

# The Rez House Rules

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# The Rez House Rules

## 1. General Rules

- A. Patron must be 21 years of age or older to place a sports wager.
- B. Patrons should familiarize themselves with The Rez House Rules before placing a bet. By placing a bet, the patron acknowledges reading, understanding and agreeing to The Rez House Rules.
- C. The Rez reserves the right to refuse or limit any wager and delete or limit selections prior to the acceptance of any wagers.
- D. It is the patron's responsibility to check ticket(s) for accuracy before leaving the betting window/kiosk. Patron leaving the window/kiosk with the ticket is deemed an acceptance of the wager by both parties.
  - i. Tickets will not be altered or voided prior to the start of an event except at the discretion of management and with the approval of both parties.
  - ii. Once both parties accept a wager, tickets will not be altered or voided after an event officially begins.
  - iii. No wagers shall be rescinded except in compliance with The Rez House Rules or at the sole discretion of management when both parties are in agreement.
  - iv. Tickets will expire 180 days (6 months) from conclusion of the event.
- E. Management will make every effort to ensure the odds displayed on their screen are accurate.
  - i. All statistical and other data displayed on the sportsbook screens, wall boards, scratch sheets, etc. are for the convenience of our patrons only. Maximum care is taken to ensure the accuracy of such information.
  - ii. Computer generated point spreads/odds shall determine winners, losers, ties and payout odds.
  - iii. For the protection of all concerned, management will retain a record of all point spreads and odds in case of technical or human error.
- F. The Rez will determine minimum and maximum wagers on all race & sports events.
- G. The Rez reserves the right to void or amend a wager that is a result of an obvious error with a misstated line or misstated odds of a wager or where the terms offered on a wager are substantially different from those available to the general market at the time the wager is placed. This applies to individual wagers or wagers that are part of a multi-event, such as a parlay.
- H. The Rez reserves the right to add, change or delete the Race & Sports Book payout ratio limits.
- I. The Rez is not responsible for lost, stolen, altered, damaged or unreadable tickets.
- J. The Rez patrons should contact a supervisor or higher with any questions or concerns, or regarding the settlement of any The Rez Sportsbook markets or bets.
  - i. Management will make every reasonable effort to resolve any concerns or disputed settlements.

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- ii. If the Rez patron is not satisfied with how the bet has been settled, the patron may request to discuss the disputed settlement with a Coshatta Tribal Gaming Commission Inspector and may file a formal written complaint with the Commission.
- iii. Patrons must submit a complaint regarding any unsatisfactory settlement in writing to the Commission no later than 30 days after initially addressing the complaint with The Rez management in order for a formal investigation to be conducted.
- K. The Rez reserves the right to prohibit the following individuals from entering The Rez Sportsbook or participation in any sportsbook wagering activities:
  - i. Any patron on the exclusion list
  - ii. Self-excluded or self-restricted patrons
  - iii. Prohibited Players (refer to page 14)
- L. Excluded or self-excluded patrons will not be entitled to refunds of wagers or any winnings from wagers.
- M. The Rez reserves the right to add, change or delete The Rez House Rules, subject to regulatory approval.
- N. No person may wager or attempt to wager on behalf of another person or entity.

### **2. Action/Official Results**

- A. All “Games” (team contests) must be played on the date scheduled, to be considered “Action”, unless stipulated otherwise on guest wagering information sheets or odds display. Game start or conclusion times delayed or extended beyond midnight are not recognized as date changes for wagering purposes.
- B. “Events” including Golf Tournaments, Boxing Matches, Mixed Martial Arts, Tennis Matches, Auto Races, Track and Field, Olympic and International Tournaments or Events must be held within seven (7) days of scheduled date to be considered “Action” unless stipulated otherwise on guest wagering information sheets or odds display.
- C. Management is not responsible for location changes. If a game or event is moved from the original location, all wagers are “No Action.”
- D. For wagering purposes, unless otherwise stipulated, matches are official “Action” once once the opening bell/buzzer sounds, regardless of the scheduled length of the bout. All fighting “pick the round” proposition wagers are “No Action” (Refunded) if the scheduled length of the bout is changed from the distance displayed by the sportsbook, or on guest wagering information sheets or odds display.
- E. All results are deemed final once the official agency (official sports body, commission, sanctioning organization, etc.) has posted the result. Subsequent inquiries and changes to official result will not affect the bet settlement after one (1) hour or more of the conclusion of the event.
- F. For betting purposes, the winner of an event or game will be determined on the date and approximate time of the events conclusion according to The Rez House Rules. The Rez

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does not recognize suspended games, result changes one (1) hour or more after the events conclusion, protests, or overturned decisions, etc.

