

TERMS & CONDITIONS

Buzz Clubs – Benidorm Holiday Playoff Promotion 7th-11th September 2026

Terms & Conditions

1. Promoter

The promoter of this promotion is Buzz Bingo (the “Promoter”), operating the promotion through Buzz Cricklewood and Buzz Northampton clubs.

2. Eligibility

2.1. The promotion is open to Buzz Bingo members aged 18 or over who are members of either:

- Buzz Cricklewood, or
- Buzz Northampton

2.2. Employees of the Promoter, its agents, or anyone professionally connected with this promotion are excluded from entry.

2.3. Employees of the Promoter, its agents, or anyone professionally connected with this promotion are not permitted to be a guest of a winner.

2.4. Membership must be valid at the time of entry and prize award.

2.5. Guests (plus 1s) must be 18 years of age or older at the time of the flight.

3. Promotion Period

3.1. Games where players can win playoff vouchers and a cash prize begin on 30 March 2026 and will be played every session in Buzz Cricklewood and Every Evening Session and Saturday afternoon in Buzz Northampton.

3.2. Playoff games will take place on the following dates:

- Sunday 10 May (CRK Only)
- Monday 18 May
- Tuesday 26 May
- Wednesday 3 June
- Thursday 11 June
- Friday 19 June
- Saturday 27 June
- Sunday 5 July

3.3. At Buzz Cricklewood, playoff games will be played on the afternoon and evening sessions.

3.4. At Buzz Northampton, playoff games will be played on the evening sessions and Saturday Afternoon only.

4. How to Win

4.1. Customers must participate in the Holiday Flyer games to win a playoff voucher on either the one line, two lines or full house.

4.2. Playoff vouchers give players the opportunity to compete in playoff games where the holiday prize may be won.

4.3. Where there is multiple winners on a playoff, a tiebreak will take place to determine a single winner.

4.4. Multiple winner tie breakers to determine a single winner will be performed by each winner picking one of 20 numbers from a pot. The highest number will win. The others will each get £20 consolation gift.

5. The Prize

5.1. The prize is for two places, one for the winner and one for a guest on a group holiday to Benidorm from 7th – 11th September 2026.

5.2. The prize includes:

- Return flights to Benidorm departing from London Luton Airport.
- Coach transport to and from Buzz Cricklewood and Buzz Northampton to Luton Airport.
- Group travel, where all prize winners travel together including transfers abroad.
- Hotel accommodation will include breakfast. Lunch, dinner and drinks package throughout is organised within the programme.
- A programme of organised group events and activities combined with free time.

5.3. There is a cash alternative to the holiday prize (due to this being a group activity requiring a specific number of attendees). The cash alternative reflects the value of the prize excluding group-funded elements. The cash alternative to the holiday prize is £300 per winner.

5.4. The prize may be transferred to another individual aged 18 or over, subject to the Promoter's approval and any airline or accommodation restrictions.

5.5. Where you do not bring a guest, you will receive an additional payment of £150, which represents the contribution that would otherwise have been allocated to your guest toward group-related costs.

5.6. There is a cut-off date of the 15th July 2026 to change details of those participating in the event. If changes are made after this date, name change costs on flights will apply to approximately £55.

5.7. Any person who has either self-excluded, or has their membership suspended or terminated effective at the time of the flight will not be permitted to travel.

6. Group Activities & Free Time

6.1. As part of the holiday prize, the Promoter will organise a number of optional group activities and events during the trip.

6.2. Participation in group activities is encouraged but not compulsory. Winners are free to enjoy personal leisure time throughout the holiday.

6.3. Group activities form part of the prize experience and are intended to enhance enjoyment and social interaction for customers.

6.4. The Promoter reserves the right to amend, replace, or cancel specific group activities where required due to operational, weather, safety, or logistical considerations.

7. Travel Conditions

7.1. Holiday dates are fixed and non-negotiable, as all winners will travel together as a group.

7.2. Winners must arrive at their designated Buzz club prior to the specified time for coach departure to the airport.

7.3. Coaches will not wait for late arrivals. The Promoter cannot delay transport or flights for individual customers.

7.4. Any costs or losses incurred due to late arrival or failure to attend coach departure are the responsibility of the winner.

7.5. It is a requirement of the promotion that the winner and guest are fit to travel at the time of the flights. The promoter accepts no liability should the winner or guest not be fit to travel.

8. Travel, Insurance and Participation

8.1. Winners are solely responsible for arranging suitable travel insurance of which confirmation must be shared with Red Blaze.

8.2. The prize does not include travel insurance therefore, all winners and guests must obtain comprehensive travel insurance prior to departure for the duration of the trip.

Insurance must include, at a minimum:

- emergency medical expenses and medical repatriation;
- personal liability cover; and
- cover for loss or theft of personal belongings

8.3. Winners and Guests must provide their travel insurance documents to Red Blaze for proof of adequate insurance prior to travel.

8.4. Buzz will not be responsible for any costs arising from inadequate travel insurance.

8.5. Participation in any activities forming part of the official prize itinerary is subject to any safety instructions provided by organisers.

8.6. Any activities undertaken outside of the official prize programme are at the participant's own discretion and risk.

8.7. Winners and permitted guests are responsible for ensuring they hold a valid passport and any required visas or other travel documentation required for the destination.

8.8. Copies of passports and any required visas will also need to be shared with Red Blaze in a timely manner when requested.

9. Winner Notification & Communication

9.1. Once a customer has won the holiday prize, all further communication will be handled by Red Blaze, the Promoter's appointed travel partner.

9.2. Full contact details for Red Blaze will be provided in the winner information pack.

9.3. Failure to respond to communications within required timeframes may result in forfeiture of the prize.

9.4. The winners contact details will be provided to Red Blaze for further communication.

10. Photography, Video & Media Usage

10.1. During the holiday, photography and video recording may take place during travel, group events, and organised activities.

10.2. By participating in this promotion and accepting the prize, winners consent to being photographed and/or filmed as part of the holiday experience.

10.3. Images and video footage may be used by the Promoter for marketing, promotional, and social media purposes, including websites, social media platforms, and in-club displays.

10.4. No additional compensation will be provided for the use of such images or footage.

10.5. Customers who do not wish to appear prominently in photography or video should notify a member of the Promoter's team where reasonably practicable, and reasonable efforts will be made to accommodate such requests.

11. General

11.1. The Promoter reserves the right to amend or withdraw the promotion in the event of circumstances beyond its reasonable control. These include, but not limited to instances such as a pandemic, acts of God, acts of terror, or risk of threat. In such circumstances the promoter will take all reasonable steps to offer an alternative prize.

11.2. The Promoter accepts no responsibility for any costs or expenses not explicitly included in the prize.

11.3. By participating in this promotion, customers agree to be bound by these Terms & Conditions.

11.4. These Terms & Conditions are governed by the laws of England and Wales.

11.5. The winner authorises Red Blaze to hold Passport Copy, Insurance details, name, member no, email address, phone number, age (and any other information required to accommodate hotel and flight bookings).

11.6. It is of the utmost importance that all participants of the event must conduct themselves in a manner which is amenable to everyone involved, including other participants, guests, employees and our partners from Red Blaze and employees abroad.

11.7. Whereas all reasonable efforts will be taken to rectify and guide a participant, if there are situations that are detrimental to the enjoyment of others, a participant may be excluded from the entire event and all group activity.