

If you can't find the answer to your question here, please email us at quizmaster@yourpubquiz.com

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What is Your Pub Quiz?

Your Pub Quiz broadcast online streamed pub quizzes, often referred to as '*shows*' as they resemble a radio format. We offer a variety of quiz formats and question categories encouraging the interaction of both pubs and pub teams to contribute to the formulation / continual regeneration of formats, questions and music to cater for all.

How does it work?

Pubs

Select the subscription model as detailed below:

Economy

Register online up to 4pm each Tuesday to receive an electronic pack of Answer Sheet / Picture Round / Score Sheet and Question & Answer Sheet.

Standard

Register online up to 3pm each Monday to receive a landmail pack of Answer Sheets / Picture Rounds / Score Sheet and Question & Answer Sheet. (maximum 30nr teams)

Premium

Register online up to 3pm each Monday to receive a landmail pack of Branded Pens / Branded Prizes / Answer Sheets / Picture Rounds / Score Sheet and Question & Answer Sheet. (maximum 30nr teams)

Season Credits

2% cumulative discount available for each monthly subscription paid in advance.

Multi-site Credits

1% cumulative discount available for each site, i.e. every site beyond 100nr is free.

What are the technical requirements to play?

Your Pub Quiz is designed to run on the following browsers:

- Microsoft Internet Explorer 6 or higher
- Mozilla Firefox 3.x or higher
- Safari 4x or higher
- Google Chrome

A connection is required to broadcast from the internet to your Public Address (PA) system. You may already broadcast streamed music content from the internet (e.g. LastFM / iTunes); in which case nothing is required. If not, and your computer is located within 10m of your PA, then we can provide free of charge the required cable. If your computer is further than 10m from your PA, then we can provide a wireless solution at a cost of £100.00. Once installed, the wireless equipment will allow you to stream any content from your computer to your PA system.

Your internet browser must have Adobe Flash Player 9 installed, support the use of JavaScript and allow cookies.

We also suggest that you maximise your computer's bandwidth during game play by closing other applications – especially applications accessing the Web. Downloading and/or streaming from other sites (e.g. music or videos) may unnecessarily cause breaks in the continuity.

Note that connection errors that result from Your Pub Quiz's servers may qualify for a refund. Timeout errors that result from poor network / computer performance will NOT qualify for a refund. As a result connections are closely monitored by our streaming partners with the full details of any interruptions forming the basis for any claim for a full refund.

Who can play?

You have a pub? Then you can have Your Pub Quiz! The broadcast is streamed as a 3 hour radio broadcast over a mix of music, ranging to cater for all tastes. Consequently a PRS licence is needed to cover the distribution of this content.

What does it cost to play?

Subscriptions are priced as follows:

Economy: £25 per show

Standard: £30 per show

Premium: £50 per show

Discounts apply for bulk purchase of credits for future shows / multiple sites.

When you sign-up, we ask for some identifying information so that we can create your Pub Quiz account.

We keep this information in the strictest confidence and you can review our Privacy Policy for more information.

How do I play?

Once you have printed or received your Quiz papers, distribute your sheets and collect your entry monies.

The live broadcast consists of 8 rounds starting at 20:00 GMT each Tuesday evening.

The quiz starts with Round 1 questions at 20:30.

Each subsequent round of questions start at 15 minute intervals, i.e. Round 2 at 20:45.

Round 1 answers are given after Round 2 questions allowing Administrators enough time to collect and score Answer Sheets and update Scores.

We thoroughly research every question in our database, however, we don't guarantee that every answer is 100% accurate, and we don't provide refunds for games where an answer is disputed.

As with any pub quiz, the Quizmaster's verdict is final. However, we welcome any local disputes through the online chat forum embedded into the streaming player. We'll research the question, and update live feedback.

Scores can be updated live on the League table from where the winners in each venue can be announced at the end of the broadcast. Although time restricts all scores being announced, pub teams will be able to access results and ongoing league positions through the website.

The answers for Round 7 and Round 8 are announced at 22:30.

The winners for each Quiz updated on the League table will be announced at 22:40.

Community and My Profile

The Profile page tracks all of your quiz activity and personal information. Your profile includes some pretty cool information, like how many games you've played, what your average score is.

You can access your Profile from the navigation bar on the top of any page.

How do I change my profile information?

You can edit your personal information at any time by clicking Edit Profile page in your Profile page.

What if I see inappropriate content?

Your Pub Quiz encourages teams to interact, communicate and compete. But not everybody follows the rules. For those that don't, we have a flag system to mark content that seems inappropriate. We monitor flags very carefully and bar repeat offenders from the site.

How can I add friends?

You can add friends by sending friend requests to other members. To send friend requests, just click on the Add Friends button next to any member profile.

How can I see what my friends are doing?

Everyone on Your Pub Quiz has a profile page that lists their game activity and public messages. You can link to your friends' profiles from the Live Feed on our home page or from the Community Page.

I have forgotten my username and/or password?

Please click on the forgotten password link on the log in page and we will email you a reminder. You can also change your password at any time by visiting the Edit Profile page in My Profile.

How do I open an account?

To open a free account on Your Pub Quiz, you just have to sign up as a member.

How can I pay for subscription to Your Pub Quiz?

To pay your subscription, just click on the "Deposit" link in My Profile. Your Pub Quiz currently accepts PayPal and most major Credit / Debit Cards through ClickAndBuy. Your account balance will be updated and you can start to play with the money you have just deposited directly after you make a deposit.

Does it cost anything to deposit funds?

Your Pub Quiz does not charge any fees for making deposits. However, payment service providers may levy a small fee for processing transactions.

How does Your Pub Quiz protect my security?

Your Pub Quiz uses Secure Socket Layer (SSL) encryption connections for all passwords and financial information. Anytime you enter sensitive information it will always be sent to the Your Pub Quiz servers using encryption. The Your Pub Quiz payment systems are industry strength, built using the latest encryption techniques and safety measures to guarantee transaction security.

We do not store any of our Client's credit or debit card numbers or passwords. We work with only the most trusted payment providers to process transactions through our site.

Can I get a refund?

Your Pub Quiz provides streamed content over the internet, and occasionally connectivity issues affecting the whole of the internet may cause disruption to your connection. In cases where a pub has paid to stream a show but is prevented from completing the quiz as a result of a widespread connectivity issue or from either Your Pub Quiz or our streaming servers, the pub may be entitled to a refund. Connection history is closely monitored by our streaming partners and is used to demonstrate how the origin of failed connections. In cases where a connection fails because of the pub's internet provider / system, a refund is not generally warranted.

The quiz administrator in each venue will have a full hard copy of the questions and answers to assure continuity in the event of a prolonged disruption to the connection.

Refunds will only be considered if an application is made within 24 hours of the incident. You can get more details on our refund policy and process at [Refunds Policy](#).

What currencies does Your Pub Quiz accept?

Currently you can play with GB Sterling, Euros and US Dollars on Your Pub Quiz. The country you entered when signing up on Your Pub Quiz determines what currency you will see on the site.

Where can I find Your Pub Quiz's terms & conditions?

You can review the full document by visiting [Terms and Conditions](#)