

Miami Valley Gaming
Sportsbook “House Rules”
Effective 01/01/2023

Types of Wagers/Bets Accepted

1) “Moneyline” or “Game” or “Match”

“Match” (aka 1X2) is where it is possible to bet on the (partial or definite) outcome of a match or event. The options are: “1” = Home team/Player 1, or the participant listed to the left side of the offer; “X” = Draw/Tie, or the selection in the middle; “2” = Away team/Player 2, or the participant listed to the right side of the offer. In particular instances or specific competitions, Miami Valley Gaming might display an offer in the so-called “American” format (ie: Away Team @ Home Team), where the host team is listed following the visiting team. Irrespective of the positioning of the teams on the board/bet slip, the references to “Home” and “Away” teams will always refer to the actual teams playing at home (host) and away (visitor) respectively.

2) “Correct Score” or “Result Betting”

“Correct Score” (aka Result Betting) is where it is possible to bet on the (partial or definite) exact score of a match/event, or part of it.

3) “Over/Under” or “Totals”

“Over/Under” (aka Totals) is where it is possible to bet on the (partial or definite) amount of a predefined occurrence (e.g. goals, points, corners, rebounds, penalty minutes, etc.). Should the total amount of the listed occurrences be exactly equal to the betting line, then all bets on this offer will be declared void. Example: an offer where the betting line is 128.0 points and the match ends with the result 64-64 will be declared void.

4) “Odd/Even”

“Odd/Even” is where it is possible to bet on the (partial or definite) amount of a predefined occurrence (e.g. goals, points, corners, rebounds, penalty minutes, etc.). “Odd” is 1, 3, 5 etc.; “Even” is 0, 2, 4 etc.

5) A “Head-to-Head” and/or “Triple-Head”

A “Head-to-Head” and/or “Triple-Head” is a competition between two or three participants/outcomes, originating from either an officially organised event, or else, as virtually defined by Miami Valley Gaming.

6) “Half time/Full time”

“Half time/Full time” is where it is possible to bet on the result in Half time and the outcome at the end of the listed timeframe. E.g. if at Half time the home team is leading 1-0 and the match ends 1-1, the winning outcome is 1/X. Bets on this market will be declared void should the match be played in a format where it is impossible to determine an outcome based on the timeframes listed within the offer.

7) "Period betting"

"Period betting" is where it is possible to bet on the outcome of each separate period within a match/event. E.g. If the period scores in an ice hockey match are 2-0 / 0-1 / 1-1, the winning outcome is 1/2/X. Bets on this market will be declared void should the match be played in a format where it is impossible to determine an outcome based on the timeframes listed within the offer.

8) "Draw No Bet"

"Draw No Bet" (aka Moneyline) is where it is possible to bet on either "1" or "2." It is also common practice to refer to "Draw No Bet" in cases where no draw odds are offered. Bets will be voided should the specific match/event not produce any winning outcome (E.g. match ends as a draw), or the occurrence not happen (E.g. First Goal, Draw No Bet and match ends 0-0).

9) "Spread", "Point Spread, or "Handicap"

"Handicap" (aka Spread) is where it is possible to bet on whether the chosen outcome will be victorious once the listed handicap is added/subtracted (as applicable) to the match/period/total score to which the bet refers to. In those circumstances where the result after the adjustment of the handicap line is exactly equal to the betting line, then all bets on this offer will be declared void. Example: a bet on -3.0 goals will be declared void if the chosen team wins the match by exactly 3 goals difference (3-0, 4-1, 5-2, etc). Any reference in this section to the term "margin" is intended to be understood as the outcome emerging from the subtraction of the goals/points scored by the 2 teams/participants.

Unless otherwise stated, all handicaps listed in the Miami Valley Gaming Sportsbetting facility are to be calculated based on the result from the start of the listed match/period to the end of the specified match/period. It is however customary that for certain handicap bet offers in specific sports (Asian Handicap in Football), only the outcomes obtained from the time of bet placement until the end of the listed timeframe will be taken into consideration, thus disregarding any goals/points scored before the time the bet was placed and accepted. Any bet offer with these characteristics will be clearly displayed on site and highlighted in the bettor's Bet History with the score at the time of bet placement.

There are 3 different "handicap betting" formats:

2-way Handicap: Team A (-1.5) vs Team B (+1.5)

Example:

Team A is given a -1.5 goal handicap in the match. For the bet to be won, Team A must win the match with a margin equal or bigger than the listed handicap (ie. 2 goals or more).

