Make sure your Stream is LIVE.

- Can I get alerts when Grey Eagle is going live?

- Absolutely. If you would like to get alerts when we are going live, simply click the red SUBSCRIBE button on our Grey Eagle Live YouTube channel. After you select SUBSCRIBE, you can select the bell to customize your alerts.

- What if the livestream doesn't work on my computer or device?

- We recommend that players access the Grey Eagle Bingo Live YouTube Channel to make sure that their device is compatible before purchasing cards. If the technical difficulties occur within the hall itself, then cards will be exchanged or refunded *VBingo Rules of Play (19)*