- G. Minimum play requirements for betting purposes, unless stipulated otherwise on guest wagering information sheets or odds display, games are official after:
- i. Football (professional and college): 55 minutes of play.
  - ii. Basketball (professional): 43 minutes of play.
  - iii. Basketball (college): 35 minutes of play.
  - iv. Hockey (professional, college, amateur): 55 minutes of play.
  - v. Soccer (professional and amateur) - 90 minutes of play.
  - vi. Fighting, Mixed Martial Arts (professional and amateur): When bell (buzzer etc.) is sounded signifying the start of the opening round, the bout is considered official for betting purposes, regardless of the scheduled length.
  - vii. Baseball (Major league, Minor league, college and amateur): In all nine-inning scheduled games, winners and losers are official after nine (9) innings of play, unless the home team is leading after eight and one-half (8½) innings. Postponed or suspended games must go a minimum of five (5) innings or four and one-half (4½) innings if the home team is ahead (also applies to seven-inning scheduled games). If a game goes past five (5) innings and is subsequently postponed or suspended, the winner is determined by the score after the last full inning of play. The exception is a case in which the home team scores to tie or take the lead in the bottom half of the inning in which the game is postponed or suspended, the runs do count.
  - viii. All contests not listed above that involve a predetermined length of play, time limit, distance, etc. that are not reached, yet the event is called Final by event officials with a winner declared, shall also be considered official for betting purposes, unless stipulated otherwise on guest wagering information sheets or odds display.
  - ix. All other contests not listed above that involve a scheduled length of play or time limit must play to their conclusion or have five (5) minutes or less than ten percent (10%) of scheduled playing time remaining when the contest concludes, to be considered official for betting purposes.
  - x. All halftime (1st half and 2nd half), quarter, period, set, etc. wagering propositions must be played to the conclusion of that portion of play to be considered "Action", and are independent of the game and other propositions. Soccer 1st half or 2nd half wagers must go at least forty-five (45) minutes to be considered "Action".
- H. Prop bets must go for the duration of the sports minimum play requirement.
- I. Futures wagers will be graded within one (1) calendar year of the official league start date; in the circumstances of delayed future wagers, including but not limited to division/conference/finals etc., the date change will be considered action if completed within one (1) calendar year of the official league start date.

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## 3. Auto Racing

- A. All future book wagers on Auto Racing are “Action” once driver begins event unless stipulated otherwise on guest wagering information sheets or odds display.
- B. All participants in event match-up or driver propositions must start the event, or that proposition is “No Action” and wager will be refunded.
- C. All Auto Race wagers are on drivers only; not on a team or car, unless stipulated otherwise on guest wagering information sheets or odds display.
- D. Auto Race results will be considered official for wagering purposes one (1) hour after the events conclusion. At that time, auto series recognized results and statistics will be used to determine all winners and losers. Subsequent changes will not be recognized.
- E. The Field includes any driver who is not listed.

