

You were registered for a game, but when it came time for your game, nothing happened. You expected to be taken to a table, but that did not occur. What happened?

When it's game time BBO will not start the game if one or more players are offline. It will retry several times, each time informing the game director that one or more players are absent. After several retries, the director will usually authorize BBO to cancel the registrations of any pairs that are absent and to start the game.

If that happened to you, we apologize. But we have a large number of people that expect the game to begin as scheduled. Because BBO has a high demand during most of the daylight hours, the site is very busy. Often players log out and are unable to get logged back in at game time. And if you were logged in earlier, that alone does not guarantee that BBO will not log you out for inactivity if you leave your computer for a long period.

Bottom line: make sure you're logged onto BBO a reasonable time (15 minutes, perhaps) before game time, and be prepared to play at game time. If your reservation ends up cancelled, you will not be charged by BBO for your game, as your fee is only processed when you start playing.