Team B is given a +1.5 goal advantage in the match. For the bet to be won, Team B must either win the match, match finish in a draw or not lose with a margin equal or bigger than their listed advantage (ie. lose with a 1 goal margin).

3-way Handicap: Team A (-2) Draw (Exactly 2) Team B (+2)

Example:

Team A is given a 2 goal handicap in the match. For the bet to be won, Team A must win the match with a bigger margin than the listed handicap (ie. 3 goals or more).

Draw would be the victorious outcome should the match end up with exactly the listed margin (ie. match ends with results such as 2-0, 3-1 and 4-2).

Team B is given a 2 goal advantage in the match. For the bet to be won, Team B must either win the match, match finish in a draw or not lose with a margin equal or bigger than their listed advantage (ie. lose with only a 1 goal margin).

Asian Handicap: Team A (-1.75) vs Team B (+1.75)

Example:

Team A is given a -1.75 goal handicap in the match. This means that the stake is divided into 2 equal bets and placed on the outcomes -1.5 and -2.0. For the bet to be fully paid out at the listed odds, Team A must win the match with a bigger margin than both of their listed handicaps (ie. 3 goals or more margin). In the eventuality that Team A wins with only a 2 goal margin, the bet will be considered as partially won with a full payout on the -1.5 part of the bet and a refund on the -2.0 side since the outcome on that part of the bet would be considered a "tie". Should the match produce any other outcome, including a Team A victory with only 1 goal of margin, the whole stake would be lost.

Team B is given a +1.75 goal advantage in the match. This means that the stake is divided into 2 equal bets and placed on the outcomes +1.5 and +2.0. For the bet to be fully paid out at the listed odds, Team B must either win the match, match finish in a draw or not lose with a margin equal or bigger than any of their listed advantages (ie. lose with only a 1 goal margin). In the eventuality that Team B loses with exactly a 2 goal margin, the bet will be considered as partially lost with a refund on the -2.0 part of the bet and a loss on the -1.5 part of the bet. Should the match produce any other outcome which results in a defeat of Team B with a margin of 3 or more goals, the whole stake would be lost.

10) "Double Chance"

"Double Chance" is where it is possible to bet simultaneously on two (partial or definite) outcomes of a match or event.

11) "Future" or "Outright" or "Place"

"Outright" or "Place" betting is where it is possible to choose from a list of alternatives and bet on the eventuality that a participant wins or places within a specified position in the classification of the listed event/competition. Should two or more participants share finishing positions, **the payout will be calculated by dividing the odds by the number of participants sharing those certain positions and are settled accordingly**

12) "Each Way"

An "Each Way" bet (aka EW) refers to a bet where the chosen selection must either Win or else Place within the payout terms. The bet is divided in two parts (the "Win" part and the "Place" part) of an equal stake. Settlement of such bets will take into account the applicable rules governing the "Win" and "Place" bets.

13) "Goal minutes"

"Goal minutes" is where it is possible to bet on the sum of the minutes when the goals have been scored. When settling such bets, goals scored in injury time of both halves are to be considered as having been scored in the 45th minute in case the goal was scored in the first half injury time and the 90th minute in case the goal was scored in the second half injury time. Own goals will not count towards the settlement of individual player's 'goal minutes'.

Betting Props

1) "Grand Salami"

"Grand Salami" is where it is possible to bet on the total number of listed occurrences (Example: Total Goals, Total Runs) happening in a collection of matches/events on a specified round/day/match day. All relative matches/events must be completed for bets to stand except for those the outcomes of which have been decided prior to the abandonment and could not possibly be changed regardless of future events, which will be settled according to the decided outcome.

2) Over/Under bets

Over/Under bets on classification of participants in performances/events must be interpreted as follows: "Over" means a worse or lower position while "Under" means a better or higher position. Example: A bet on a player's classification in a tournament with an Over/under line 2.5 will be settled as under if the player classifies first or second. All other placements will be settled as over.

3) "Quarter / Half / Period X"

Bets on "Quarter / Half / Period X" refer to the result/score achieved in the relevant timeframe and does not include any other points/goals/events tallied from other parts of the event/match. Bets on this market will be declared void should the match be played in a format where it is impossible to determine an outcome for the timeframes specified in the offer.

4) "Result at end of Quarter / Half / Period X"

Bets on "Result at end of Quarter / Half / Period X" refer to the result of the match/event after termination of the stipulated timeframe and will take into account all other points/goals/events tallied from previous parts of the event/match. Bets on this market will be declared void should the match be played in a format where it is impossible to determine an outcome for the timeframes specified in the offer.

5) "Race to X Points / Race to X Goals..."

