

Inspired Play Card Terms and Conditions

These terms and conditions (**Terms and Conditions**) apply to the use of Play Cards (as defined below). The Play Card, including all administration is provided by Inspired Gaming (UK) Limited (**Inspired**). By purchasing, reloading, or using the Play Card, you agree to be legally bound by these Terms and Conditions, and your use shall be subject to these Terms and Conditions.

You may choose to register your Play Card on the kiosk which will provide you with extra security if your card is lost or stolen.

1. Definitions

- 1.1 **Bourne Leisure:** means Bourne Leisure Limited, a company registered in England with company number 4011660.
- 1.2 **Bourne Resorts:** means leisure resorts owned and operated by Bourne Leisure.
- 1.3 **Play Card:** A Play Card is a radio frequency identification card which allows you to play Games in designated Bourne Resorts arcades subject to sufficient Credits on your Play Card.
- 1.4 **Game(s):** any game played on a gaming machine utilising the tap and play mechanism via the Play Card at Bourne Resorts.
- 1.5 **Tickets:** means electronic tickets issued and loaded onto your Play Card after playing a Game. Electronic tickets can be redeemed via your Play Card at the arcade redemption shop in exchange for prizes.
- 1.6 **Credits:** means together the different credit types (being Play Credits, Bonus Credits and Promotional Credits).
- 1.7 **Play Credits:** means credits loaded onto your Play Card that you have purchased on the kiosk using cash or a debit card, that can be used to play any Game.
- 1.8 **Bonus Credits:** means credits that are added to your Play Card free of charge by Inspired at its sole discretion when you purchase Play Credits. Bonus credits cannot be used on change machines.
- 1.9 **Promotional Credits:** means credits added to a Play Card that has been registered to you via the kiosk and such credits are added to your Play Card balance by Inspired at its sole discretion at designated times for promotional purposes free of charge. These promotional credits are only active during the designated promotional period. Promotional credits will be deducted from your Play Card balance before Play Credits and Bonus Credits during the promotional period. Promotional credits cannot be used on change machines.

2. Credits

- 2.1 Each Game requires a specified number of Credits in order for the Game to be played.
- 2.2 The number of Credits required to play a Game is displayed on each Game in the display window at the Play Card tap and play unit of the gaming machine and will vary in value. Each time you play a Game, Credits are deducted from the total balance of your Play Card and the remaining balance is shown on the display of the gaming machine.
- 2.3 You must have sufficient Credits on your Play Card to play a Game. Bonus Credits and Promotional Credits may not be redeemable on certain Games, applicable restrictions will be set out on the gaming machine tap and play mechanism.

- 2.4 The order of use of the Credits is determined solely by Inspired and the customer has no ability to control the type of Credit used for any Game.
- 2.5 Play Credits and Bonus Credits will expire after 24 months of inactivity of your Play Card and as such will be lost and cannot be used after this time. Promotional Credits have an expiration date which will be displayed on the kiosk. Unused promotional credits may expire and may be removed from your Play Card at the end of the promotional period.
- 2.6 Credit and Ticket balances can be transferred from one Play Card and combined with the balances on another Play Card at a prize redemption desk at Bourne Leisure, provided you have registered your Play Card as specified in section 3.
- 2.7 Payments on your Play Card are non-refundable and your Credits balance will not, under any circumstances, be redeemed for cash. You will not be sent statements of itemised transactions involving your Play Card.
- 2.8 Inspired reserves the right not to accept a Play Card or otherwise limit use of the Play Card if it believes the use is unauthorised, fraudulent or otherwise unlawful or violates these Terms and Conditions.

3. Optional Registration

You may register your Play Card at one of our redemption prize shops or at a kiosk (where available). During the registration process, we will ask you to review and accept our privacy policy which can be found here: [Privacy Policy | Inspired Entertainment](#). Please notify us immediately if you change any of your registration information.

4. Tickets

- 4.1 Tickets will be collected and stored on your Play Card after playing a Game. Each individual Ticket value is one. Your Tickets can be redeemed for prizes at the arcade redemption shop at Bourne Leisure or they can be saved up for later use, subject to clause 4.2 which specifies how long Ticket balances are valid for. You must have enough Tickets to claim the prize. When you redeem a prize using your Tickets, the required number of Tickets are deducted from your Play Card ticket balance. You may have unredeemed Tickets remaining after redeeming Tickets for an item(s) from the arcade redemption shop. Your unredeemed Tickets will remain on your Play Card balance for future use subject to clause 4.2.
- 4.2 Ticket balances on your Play Card can be checked at the kiosks or at the arcade redemption shop. Tickets do not have a cash value and may not be refunded or exchanged. Tickets are non-transferable. Tickets will expire after 24 months of inactivity on your Play Card.

