

Clare Bridge Club



Difficulties on BBO

We are aware that there have been some difficulties with the connections to BBO. BBO are aware of this and are working to fix the problem.

You can get disconnected (thrown out) from BBO for 2 reasons, either your broadband has disconnected itself or BBO has disconnected you.

If you become disconnected at any time, phone the director and try and log back in. We will try and reconnect you.

If this occurs before the tournament begins, we can delay the start of the tournament while we do our best to ensure you can re-enter. If we are unable to solve the issue, BBO will not charge the BB\$3 entry fee for players not starting the tournament.

If you are disconnected at any time during play, log back in as soon as you can and inform the director if you are experiencing problems. To enable the game to continue, a substitute will have filled your place. They will be automatically removed when you successfully log back in.

Giving yourself plenty of time when signing into the event will help us resolve any problems. We cannot guarantee getting you back into the game but we will try our best.

Jenny, David and Paddy