GENERAL BETTING RULES

In these terms and conditions:

- **"Live Betting / In-Play"** means placing a wager on an event that is currently in progress, these events are identified on our Betting Platforms as being Live;
- **"Official Starting Time"** is that time stated by the controlling body for the relevant event;
- **"North American Sports"** includes Baseball, American Football, Basketball and Hockey.
- **"Tote"** refers to one of the three Australian totalisator pools.
- **"Win Limits"** includes all winnings derived from wagers placed by one individual or entity, or group deemed to be acting on behalf of any one individual or entity, on the individual events, regardless of whether the event is included as an element of a multiple, a group of multiples, or as a single wager;

1. INTRODUCTION

1.1
We pride ourselves on our customer service and our commitment to operating our business fairly and in a responsible way. All transactions and bets placed with us are covered by our rules.

1.2
You must exercise your own judgement in choosing to place a bet. You acknowledge that, in placing your bet, you are not relying on any statement of any of our employees relating to the subject matter of the bet. The terms of your bet may only be varied by oral or written notice given by you to our authorised representative. We reserve the right to refuse part or all of a bet.

1.3
These General Betting Rules cover racing and all sports, but are superseded by any rules specific to racing or individual sports.

2. RIGHT TO REFUSE A BET AND BET PLACEMENT

2.1
We reserve the right to decline, or limit, any bet that a player wished to place.

2.2
No bet stands until such time as:

2.2.1.1
For bets placed via the telephone (excluding Live Play), the telephone operator has called it back to you and you have confirmed it; for such bets the bet will stand as called by the operator.

2.2.1.2
For bets placed via Live Play, you have received a bet confirmation after your bet is processed using our Live Play feature. (If you are in doubt about whether or not a bet has been placed or not, you should check its status in the pending bets screen.)

2.2.1.3
You have received a bet confirmation after your bet is processed through our website or app. (If you are in doubt about whether or not a bet has been placed or not, you should check its status in the pending bets screen.)

2.3
In the event that a telephone bet has been placed (excluding Live Play), and the operator has called it back to you, and you have not amended the details of the bet, the bet shall stand as read back to you by the operator.

3. CONDITIONS OF PLACING A BET

3.1
Bets can only be made via telephone (including Live Play) or on the internet.

3.2
Bets will generally be accepted up to the official starting time of an event, unless stated otherwise. A bet is deemed void (even if accepted) if it is submitted after the official starting time of an event, unless it is a Live In-Play bet.

3.3
In the case of a Live In-Play event which commences before the scheduled time, only wagers before the start of the game will be considered valid.

3.4
For all North American Sports and Soccer, all events must be played in the scheduled day unless otherwise specified. For postponed or abandoned games, all bets shall be deemed void and all stakes returned. For all other sports, unless otherwise specified, events who are abandoned or whose start time is postponed and then rescheduled to a time more than 48 hours after the original start time, all bets will automatically be deemed void and all stakes returned.

3.5
We reserve the right to resettle an event where an error has occurred with the resulting process or the dividends declared. Where the resettlement is carried out 24 hours or more after the initial settlement, customers will be notified by email.

3.6
If a bet is void at any time, affected multiple bets will be recalculated excluding that leg.

3.7
The winner of an event or game shall be determined on the date of the event's conclusion in accordance with the event's rules and regulations. We shall not recognize suspended games, protests or overturned decisions for wagering purposes.

3.8
Unless otherwise stipulated, all contests that involve a predetermined time of play must play to their conclusion or have five (5) minutes or less of scheduled playing time remaining when the contest concludes to be considered official.

3.9
Unless otherwise stated, overtime periods shall be counted as follows:

3.9.1
On all Under/Over (totals) bets, overtime periods shall be counted in the final score.

3.9.2
On all half-time wagers, overtime periods shall be counted as included in the second half.

3.10
Unless otherwise stated, in instances where a match is called off while in progress, or the outcome is postponed to a later date, the official result, if any, declared by the Sporting Event's Controlling Body will be used to determine the settlement of wagers placed on the outcome of an event. Any events that have been decided prior to the calling off or postponement of the event shall stand.