## 4. Baseball

- A. Baseball wagers are accepted in the following manner:
  - i. Action: All bets are action team against team, regardless of the starting pitchers. There are no listed pitchers.
- B. For first five (5) innings wagers, if a game is suspended in the bottom of the fifth (5<sup>th</sup>) inning with the home team ahead, all money line bets will be posted as official at the time of suspension, with the total (over/under) being refunded.
- C. On baseball first (1<sup>st</sup>) inning wagers, the first (1<sup>st</sup>) inning must be completed for “Action.”
- D. When wagering on “totals” (over/under), extra innings, etc., are counted in the final score, unless stipulated otherwise.
- E. All settlements are based on the results and statistics provided by the relevant league’s governing body (e.g. Major League Baseball).
- F. Called/suspended games must go a minimum of five (5) innings, or four and one-half (4½) innings if the home team is ahead.
- G. If a game goes past five innings and is subsequently called/suspended, the winner is determined by the score after the last full inning of play.
- H. When wagering on baseball "totals" or "run lines," the game must go at least the regulation nine (9) innings (eight and one-half (8½) if the home team is ahead) for a scheduled nine-inning game and seven (7) innings (six and one-half (6½) if the home team is ahead) for a scheduled seven-inning game.
- I. If a game is suspended and continues to a conclusion the following day, then all bets will stand. Anything beyond twenty four (24) hours will result in a refund.
- J. If on the day of the events conclusion no winner is determined, minimum play requirements are not met or if “No Contest” is declared, all wagers on that event will be considered “No Action” for betting purposes and wager will be refunded.

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## 5. Basketball

- A. All games must be fully completed for full game basketball wagers to be “Action.” Pro must play a minimum of forty three (43) minutes to be considered “Completed”, College must play a minimum of thirty five (35) minutes to be considered “Completed.”
- B. All first and second half, and quarter wagers must be played to their conclusion to be considered “Action.”
- C. Overtime is counted in the final score, unless otherwise specified.
- D. Unless odds are quoted for a tie, any market where the result is a wagering tie will be refunded.
- E. If a match starts on the scheduled start date and is not completed within twenty four (24) hours, it will be deemed “No Action.”

## 6. Boxing/MMA

- A. In “Fighting,” a full round is defined as one in which the bell (buzzer, etc.) has sounded signifying the conclusion of such round. If a fighter is counted out or the bout officially stopped prior to the bell, that round is not considered a full round for wagering purposes. If a half round (one (1) minute and thirty (30) seconds of a three (3) minute round, two (2) minutes thirty (30) seconds of a five (5) minute round) or other specified time is listed, the official time of the bout’s conclusion, as determined by ring officials, will determine proposition winners and losers.
- B. If a boxing or mixed martial arts fight ends at exactly one (1) minute thirty (30) seconds of a three (3) minute round or two (2) minute thirty (30) seconds of a five (5) minute round, whereas the fight lands exactly on the listed total, over/under wagers will be refunded.
- C. On fighting and mixed martial arts “K.O.” proposition wagers, “K.O.” includes knockout, technical knockout, disqualification, or any other stoppage.
- D. On fighting and mixed martial arts “Decision” proposition wagers, “Decision” means the fight must go to the judge’s scorecards to determine a winner, including a technical decision.
- E. On fighting and mixed martial arts “Draw” proposition wagers; “Draw” means fight must go to the judges’ scorecards and be declared a draw; including a technical draw.
- F. All wagers will be settled according to the official result of the relevant governing body immediately as declared by the ring announcer at the end of the fight.
- G. For settlement purposes, in case the match is interrupted for any reason in between rounds, e.g. retirement before the start of a round, disqualification, failure to answer the bell, the fight will be deemed to have finished at the end of the previous round.

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## 7. Football

- A. Games must be played on the date scheduled for “Action.” If a game is postponed or rescheduled to a later date, it will be deemed “No Action.”
- B. Overtime will not include wagers that specify specific halves or quarters.
- C. Wagers for all partial-game markets are valid upon the completion of the specified period.
- D. Ties on Money Line bets will be posted a “Refund”. When scores are tied after accounting for any handicap (Points Spread), the bet will be deemed a push, resulting in a refund.
- E. For 2nd Half Football Bets: For any bets in these markets, unless otherwise stated, Overtime will not be counted when determining how the bets are settled.
- F. Futures/Season Bets: NFL regular season win totals, and matchups are based on teams completing all seventeen (17) regular season games, and for CFL all eighteen (18) regular season games. College Football teams must play all scheduled regular season games for “Action.”

