



## Refund Policy

During the course of business activity Management may decide to issue a refund to a patron. This may occur for a variety of reasons including but not limited to medical emergencies, power outages or technical issues.

When this happens, Management will follow these procedures:

- a) The Customer will receive no refund for games (inventory) already played or completed.
- b) The Customer will return all non-played (un-used) bingo paper to the point of sale (POS) counter along with their receipt. The bingo paper inventory (not the receipt) will be used to calculate the refund amount. The bingo paper inventory will be refunded at full value, whether it has been marked (daubed) or not.
- c) In the case of multi-part (multi-page) bingo paper inventory that has been partially played (partially used). The refund value will be pro-rated based upon the number of unused pages in the book or package, with no regard to the prize money allocation across the pages.
- d) If a single page has multiple games or parts on it. The page is considered played if all games or parts have been completed.
- e) The Customer will retain their receipt to show the POS as proof of their initial purchase value only. This is particularly important for determining any potential refund value for electronic credits purchased.
- f) Electronic bingo paper inventory being used for session based bingo play will be refunded in the same way as traditional bingo paper. Electronic credits used to play any other electronic games including but not limited, to TapTix or Play on Demand (POD) games will not be refunded because these games are played instantly. A refund will be issued for the residual value left in the electronic player account once this value is determinable on the system. This may require the player to retain their receipt and return at a later date. Customers must return within the next two days in order to receive a refund.
- g) Proof of Purchase Games, where the player does not actually play inventory (eg. Twoonie Pot Game) will be refunded only if no eligible game has been completed in the session. If however, even one eligible game has been completed (from the multiple eligible games in the program) then no refund will be provided of any kind for this type of game.
- h) In certain extreme situations customers may have to leave the building immediately prior to obtaining a refund. In these situations it is the customers responsibility to retain all physical bingo paper inventory and their sales receipt and return to the gaming centre within the next 2 days in order to receive a refund.

Refund Value Calculation Example:

Pro-rated Number of Unused pages	% Refunded	\$8.00 2-Strip Regular Book	\$12.00 3-Strip Regular Book
6 out of 6 Pages	100%	\$8.00	\$12.00
5 out of 6 Pages	83%	\$6.65	\$10.00
4 out of 6 Pages	67%	\$5.35	\$8.00
3 out of 6 Pages	50%	\$4.00	\$6.00
2 out of 6 Pages	33%	\$2.65	\$4.00
1 out of 6 Pages	17%	\$1.35	\$2.00
0 out of 6 Pages	0%	\$ -	\$ -

For more information about these games please see the OLG Rules for Bingo Games, site Game Guides, House Rules, Odds of Winning, Refund Policy, and the individual Session Programs.