



Bingo House Rules

Guest Conduct & Engagement

1. Verbal abuse and/or disorderly behavior directed toward guests or Bingo Associates will not be tolerated. Guests who threaten, harass, intimidate, or interfere with other guests or team members may be removed from the Bingo Hall without refund.
2. Bingo Management reserves the right to refuse service to any person.
3. The decision of Bingo Management regarding the interpretation and enforcement of these rules is final.
4. No one under 18 years of age is permitted in the Bingo Hall during bingo operating hours.
5. Smoking, including cigarettes, cigars, electronic cigarettes, and vaping devices, is prohibited inside the Bingo Hall.
6. Solicitation is not permitted.
7. Only food and beverages purchased within Red Hawk Casino are permitted in the Bingo Hall. No outside food or beverages are allowed.
8. The use of cellular phone volume is prohibited. Please place your phone on silent or vibrate. If you must use your phone, please step outside the Bingo Hall.
9. Use of electrical, Ethernet, or USB outlets is prohibited. Any damages resulting from unauthorized use are the responsibility of the guest.
10. Please keep talking to a minimum while bingo is being called. Disruptive guests will be asked to leave.
11. Guests who are asked to leave the Bingo Hall will not receive a refund.

Sales & General Policies

1. All buy-ins and programs are subject to change without notice.
2. In the event of a power failure, system outage, or other unforeseen interruption, Bingo Management reserves the right to suspend, resume, replay, or cancel games as necessary.
3. Bingo paper and devices are not permitted to leave the Bingo Hall.
4. All Regular Session sales are final once the first ball of the first Regular Session game is called. All other refunds are at the discretion of Bingo Management.
5. Pull Tab sales are final.

Game Play & Prize Verification

1. Pack sharing or switching is not allowed. Once a game has started, the person who makes the initial mark (daub) on any bingo game sheet is deemed the player of the pack. Players are responsible for verifying their receipt prior to the session. Cards marked by more than one person may be declared invalid. Players may watch machines only while a player is using the restroom but MUST first notify a Bingo Attendant each time prior to leaving the Hall. Players found abusing this courtesy may no longer be permitted to have their machine watched, and any Bingo achieved while the player is absent may be deemed invalid.
2. When playing two or more paper packs, please be courteous to your neighbors. Each customer is allowed a space of three packs directly in front of them.
3. Only one electronic bingo computer per customer per session. Restroom exceptions apply.
4. Prizes must be claimed by the individual who initiated play on the paper or who assumed initial possession of the electronic device.



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5. Electronic bingo devices are provided as a convenience. Management may replace a malfunctioning device when available. Management is not responsible for prizes lost due to equipment failure, misuse, or player error.
6. Bingo employees are not permitted to play bingo cards for guests.
7. You must have bingo on the last number called. Once the next number begins to be called, previous bingos will not be honored.
8. The customer is responsible for shouting 'Bingo' loud enough to alert a bingo employee. If any bingo employee is alerted, the bingo is valid regardless of the caller's actions.
9. It is the customer's responsibility to ensure their winning card is retrieved for verification.
10. In the event of multiple bingos, only one bingo per customer will be honored; payouts aggregate.
11. Receipts must be presented prior to winning card verification.
12. Once a floor clerk arrives, guests have 45 seconds to produce a valid receipt.
13. Players are responsible for playing the correct game sheet.
14. Altered, mutilated, or defaced bingo cards or tickets will not be honored.

Promotions

1. All promotional games, drawings, jackpots, and special events are subject to their posted rules. In the event of a conflict, the posted promotional rules govern.

Prizes & Liability

1. Winners of \$1,200 or more must produce two forms of identification to collect winnings.
2. Red Hawk Casino is not responsible for lost or stolen articles.
3. Bingo Management is not responsible to investigate, refund, or replace lost, stolen, or abandoned items.
4. Bingo paper must be used on the day of purchase. Unverifiable bingo paper is invalid and not eligible for prizes. Fraudulent use of bingo paper may result in removal from the Bingo Hall.