## 8. Golf

- A. All bets referring to Tournament Performance (Winner, Place, Group Betting, Top Nationality, Individual Final Position, etc.) will be deemed valid as long as thirty six (36) holes have been completed by the eligible players, and an official result has been declared by the tournament organization.
- B. Wagers on players who start tournaments but either withdraw or are disqualified will be graded as losing wagers.
- C. Most holes played, wins Golf matchups. If holes are equal, then low score wins.
- D. If both golfers listed in a “Head to Head” match-up are involved in a 3-way (or more) playoff, either golfer involved must win the playoff to win that matchup, or proposition is “No Action” and wager will be refunded.
- E. In "Head to Heads" based on the best finishing position in the tournament, in case one player misses the “Cut” then the other player will be settled as the winner. If both participants fail to make the "Cut" the player with the lowest score at the "Cut" will be resulted as the winner.
- F. All future book wagers on Golf are “Action” once player begins event, unless specified.

## 9. Hockey

- A. For wagers that specify “Including Overtime:” In the event of a shootout in Hockey, the winner of the shootout will have one (1) goal added to its score and this goal will count towards the game total, regardless of the number of shootout goals scored.
- B. If “Overtime” includes another period, the first team to score will win the game. This “Overtime” goal scored will be included in the puck line wagers and total wagers that are only specified as “Including Overtime.”
- C. For College Hockey wagering purposes, regular season final scores will be determined by the rules of the particular conference. “3 on 3” and shootout results may not count towards the final score.

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- D. Wagers for all partial game markets (periods) must be completed in full to constitute “Action.”
- E. Ties will be refunded unless the market is a three-way market (where odds are quoted for a tie).
- F. Futures/Season Bets: All bets stand on Outright, Conference and Divisional betting regardless of player movement, team movement, team name change or season length.
- G. Hockey player proposition wagers do include “Overtime,” but not shootouts unless otherwise specified.

### 10. Soccer

- A. For all goal line, money line, and total wagers, the score at the end of ninety (90) minutes, plus injury time minutes, will be used to determine winning and losing tickets; extra time and penalty kick shootouts do not count, unless otherwise specified.
- B. A wager on a team “To Advance” will include the result of extra time and penalty kick shootouts to determine the winner of the match.
- C. Wagers will be decided based on the score at the referee’s final whistle at the match’s natural conclusion, whether the match is decided in regular time, extra time or in a penalty shootout.
- D. For 3-way wagering propositions: Sides must Win, Lose or Draw (each is a separate wagering interest).
- E. If the wagering offer on a match includes the Draw as a third option and the match ends in a Draw, wagers on the Draw will be paid, while wagers on both teams will be considered losing propositions.
- F. Three-Way wagers will be decided based on the score after ninety (90) minutes of play and any added injury time
- G. Official league data will be used to determine all statistical wagering propositions, player proposition wagers and future book wagers. This may take up to one (1) hour after the conclusion of the match to be settled.

### 11. Tennis

- A. Any retirements or disqualifications before the completion of the match will result in the match being declared “No Action”.
- B. All future book wagers on Tennis are “Action” once player begins event, unless stipulated otherwise on kiosks or sportsbook sheets.
- C. If a match is suspended after the match has started, all full game wagers are “Action” if completed within seven (7) days.
- D. For partial-match wagering (e.g. game and set betting), wagers are considered “Action” upon the completion of the specified period.
- E. All Tennis matches are “Action” regardless of a venue change, surface change, court type, or change of scheduling as long as they are fully completed.
- F. In a Doubles match, all bets will be declared void if any of the stated players have been replaced at any time.



# The Rez House Rules

## 12. In-Play House Rules

- A. If games do not finish in their entirety, Handicap and Total “In-play” wagers will be refunded.
- B. Once an “In-play” wager is submitted, it will be considered “Action” and will not be voided.
- C. For partial-game wagering, wagers are considered “Action” upon the completion of the specified proposition.
- D. Football**
  - i. Overtime periods count towards the point line, total, and money line for full game wagers, unless otherwise specified.
  - ii. Ties will be refunded.
- E. Basketball**
  - i. Overtime periods count towards the point line, total, and money line for full game and second half wagers, unless otherwise specified.
  - ii. Ties will be refunded.
- F. Baseball**
  - i. The event needs to go at least eight-and-a-half “8½” innings for the spread and totals markets to be “action”. At least six-and-a-half “6½” innings for a seven-inning game
- G. Hockey**
  - i. For “In-play” period wagers, the period must be played to its conclusion to have “Action.”
- H. Soccer**
  - i. Wagers for all full-game propositions are valid providing at least ninety (90) minutes of play plus added injury time by the officials has occurred, unless otherwise specified. Extra time or penalty kicks are not included.
- I. Tennis**
  - i. If a player retires or is disqualified from a match before its completion; all wagers placed will be refunded.

