

Bingo Jackpots

Bingo games sometimes offer further big jackpots for you to win. These vary according to the type of game being played.

Fixed Jackpots

A fixed jackpot is always available to win, no matter how often it is won. To win, all you have to do is get full house in a specified number of balls or less. The fixed jackpot is split equally between all the winning tickets that meet the win criteria. 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.

Feature Jackpots

A Feature jackpot is applied to special jackpot games. The win criteria and payout configurations vary between each jackpot; refer to the relevant help text sections for more information.

Super Spotlight

The "Super Spotlight" is a progressive jackpot that is specific to a designated Bingo room. The Super Spotlight game will be played for 1 line, 2 lines and the Full House with the Jackpot available by winning a Full House within a specified number of calls as shown in the Jackpot area in the designated club. The designated number of calls can vary from Room to Room and may be changed due to specific promotions and we will advise when this will happen. Once a Jackpot has been won, the full amount will be paid to the winner. There is no community element in this Jackpot. The Super Spotlight Jackpot can only be won during a Super Spotlight game.

Hot Ball

Hot Ball is a Feature jackpot. To claim the advertised Jackpot, the winner of the full house prize will have to claim the Full House on the Hot Ball number chosen when ticket sales close for a game. This will be identified in a message before the game starts and clearly marked on each eligible ticket. Once a Jackpot has been won, the full amount will be paid to the winner. There is no community element in this Jackpot.

Progressive Jackpots

A progressive jackpot is initially funded at a set amount and each day it increases based on ticket sales. 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 amount of the jackpots will be displayed on the bingo game screen. When a progressive jackpot has been won (and we have validated the win) it will be reset. From time to time, we may offer special progressive jackpot promotions.

Jackpot Queries

Should you have any queries about your jackpot win, contact Customer Services stating the following information:

- your bingo Chat Name
- the date and time of the game you won house in
- the Game ID of the bingo game (if known – this is available from your Game History)

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 shared between winners. The Jackpot may be shared equally between winners or shared proportionally based on stake. You are only eligible to win all jackpots if you have purchased a ticket or have been allocated free tickets in a game that the ticket price is not 0.00. Therefore, in free games, you are not eligible to win the standard or progressive jackpots. It is possible for the same jackpot to be running in multiple linked rooms which may have different configurations. If you buy tickets for the same game in different rooms all tickets are attributed to the room from which tickets were first purchased, the room in which the specific winning ticket(s) was purchased is irrelevant. You can't win two progressive jackpots... If you meet the criteria for two progressive jackpots you will win the jackpot with the highest monetary value. You can't win a fixed amount jackpot at the same time as progressive or feature jackpots... If you win a progressive jackpot or a feature jackpot you are not eligible to win a fixed amount jackpot. You can't win more than one fixed amount jackpot... If you meet the criteria to win multiple fixed amount jackpots you will win the fixed amount jackpot with the highest monetary value. You can't win a feature jackpot and a fixed amount jackpot... If you win a feature jackpot you will not be eligible for fixed amount jackpot unless a specific exception is detailed for the feature. These Jackpots may be opened up to players in the Entain Bingo network. We reserve the right to remove a jackpot once it has been won. We reserve the right to amend these Terms and Conditions at any time.

Contact Us

If you have any further questions please contact Customer Services:

If you wish to report a problem with our application, please help us by providing as much information as possible. Depending on the nature of your problem please try and provide the following details:

- Your Chat Name
- Bingo room
- Game Play ID (if known and if the problem relates to a specific game)
- The Date and Time of the problem
- A description of the problem (detailing a specific prize, bet or win amount)
- This information will help us deal with your enquiries.

Device Requirements

To play, you will require a modern browser supporting the latest HTML features. On a desktop PC, the application can be played using Microsoft Edge (Edge 17), Firefox (last 3 major releases), Safari (last 2 major releases) or Google Chrome (last 3 major releases). We would recommend you always keep your browser up to date to ensure you have the latest security updates and features.

To ensure the game performs at its optimum level please close all unwanted programs and minimise any programs that you are not actively using.

Cookies and Javascript must be enabled on your web-browser.

Recommended system requirements Intel Core i5 Processor (or equivalent) with 8Gb RAM.

What happens if a game is cancelled?

if a game is cancelled, all tickets pre-purchased or otherwise are void. The cost of the tickets will be refunded to your account balance within 24 hours. If the tickets were promotional (i.e. free tickets), the promotional value will also be returned to your account and available to use again.

Which internet browsers does this game support?

The games are supported on Chrome 10+, Firefox 6+, Internet Explorer 9+ and Safari 5+

What happens if I experience network problems?

If you can't access a game where you have already purchased tickets, those tickets will remain valid and will still play, even if you aren't logged in. If your ticket wins, you'll be credited with the due prize and your balance will be updated accordingly. If you're disconnected in the middle of a game in which you have tickets playing and are able to return before the game finishes, you'll be able to continue playing as normal.

Measures are in place to ensure that all games in bingo will play regardless of any technical issue. However, in the event a malfunction should occur, the wager is a "no bet".

What can I do if my game stops working?

While we do our best to make sure our games all run smoothly, we understand that errors can occasionally occur. If you have a problem with a game, try out these simple fixes:

Log out of your account, and then log back in.

Try to play the game on another device (i.e. laptop, home computer, mobile device).

Try another browser, or try opening an incognito window in your browser.

If you're using a mobile device, try playing the game on our mobile app, or a mobile browser (whichever platform you don't normally use).

Delete the app, and then reinstall it.

Clear your cache and cookies. Steps for this will vary depending on your browser - if you're unsure, have a search online and instructions can easily be found!

If none of the solutions above have managed to resolve the problem, please don't hesitate to get in touch with customer services who'll be more than happy to help! If the issue is with a specific game, it's best to provide the game ID which can be found on the left-hand side of the screen when you're inside the bingo room, or in the Winners tab after clicking on "See Winners".