Bets on "Race to X Points / Race to X Goals..." and similar offers refer to the team/participant that is the first to reach the specified tally of points/goals/events. If the offer lists a timeframe (or any other period restriction), it will not include any other points/goals/events tallied from other parts of the event/match which are not related to the mentioned timeframe. Should the listed score not be reached within the stipulated timeframe (if any), all bets will be declared void, unless odds for such eventuality have been published within the market.

6) "Winner of Point X / Next to Score"

Bets on "Winner of Point X / Next to Score" and similar offers refer to the team/participant scoring/winning the listed occurrence. For the settlement of these offers, no reference to events happening prior to the listed occurrence will be taken into consideration. Should the listed occurrence not be scored/won within the stipulated timeframe (if any), all bets will be declared void, unless odds for such eventuality have been published within the market.

7) Bets referring to the happening of a particular occurrence in a pre-defined time order will be settled as void should it not be possible, without any reasonable doubt, to decide the winning outcome, for example in case of players from different teams which are shown a card in the same interruption of play.

8) "To score first and win"

"To score first and win" refer to the listed team/participant being the first to register any scoring in the match and going on to win the match. Should there be no scoring in the match all bets will be settled as void.

9) "Clean sheet"/"Shutout"

Any reference to "Clean sheet"/"Shutout" indicates that the listed team/participant must not concede any goal/points during the match/relevant timeframe.

10) "To win from behind"

"To win from behind" refers to the listed team/participant winning the match after having been at least 1 goal/point behind their opponents at any point in the match/relevant timeframe.

11) Any reference for a team/participant to win all halves/periods (e.g. Team to win both halves) means that the listed team must score more goals/points than its opponent during all the stipulated halves/periods of the match.

Problem gambling? Ohio Problem Gambling Helpline (1-800-589-9966) or visit org.ohio.gov

12) "Decisive goal"

Settlement of bets which make reference to terms such as "decisive goal" will be settled based on the scorer of the goal that at the end of the match/tie (as applicable) proves to be the one that has produced an unassailable lead, following which any further goals would prove to be irrelevant towards the final outcome. For a bet to be settled as "YES" the listed player's team must be declared winner of that particular match (in case of one match) or progressing to the next round/winning the competition. Goals scored in Regular Time and Extra Time count but not Penalty Shoot outs.

13) Offers referring to which team/participant will achieve a particular accomplishment against another team/participant (E.g. Next team to beat Team X) as well as offers which refer to the classification on a certain date, will stand and be settled regardless of any eventual fixture changes and number of games/rounds played.

14) Settlement of offers referring to which team/participant will be the first to achieve a particular accomplishment against other team(s)/participant(s) (E.g. Team to score first in Match day X) will be based upon the timeframe in the respective match in which the feat has been accomplished. Example: Team A plays on Saturday and score their first goal in the 43rd minute while Team B plays on Sunday and score their first goal after 5 minutes, then Team B will be settled as winner.

15) From time to time the Miami Valley Gaming, at its sole discretion and without prejudice to related contingencies might decide to publish offerings referring either to the single performance of a participant/team or offerings which combine the potential outcomes of 2 or more teams/participants (example: Enhanced Multiples, Boosted Odds, etc.), at higher odds than those normally available. [Miami Valley Gaming] reserves the right to withdraw such offers, edit the respective odds and effect any further changes [the Miami Valley Gaming] might deem necessary at its sole discretion. Settlement of these offers will be based on the following criteria in the listed order:

1. Unless specifically stated the offer refers only to the listed day(s) and/or next official match/event/round (as applicable) that the listed participants/teams are scheduled to take part in at the time the offer is published;
2. Results settled as per respective Sport-specific rules. All related events must be completed as scheduled within the applicable timeframes for bets to stand unless any other outcome in the offer would incontrovertibly determine the outcome of the offer in a way that completion (or lack of thereof) of the other events listed in the offer would not influence the outcome of the offer. Such markets will be settled according to the already determined outcomes;
3. Unless explicitly stated within the offer, result settlement will only take into account occurrences deriving from the actual play. Results attributable to walk-overs, protests, changes to the first official result, etc. will not be taken into consideration. Stakes will be refunded should it be impossible to determine a winning outcome in accordance with the respective Sport-specific rules;
4. All connotations related to the offer must be fully and unquestionably complied with for the

bet to be deemed as winning, regardless of any possible conflict with the Sport-Specific rules or with any potential interpretation based on previous or current presentation of offers related to events in that particular sport and the way these are normally presented in the Miami Valley Gaming's Sports Book. Where applicable, should the offer include any outcome the result of which ties exactly the chosen Over/Under or Spread line (aka PUSH) this will not be considered as having accomplished the listed occurrence and will result in the bet being settled as LOST.