## 13. Wager Information

- A. Funding A Wager
  - i. Wagers at The Rez may only be funded with cash, table games chips or with funds from a The Rez winning ticket or The Rez voucher. All wagers are placed at The Rez kiosks after cash or a winning ticket or voucher has been inserted.
- B. Redeeming a winning bet
  - i. All winning bets must be redeemed at The Rez’s Cashier’s Cage or Main Cashier Cage during normal hours of operation or can be redeemed at a sports betting kiosk to use winnings to place a wager or receive a voucher.
- C. Maximum Wager Limit
  - i. The maximum wager accepted at the sports betting kiosk is \$500 per wager

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### D. Cancellation & Voiding Wagers

- i. Although The Rez works to ensure no errors are made in accepting sports betting wagers, due to technical or human error a bet may be accepted that is an obvious error. An obvious error could be one of the following:
  - a. The odds or terms offered are materially different from the general betting market when the bet was placed. In these instances, The Rez reserves the right to correct the odds and pay the winning bet at correct price as determined by The Rez or void any bets placed.
  - b. If an event is offered in error, the scheduled start time is incorrect, or for any other reason The Rez may void these erroneous bets at its discretion and will provide explanation of why the decision to void was made after an investigation.
  - c. Any other instances due to system or technical issues will be addressed individually.
- E. All future wagers are “Action” if winner is officially declared, unless otherwise posted or noted on printed media.
- F. The field includes any participant who is not listed.

## 14. Voids/Cancellations

- A. The Rez reserves the right, at its own discretion, to declare a bet void, totally or partially, if it is obvious that any of the following circumstances have occurred:
  - i. Bets have been offered, placed and/or accepted due to an error.
  - ii. Bets placed while the website was encountering technical problems that would otherwise not have been accepted.
  - iii. Influence Betting.
  - iv. Syndicate Betting.
  - v. A result has been affected by illegal activity- directly or indirectly.
  - vi. Any erroneous pre-game wagers accepted after the scheduled start time.
  - vii. Any erroneous live-game wagers accepted at an incorrect price due to delayed or failing of the ‘Live’ coverage.
  - viii. Bets that have been found to be placed by a prohibited person or by a person physically located outside of Coushatta Tribal Trust Lands at the time the sports wager is made.

# The Rez House Rules

## 15. Calculating Parlay Payout

STRAIGHT BETS PAY 10-11 unless posted or specified otherwise on printed media. In the event of a tie in a straight wager, wager is considered “no action” and money is refunded.

All parlays are based on a TRUE ODDS format. This is calculated by multiplying the decimal equivalent of each event by the amount wagered.

### a. PARLAY ODDS (-110)

- 2 TEAMS 2.64 - 1
- 3 TEAMS 5.95 - 1
- 4 TEAMS 12.28 - 1
- 5 TEAMS 24.35 - 1
- 6 TEAMS 47.41 - 1
- 7 TEAMS 91.42 - 1
- 8 TEAMS 175.44 - 1

Negative odds (odds with minus sign) are converted in following way; divide 100 with the odd value (for -110 value is 110) and then add 1 to the result.

Example:  $1+(100/110) = 1.91$

Odds equivalent to one dollar

American odds	Decimal odds
-105	1.952
-110	1.909
-120	1.833
-130	1.769
-140	1.714
-150	1.667

If the odds are positive (odds with a plus sign) the formula is as follows (divide positive odd value with 100 and then add 1 to the result.

Example:  $(+110/100)+1 = 2.100$

American odds	Decimal odds
+105	2.050
+110	2.100
+120	2.200
+130	2.300
+140	2.400
+150	2.500

A maximum payoff limit of 299-1 is paid on parlays “off the board”. In the event of a tie or “no action,” parlay is reduced to next lower number of parlays. Acceptance of all parlays is at the discretion of management.