5. Purchase & Balances

- 5.1 Play Cards can be reloaded by an authorised employee at the arcade redemption shop at Bourne Leisure or from a kiosk. The maximum amount that can be loaded onto your Play Card is £100 and the minimum amount that can be loaded onto your Play Card is £1.
- 5.2 You may check your Play Card Credit balance by going to an authorised employee or at kiosks throughout the venue at Bourne Leisure.
- 5.3 The prices of Games are subject to change at any time by Inspired and may be variable during different trading periods and during promotional periods.

6. Balance Errors & Corrections

We reserve the right to correct the balance of your Play Card if we believe that an error has occurred. If you have questions regarding your transaction history, or if you dispute any transaction or correction that has been assessed against your Play Card, please visit or call the location where you obtained your Play Card and ask to speak to the manager or alternatively email Playcard@inseinc.com. We will conduct an investigation and communicate the results and correct any error. If an error was not found, we will communicate an explanation by email. We shall have no liability for any balance error unless you provide us notice within 30 days of the date of the transaction in question.

7. Lost or Stolen Play Cards

- 7.1 Inspired is not responsible for lost, stolen or damaged Play Cards with remaining Credit or Ticket balances. You are responsible for all transactions associated with your Play card, including unauthorised transactions.
- 7.2 Only Play Cards that have been registered with Inspired will have their Ticket and Credit balances transferred to another Play Card from the time and date that the Play Card was reported as lost, stolen or damaged.

8. Cancellation

- 8.1 Inspired may suspend or terminate your Play Card at any time by giving reasonable prior notice. We need not, however, give you notice where we have serious grounds for considering that immediate termination is required (if we suspect fraudulent or unauthorised use of a Play Card or a material breach of these Terms and Conditions).
- 8.2 If Inspired terminates these Terms and Conditions in circumstances where you are not in breach, we will refund the balance held in your Play Card account less any amounts that you owe us.
- 8.3 Any resale or other transfer of a Play Card for remuneration will render the Play Card and associated Credit and/or Ticket balances void and subject to cancellation.
- 8.4 If you have finished with your Play Card, it can be recycled. All recycled cards have registration details deleted; the details will remain on marketing communication lists from which you can unsubscribe at any time by clicking the 'unsubscribe' link in the latest email received from us.
- 8.5 All play Credits and/or Ticket balances will be deleted from your Play Card balance when your card has been cancelled or terminated in accordance with this section 8.

9. Disclaimers and Limits of Liability

- 9.1 We do not represent or warrant that your Play Card will always be accessible or accepted at participating Bourne Resorts.
- 9.2 Inspired will not be liable to you for:
 - 9.3.1 any loss of income, business, goodwill or profits arising out of these Terms and Conditions;
 - 9.3.2 any unauthorised access to or alteration, theft or destruction of your Play Card;
 - 9.3.3 the consequences of any delay or mistake relating to the use of your Play Card caused by any circumstances beyond our control;
 - 9.3.4 any loss or damage which was not caused by our breach of these Terms and Conditions or breach of our legal duty of care;

9.3.5 any loss or damage which was not a reasonably foreseeable result of either our breach of these Terms and Conditions or breach of our legal duty of care. Loss or damage is "reasonably foreseeable" if, at the time we entered into these Terms and Conditions, such loss was contemplated by you and by us; or

9.3.6 any loss or damage suffered by you as a result of you failing to take reasonable precautions against such loss or damage.

9.3 These Terms and Conditions do not affect your statutory rights and must be read subject to those rights.

10. Other Important Terms that Apply

10.1 We may amend these Terms and Conditions at any time for security, legal, regulatory or valid business reasons. We will post the revised Terms and Conditions on our web site at <https://inseinc.com/play-card>. Subject to the remainder of this clause, any change, addition or deletion will become effective at the time we post the revised Terms and Conditions to our website or in Bourne Resorts or as otherwise stated in a notice to you. Unless we state otherwise, the change, addition or deletion will apply to your future and existing Play Cards. If you do not accept the changes, additions or deletions, your Play Card will be cancelled and any amounts remaining on your Play Card will be refunded to you.

10.2 These Terms and Conditions and your use of a Play Card are governed by English law and wherever you live you can only bring claims against us in the English courts.

10.3 We can transfer our contract with you, so that a different organisation is responsible for administering the Play Card scheme. We'll ensure that the transfer won't affect your rights under the these Terms and Conditions.

10.4 You can only transfer your contract with us to someone else if we agree to this.

10.5 Nobody else has any rights under these Terms and Conditions. These Terms and Conditions are between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

10.6 If a court invalidates some of these Terms and Conditions, the rest of it will still apply. If a court or other authority decides that some of these Terms and Conditions are unlawful, the rest will continue to apply.

10.7 Even if we delay in enforcing these Terms and Conditions, we can still enforce it later. We might not immediately chase you for not doing something or for doing something you're not allowed to, but that doesn't mean we can't do it later.