While all necessary precautions have been taken by the Miami Valley Gaming to ensure a superior user experience, it is to be understood that markets might fluctuate in such a way that, at any given point in time, these markets do not represent an enhanced value comparable to related bet offers currently present on the Miami Valley Gaming's Sportsbook. All bets remain valid regardless of these eventual fluctuations.

During selected events, the Miami Valley Gaming will provide users with functionality to place bets combining outcomes and occurrences from the same event (aka Intra-Event Parlays), either through pre-established parlays present in its Sportsbook (excluding Enhanced Multiples, Boosted Odds, etc. Such functionality is only present at the Miami Valley Gaming's sole discretion and without prejudice to related contingencies. Settlement will be based on the respective Sport-specific rules. All related occurrences must be fully accomplished for a bet to be considered as having happened and eventually paid out at the odds struck. Stakes refunded should any part of the parlay be settled as VOID. Where applicable, should the parlay feature any outcome the result of which ties exactly the chosen Over/Under or Spread line (aka PUSH), such part of the parlay will be removed from settlement calculation and bets will be paid out taking into consideration only the other parts of the parlay.

1) "Teaser+" Should any part of a "Teaser+" bet be settled as void (push), that particular selection will be excluded from the parlay and the computation of odds/payout will be re-adjusted accordingly.

"Rest of the game/match"

1) Bets on specific timeframes/intervals (example: Game result between 60:00-89:59), will consider only outcomes and occurrences accumulated during the specified timeframe/interval. Settlement will not take into account any other points/goals/events tallied from other parts of the event/game outside the specified timeframe/interval, including stoppage time, unless specified.

1. Round Robin Bets

1. In Pre-match and live betting, it is possible to combine up to twelve (12) different offers on a single coupon. Based on these twelve offers, Customers can choose their own number of permutations.

2. Miami Valley Gaming reserves the right to limit the amount of combinations due to what is known as outcome dependency/related contingencies, and also other factors, at its own discretion.

3. It is possible to include one or several matches as 'bankers' which means that the selected matches/events will be included in all coupons.

4. For display purposes, when necessary, the second digit after the decimal point of the odds is shown as rounded up in the Customer's bet history to the nearest decimal number. The payout will however be effected based on the actual odds multiplied by the stake, disregarding the aforementioned rounding.

Process for accepting sports wagers at other than posted terms:

All bet selections are subject to pre-imposed limits set solely at Miami Valley Gaming's discretion which may be lower than the limits mentioned. Should this limit be reached, the Patron has the right to ask for it to be exceeded. Miami Valley Gaming reserves the right to accept (fully or partially) or reject the said request without any prior notice and further explanation. 3) Miami Valley Gaming reserves the right to decline, solely at its own discretion, all, or part of, any bet requested. This includes the possibility that a "System bet" as defined in the Betting Rules is not accepted in full, either in terms of stakes or combinations included in said "System bet"

Process for canceling sports wagers for obvious errors, including notification:

1) A bet can be declared void, under the circumstances described in clause 3 below. If a bet is voided, it will be settled with odds of 1.00.

2) A bet made as an accumulative bet shall remain valid, notwithstanding a match or an event which is part of the accumulative bet being void.

3) Miami Valley Gaming reserves the right, to declare a bet void, totally or partially, if any of the following, or similar, circumstances have occurred:

- a. Bets have been offered, placed and/or accepted due to an Error and/or at odds which significantly differ from those currently present elsewhere in the betting industry market
- b. Bets placed while the website was encountering technical problems, that would otherwise not have been accepted;
- c. Influence Betting;
- d. Syndicate Betting;
- e. A result has been affected by criminal actions - directly or indirectly;
- f. A public announcement has occurred in relation to the bet which significantly alters the odds.
- g. A bet has been offered on the relevant market in breach of the gambling regulation in the specific jurisdiction

4) Past-posting and other cancellations: While Miami Valley Gaming employs its most

reasonable endeavors to ensure the best user-experience, should a market be available for betting when it should have been removed or else with incorrect odds, Miami Valley Gaming reserves the right to void all bets accepted within said circumstances. Similar situations include, but are not limited to:

- (i) 'Pre-match' bets placed/accepted after the event has started;
- (ii) 'Live' bets placed/accepted at incorrect odds due to delayed or failing 'Live' coverage, or on odds which represented a different score than the actual;
- (iii) Bets placed following the last instance that a participant/outcome had any chance to influence the match/event scoring applicable to the relevant market and an eventual withdrawal/disqualification/cancellation/format change or anything which precludes the ability of the applicable participant/outcome to influence said scoring will be declared void;
- (iv) Bets placed with odds which do not reflect that a related event was underway and where conditions could have been altered in a direct and indisputable way, or else after an event which could normally be deemed as leading to the outcome is happening or has happened already.