3.11
Dead Heats and/or Draws. In any competition where the draw is not offered as an explicit 3 way option (excluding North American Sports, Golfing Head to Heads, Boxing and Basketball) any bets placed on a drawn event shall be resulted in accordance with dead heat rules:

3.11.1
Full face value of the ticket (stake + payout) divided by the number of the deadheat count. For example, a bet on England vs. Australia in Rugby Union, $100 England @ 1.90 would return $95.

3.11.2
Dead heats or Draws in North American Sports, Boxing and Basketball will be deemed to be a "push" (full refund of stake).

3.12
Multiple bets shall not be accepted where the outcome of one part of the bet contributes to the outcome of another. If a client inadvertently or deliberately takes a related contingency in a multiple bet, the bet shall be deemed void, and the stakes returned.

3.12.1
Any multiple made up of more than one selection from the same event shall be deemed a related contingency, with the exception of bets placed on North American Sports where sides and totals make up a multiple bet.

3.12.2
Any multiple involving the same team or its players, or the same selection will be deemed a related contingency.

3.12.3
Parlays may not include run line into totals within the same Baseball game.

3.12.4

Enhanced Prices for Multiple Bets. In cases where we offer an enhanced price for multiple bets, such as doubles or trebles, any non-runners will be treated as void selections. For example, a treble with a non-runner will be settled as a double on the remaining selections. The prices for the remaining selections will be based on the advertised prices and not the enhanced odds.

3.13
In the event of an event being offered for which we do not currently have specific rules, we will undertake to provide relevant trading terms and conditions in our Rules of Play at that time. Until such time as the relevant rules of play have been updated, or in the event that specific rules of play are not provided, Las Vegas Rules shall apply.

4. CANCELLATION OF A BET

4.1
No bet may be cancelled, changed, or modified by you, in any way or form, once it is has been received and accepted by us.

4.1.1
In the case of a bet placed via the telephone (excluding Live Play), the responsibility to verify that the bet details are correct resides with the player, and unless advised by the player otherwise at the time of the bet confirmation, you will be deemed to have accepted the bet as repeated back to you by the operator.

4.1.2
In the case of a bet placed via Live Play, the responsibility to verify that the bet details are correct prior to the confirmation of a bet resides with the player; it is recommended that players print a copy of their confirmation betting ticket for their own records.

4.1.3
In the case of a bet placed via the Internet, the responsibility to verify that the bet details are correct prior to the submission of a bet resides with the player; it is recommended that players print a copy of their confirmation betting ticket for their own records.

4.2
In the event that a line or price is put up in obvious error due to a human error by an employee, any customer wagers entered to take advantage of such error will be void.

4.3
In the event of a system malfunction, all bets are void.

4.4
We reserve the right to refuse any wager prior to its acceptance.

4.5
We shall keep a record of all point-spreads, odds, final scores, and related betting proposition statistics for the protection of both the player and us in case of obvious mechanical or human error.

4.6
We reserve the right to void any or all wagers made by any individual or group of people acting together (or on behalf of another individual or group of people) in an attempt to gain financial benefit through the manipulation of tote based dividends or official starting prices. This can include persons, relatives, organisations, bookmakers and their employees.

4.7
Where we suspect there has been any form of pool manipulation on any of the Totes we reserve the right to limit the total payout to any individual account holder across all bet types to $500 in full settlement of bets on that event.