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## b. Calculating Teaser Payout

6 Point Football Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-125	+150	+250	+400	+600	+900	+1250	
TIES REDUCE TO NEXT LEVEL							
6.5 Point Football Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-140	+140	+200	+350	+500	+800	+1100	
TIES REDUCE TO NEXT LEVEL							
7 Point Football Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-150	+120	+180	+300	+425	+650	+900	
TIES REDUCE TO NEXT LEVEL							
5 Point Basketball Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-120	+140	+200	+350	+500	+700	+1000	
TIES REDUCE TO NEXT LEVEL							
5.5 Point Basketball Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-125	+135	+190	+300	+450	+650	+900	
TIES REDUCE TO NEXT LEVEL							
6 Point Basketball Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-140	+120	+180	+280	+400	+600	+800	
TIES REDUCE TO NEXT LEVEL							

## 16. Lost Ticket Policy

- A. The Rez is not responsible for lost or stolen tickets.

## 17. Parlays & Teasers

### A. Parlays

- i. Tickets consisting of all money line wagers that are not -110, are determined using standard money line calculations.
- ii. All parlay bets placed are subject to The Rez House Rules that apply to each individual sport that relates to any leg of any parlay bet.
- iii. Off-the-board maximum off the board parlay Payoff Limit/Cap is 299/1

### B. Teasers

- i. In the case of any of the selections resulting in a tie the selection will be treated as a push and the teaser will reduce to the next leg.

# The Rez House Rules

## 18. Mobile Wagering Accounts (When Applicable)

- A. Account holder must be at least 21 years of age.
- B. The Rez posted House Rules and regulations are applicable to Mobile Wagering Accounts. House Rules are available to view in the Support area of Mobile Wagering App.
- C. For an individual account, the patron must personally appear and provide The Rez with valid proof of identification and social security number or complete the online identity verification process prior to activating an account.
- D. Mobile Wagering Account transactions through the Mobile Wagering App cannot be accepted from any individual who does not have a valid Mobile Wagering Account in good standing.
- E. Management reserves the right to refuse any application.
- F. Management reserves the right to suspend an account for reasons it deems sufficient.
- G. Management reserves the right to terminate and settle the account balance with the patron for reasons it deems sufficient.
- H. Management shall keep all wagering account information and transactions confidential except from the patron, affiliates or as a result of any state and/or federal law or legally sufficient subpoena or other court document that require the book to provide any and all information related to any and all accounts. Certain transaction information may be disclosed to the Coshatta Tribal Gaming Commission (i.e. requested as part of an official investigation).
- I. Only the person named and identified as the account holder for an individual account can conduct transactions on the account. No agents or representatives will be permitted to access the account.
- J. Mobile Wagering Account transactions are accepted through the Mobile Wagering App.
- K. Wagers placed through the Mobile Wagering App are binding when the patron verifies and confirms purchase of wager displayed on the screen.
- L. Wagers will not be accepted if they exceed the balance in the account.
- M. Mobile Wagering Account withdrawals and subsequent deposits made at The Rez Cashier's Cage or Main Cashier Cage during business hours must be signed and authorized by the account holder.
- N. Patrons may also deposit and withdraw funds using the Casino pre-paid debit card when associated with the patrons The Rez Mobile Wagering Account.
- O. Mobile Wagering Account winnings are subject to IRS reporting and/or withholdings.
- P. Wagers placed through the Mobile Wagering App are the sole responsibility of the account holder. Management is not responsible for unauthorized access to the account.
- Q. History of transactions placed through the Mobile Wagering App will be available for a minimum of sixty (60) days in the wagers and statement pages.
- R. If a patron does not place any wagers for 365 days consecutively, the account will be suspended from play and classified as dormant. To reactivate the account, the patron must appear in person at any location which is available for account opening to re-validate the patron's identity. Management may close the dormant account at our own discretion at any time.

