



IMPORTANT CUSTOMER INFORMATION

CANCELLATIONS TOTALISATOR WAGERING

Tickets may be cancelled up until 5 minutes before the advertised starting time of the race.

An all-up ticket may be cancelled up until 5 minutes before the advertised starting time of the first race of the investment.

Tickets presented for cancellation within 5 minutes of the advertised starting time of the race may be cancelled in the event of an error, provided the cancellation is requested at the office of issue within 5 minutes of the time of issue, and is completed prior to race close.

Any ticket which involves a late scratching may be cancelled at any office up to 2 minutes prior to race start time.

CANCELLATIONS FIXED PRICE WAGERING

Fixed price tickets may only be cancelled in the event of an error, and provided the cancellation is completed within two minutes of purchase and prior to race close or event close.

UNDERAGE BETTING

A minor (person under 18 years of age) must not place a bet.

A person shall not take part in any gambling activities, on behalf of any other person who is a minor.

A person who is the operator of, or who assists in operating, a totalisator or fixed price betting service is not permitted to;

1. Accept a bet from, or give a ticket or other acknowledgement for a bet to, a minor; or
2. Allow a minor to establish an account for conducting betting by telephone or internet; or
3. Otherwise allow a minor to participate in any wagering activity

VIDEO SURVEILLANCE

Your image is being recorded for security and monitoring purposes. A copy of our CCTV Privacy Statement can be obtained from the touch screens located in this venue.

GAMBLING HELPLINE

Free, confidential and professional support for people experiencing problems with their gambling or others that are affected by someone else's gambling is available 24 hours a day by contacting Gambling Helpline on 1800 858 858 or www.gamblinghelponline.org.au