5. WIN LIMITS

5.1
You acknowledge and agree that for certain bet types your accepted stake or bet may mean that you have the opportunity to win more than a win limit or maximum payout set out in this clause or in our other Terms and Conditions. Even where your approved stake or bet may give you the opportunity to win a higher amount, you agree that we shall only be obliged to pay to you the win limit or maximum payout specified in this clause or in our other Terms and Conditions such as our Racing Rules. If we impose a win limit or maximum payout on your winning bet and payout, we may refund to you the portion of your stake or bet that, at the designated odds, may have resulted in a payout to you above a win limit or maximum payout.

5.2
Subject to our other Terms and Conditions, the maximum payout that we shall be obliged to pay to you in respect of all legs of a winning multi bet is $500,000, regardless of the number of legs included in that multi bet.

5.3

Subject to our other Terms and Conditions and in particular other win limits, the maximum payout we shall be obliged to pay to you in respect of any bet is $500,000.

5.4
The maximum payout for a Pick Your Own Odds (PYOO) bet is $25,000. The maximum stake for a PYOO bet is $10,000.

6. CASH OUT / PARTIAL CASH OUT

6.1
'Cash Out' is a function which allows you to take a return on your bet prior to the market(s) in which you placed the bet finalising. 'Partial Cash Out' is a function which allows you to take a partial return on your bet prior to the market(s) in which you placed the bet finalising.

6.2
Cash Out / Partial Cash Out may be available to customers via our Betting Platforms on selected races, sporting events and multiple bets (i.e. accumulators). It is not available to all customers, bet types or racing and sporting events.

6.3
In order to avoid the abuse of promotions offered by us from time to time, Cash Out / Partial Cash Out may not be available in respect of free bets, bets placed using non-withdrawable funds or any bets placed which would qualify customers to receive a free bet, bonus or promotion.

6.4
Whilst we will endeavour to make the Cash Out / Partial Cash Out functionality available wherever possible, they may be unavailable from time to time. We provide no guarantee as to their availability and shall not be liable for any losses incurred due to the unavailability of the Cash Out / Partial Cash Out functions. We therefore recommend that you do not place bets with the intention of using the Cash Out / Partial Cash Out function as a way of mitigating the liability of your bet. All bets will stand regardless of the availability of the Cash Out / Partial Cash Out features.

6.5
Following any request to Cash Out / Partially Cash Out your bet, we will notify you whether such request was successful. Cash Out / Partial Cash Out requests are not guaranteed and may be unsuccessful if for example there is a change in the market odds or the market suspends prior to the request being processed.

6.6
In the event that a Cash Out / Partial Cash Out request is unsuccessful, a message will be shown advising this and a new Cash Out / Partial Cash Out offer may be offered to you.

6.7
In the event that a Cash Out / Partial Cash Out request is successful, a 'success' message will be displayed and your bet will be settled immediately and the Cash Out / Partial Cash Out value returned to your account. Following a successful request, the value returned to your account will be the higher of i) the amount shown on the Cash Out / Partial Cash Out button or ii) in circumstances where the Cash Out / Partial Cash Out Value increases during the period between your initial request to use the Cash Out / Partial Cash Out functionality and your subsequent Cash Out / Partial Cash Out confirmation, the increased sum. The Cash Out / Partial Cash Out value returned is inclusive of the original stake.

6.8
When customers successfully Cash Out / Partially Cash Out this shall constitute a settlement (for a Cash Out) or partial settlement (for a Partial Cash Out) of the original bet and any subsequent events will have no impact on the amount returned to your account. All Cash Out / Partial Cash Out transactions remain subject to our standard settlement and bet acceptance rules set out in our Terms of Use.

6.9
In the unlikely scenario that a Cash Out / Partial Cash Out value (or a price relating to a Cash Out / Partial Cash Out value) has been incorrectly offered, we reserve the right to take corrective measures to rectify such errors, including, where applicable, settling the Cash Out / Partial Cash Out request for an amount equivalent to the Cash Out / Partial Cash Out value which would have been available in the absence of such error.

6.10
We reserve the right to amend, suspend or remove Cash Out / Partial Cash Out availability at any time on any market or to any customer.