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- S. Unless otherwise stated, all rules apply to both wagers made in person and to wagers made using the Mobile Wagering App.
- T. For wagers made through the Mobile Wagering App, the terms of the wager are displayed before the patron taps “Place Bet,” which action is deemed an acceptance of the wager terms by the patron. The acceptance of the wager request is displayed in a confirmation message on patron’s mobile device and can be reviewed in the My Wagers section of the Mobile Wagering App at any time.
- U. Payment of winning wagers will be made when The Rez confirms and posts results. Winning wagers will be applied directly to the patron’s Mobile Wagering Account.
- V. Wagers may only be accepted from within the Coushatta Casino Resort property or Coushatta Tribal Trust Lands. Wagers placed outside of Coushatta Tribal Trust Lands will be deemed void and non-refundable.
- W. Changes will automatically be updated within the Mobile Wagering App. Any changes on bet selections will require the patron’s acceptance of the revised change before the patron’s wager can be confirmed.
- X. Mobile Wagering Accounts are subject to an audit at the discretion of management at any time. If it is determined that account balances are inaccurate or in error as a result of posting errors, late decision adjustments, modifications mandated by notifications or decisions of the Coushatta Tribal Gaming Commission or other system errors, the Mobile Wagering Account will be adjusted to reflect the findings of the audit. An account may also be adjusted as a result of the resolution of a patron dispute. In the event an adjustment would result in a negative balance in the account, all activity in the account will be suspended until agreement on the adjustment is reached between the account holder and system operator. If the account holder disagrees with any adjustment to their account made by the system operator pursuant to this section, the account holder may submit a formal written complaint to the Coushatta Tribal Gaming Commission detailing the reason they disagree with the adjustment. A complaint must be submitted in writing to the Commission by the account holder within thirty (30) days of being notified of the adjustment or becoming aware of the adjustment.
- Y. Mobile Wagering Account rules and regulations are subject to change by Management at any time.
- Z. Due to possible delays or inaccuracies, the LIVE scoreboard may not be reflective of actual LIVE scores and therefore should not be solely relied upon in determining whether to place a bet or not.

### **19. Prohibited Players**

- A. Persons under 21 years old.
- B. Persons placing a wager as an agent or proxy.
- C. Any person who is an athlete, coach, referee or player in or on any sports event overseen by that person’s sport’s governing body.

## The Rez House Rules

- D. Any person who holds a position of authority or influence to persuade the participants in a sporting contest, including, but not limited to coaches, managers, handlers, or athletic trainers.
- E. Any person with access to certain types of exclusive information on any sports event overseen by that person's sport's governing body based on publicly available information or based on a list provided to the Coshatta Tribal Gaming Commission by a sport's governing body.
- F. Wagers placed by prohibited players will be deemed void and non-refundable.

### 20. Patron Questions and Complaints

- A. The Rez is responsible for receiving and addressing any patron disputes involving a placed wager, or the way in which a bet or market type has been settled,
- B. The Rez will attempt to resolve any disputes with the patron, however if a resolution cannot be reached the sportsbook will notify a Coshatta Tribal Gaming Inspector for further review.
- C. Patron questions can be sent to [Customerserviceteam@ccrla.com](mailto:Customerserviceteam@ccrla.com), or patrons may call 800-584-7263. All requests will receive a response within ten (10) business days.

### 21. Acceptance of Disclosed Terms and Liabilities

- A. Patrons hereby accept that by using these services, there is a risk that patrons may, as well as winning money, lose money. Patrons agree that use of these services is at the patron's own risk and The Rez, Coshatta Casino Resort, Coshatta Tribe of Louisiana and affiliated parties accept no responsibility and shall not be liable for any consequences that are alleged to have occurred through the patron's use, or misuse, of the services.
- B. The Rez, Coshatta Casino Resort, Coshatta Tribe of Louisiana and affiliated parties are not liable for any failure of equipment/software and or loss by any act of God, power failure, and/or disputes that may affect the placing of wagers/bets.
- C. The Rez, Coshatta Casino Resort, Coshatta Tribe of Louisiana and affiliated parties reserve the right to cancel or suspend the services without incurring any liability.
- D. Patrons agree that these house rules have been read and accepted prior to the submission of any wagers.
- E. The sports and/or markets listed in these House Rules may not be currently available in the patron's jurisdiction, therefore will not be available for wagering.