

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These General Betting Rules cover racing and all sports, but are superseded by any rules specific to racing or individual sports.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 (including Call Me), 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

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 (including Call Me), 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 Call Me) 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

If a match is abandoned before full time has been played, bets on the match outcome will be void, unless an official result is declared. Bets on all markets which have been unconditionally determined will stand, for example in Soccer, First Goal Scorer bets will stand if a goal has been scored. Full time is determined by the rules of the specific sport. **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 at that time.

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 (including Call Me), 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 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 bonus bets, bets placed using non-withdrawable funds or any bets placed which would qualify customers to receive a bonus 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.

7. ODDS BOOST, ODDS BOOST RACING EXTRA AND ODDS BOOST SPORTS EXTRA

7.1

'Odds Boost', 'Odds Boost Racing Extra' and 'Odds Boost Sports Extra' ("Odds Boost Features") are features that allow you to offer to place a bet at better odds than you otherwise may have.

7.2

Odds Boost Features may be available for you via our Betting Platforms on certain events (where indicated). When you select Odds Boost or Odds Boost X, the boosted odds which may be available for you to offer to place your bet at will appear. If you wish to offer to place your bet at the boosted odds that appear, you must select to proceed with the bet. If you do not wish to offer to place your bet at the boosted odds that appear, you must deselect Odds Boost or Odds Boost X.

7.3

The number of Odds Boosts which may be made available to you in a particular day will vary depending on a range of factors, and no correspondence will be entered into regarding this. Odds Boost Racing Extra may also be available on selected race(s) each day and Odds Boost Sports Extra may also be available on selected sporting event(s) each day.

7.4

Odds Boost is only available for single fixed-odds win bets on racing, fixed-odds and Tote racing exotic bets, and multiple bets where each leg has a fixed price and the bet is placed on "All Selections Win".

7.5

Odds Boost is available on the following fixed-odds and Tote racing exotic bets (including boxed exotic bets) on selected race(s) in Australia, New Zealand, Hong Kong and Singapore only:

- (a) Exacta;
- (b) Quinella;
- (c) Trifecta;
- (d) First Four;
- (e) Early Quaddie; and
- (f) Quaddie.

7.6

The maximum number of exotic bet types that you can boost with Odds Boost is one per racing event. For example, you cannot boost a trifecta and a quinella in the same race. The maximum number of Early Quaddie, and Quaddie exotic bet types that you can boost with Odds Boost is one per race meeting.

7.7

The maximum stake for an exotic bet boosted with Odds Boost is \$200 per combination.

7.8

You cannot boost a multiple bet if it contains a leg from another multiple bet that you have boosted with Odds Boost.

7.9

The maximum stake for a multiple bet boosted with Odds Boost is \$200. The maximum dividends for a multiple bet boosted with Odds Boost are as follows:

- (a) 2 legs – 200 to 1;
- (b) 3 legs – 500 to 1;
- (c) 4 legs – 1000 to 1; and
- (d) 5 or more legs – 5000 to 1.

7.10

Odds Boost is available to boost a leg contained in a multiple bet, as a single bet, as long as you have not historically boosted that contingency in a previous single bet or in a separate multiple bet. For example:

- (a) Horse X can be boosted in a single bet AND in a multiple bet
- (b) Horse X cannot be boosted in two separate single bets
- (c) Horse X cannot be boosted in two separate multiple bets

7.11

If Odds Boost Racing Extra is available on selected race(s) each day, the race(s) on which Odds Boost Racing Extra is available will be specified on our Betting Platforms each day. Odds Boost Racing Extra is available for single fixed-odds win bets on racing. Odds Boost Racing Extra is not available for other bet types including bets on sporting events or multiple bets (i.e. accumulators).

7.12

If Odds Boost Sports Extra is available on selected sporting event(s) each day, the sporting event(s) on which the Odds Boost Sports Extra function is available will be specified on our Betting Platforms each day. Odds Boost Sports Extra is available for single win bets on sports. Odds Boost Sports Extra is not available for other bet types including bets on racing or multiple bets (i.e. accumulators).

7.13

The size of the boosted odds which may be available to you via the Odds Boost Features will vary depending on a range of factors, and no correspondence will be entered into regarding this.

7.14

Odds Boost Features are only available to bona fide recreational gamblers who at all times act in good faith and without fraud. Odds Boost Features are not available to arbitrage or professional punters.

7.15

We reserve the right, acting reasonably, to refuse your participation or disqualify you from participating in:

- Opening an account with us;

- Placing a bet with us;
- Using any of our Betting Platforms; or
- Using Odds Boost Features

where your usage and volume indicates that you have breached, abused or undermined these General Betting Rules, any additional terms and conditions, the spirit or intent of Odds Boost Features or any of our Terms and Conditions.

7.16

If there is a discrepancy between the name associated with your account and the name associated with your deposit method (e.g. credit card holder), you may be ineligible for Odds Boost Features and Odds Boost Features may be withdrawn or invalidated.

7.17

In order to avoid the abuse of promotions offered by us from time to time, Odds Boost Features are not available in conjunction with promotions including, but not limited to, bonus bets, bets placed using non-withdrawable funds or any bets placed which would qualify customers to receive a bonus bet, bonus or promotion. Odds Boost features are also not available on live bets or in conjunction with "Favourite vs Field" or "Pick Your Own Odds" promotions.

7.18

Bets placed in conjunction with Odds Boost Features are subject to our other Terms and Conditions. Our standard customer restrictions and liability and trading limits also apply.

7.19

A bet placed in conjunction with Odds Boost Features is not considered accepted until you receive a bet confirmation. In the event of any failure or malfunction, a bet may be paid at the regular odds.

7.20

We reserve the right to amend, suspend or remove the availability of Odds Boost Features at any time on any market or to any customer.

7.21

Where Cash Out / Partial Cash Out is available for a bet placed in conjunction with Odds Boost Features, the cash out or partial cash out settlement will be based on the original odds and not that of the boosted odds.