5) Related contingencies: Unless placed via Miami Valley Gaming's in-event combination functionality, or offered explicitly as a specific offering, Miami Valley Gaming prohibits accumulator bets that include two or more outcomes which might turn out to be related (e.g. Team X to become champions and Player Y to be Top Goal Scorer in the same league). Although Miami Valley Gaming takes all necessary steps to prevent such possibilities, in the eventuality that this would happen, Miami Valley Gaming reserves the right, to declare void all parts of the accumulative bet which include the correlated outcomes whose odds are not indicative of the related contingency.

6) Bets can be voided regardless of whether the event has been settled or not.

Effect of scheduling changes and/or cancelled sporting events:

Effect of scheduling changes and/or cancelled sporting events;

All bet offers related to matches/events which do not take place at all or are awarded a result through a walk-over decision, will be declared void.

In case of an abandoned event, all bet offers that have been decided prior to the abandonment and could not possibly be changed regardless of future events, will be settled according to the decided outcome. Should the abandoned event not resume within 12 hours of its start time, all pending offers related to the event will be settled as void.

In case an event is abandoned and is scheduled to restart from the beginning, all bets placed before the initial match which could not be settled through the outcomes deriving from the play prior to abandonment, will be declared void regardless of whether or when the match is continued.

Unless otherwise stated either in the Sport-Specific rules or in conjunction with the bet offer, specific events forming part of tournaments/competitions which are not held, get postponed and/or rescheduled for a time/date longer than 12 hours from the last scheduled time issued by the governing body due to bad weather, crowd trouble or similar scenarios will be declared void with the following exceptions where bets will remain valid:

- a. Events which starting times have not been officially confirmed yet by the governing body at time of bet placement.
- b. Events which are moved due to scheduling conflicts/tv broadcasts but remain scheduled to be played within the same matchday/game week/round (as applicable) and the change does not change the order of official fixtures for any of the participants in the offer.
- c. Events which start times are anticipated (brought forward) but remain scheduled to be played within the same matchday/game week/round (as applicable) and, without prejudice to past-posting and similar occurrences, the change does not modify the order of official fixtures for any of the participants in the offer.

For the avoidance of doubt the definition of same matchday/game week/round is to be interpreted as the order of fixtures as dictated by the governing body with each specific match representing a matchday/game week/round. Should this order not be upheld and the sequence of fixtures changes in a way that matches against other teams get scheduled in between so much that the listed fixture ceases to be the next official commitment from that particular tournament/league/competition for all teams involved, that will be considered as not part of the same matchday/game week/round and offers will be declared void. The above does not apply to Season bets which will remain valid granted that the tournament/league/competition is held and decided during the season/year it refers to, regardless of any eventual date changes. In cases of Play-offs series or other series of matches which are scheduled to confront 2 teams over 2 or more matches, any re-scheduling of a single match will be considered as being part of the same matchday regardless of the length of the re-scheduling, granted that the order of home and away fixtures in the series is not modified and the listed fixture takes place within the series. Bets will be declared void otherwise.

In cases of events which have not been completed before their natural conclusion, and a result is issued through a decision by the association not more than 12 hours from the event's start, Miami Valley Gaming will use the issued decision as the official result for offers related to the event's outcome, such as Match, Draw No Bet and Double Chance granted that the issued decision does not change the outcome of the said bet offers at the time of the abandonment. In that case the stakes will be refunded. All offers referring to the tallying of particular occurrences (example: Total Goals, Handicaps, etc) will be declared void except for those the outcomes of which have been decided prior to the abandonment and could not possibly be changed regardless of future events, which will be settled according to the decided outcome.

All bet offers related to uncompleted matches/events where the official governing body is not previously acknowledged (e.g. Club Friendlies) will be declared as void unless at least 90% of the stipulated Regular/Full time is played. Should the match/event be abandoned after 90% has

been completed, the settlement will be based on the current score at the time when the match/event was stopped.

Incorrectly posted sporting events, odds, or results:

Miami Valley Gaming reserves the right to void any bet where there are incorrectly posted events, odds or results. Instances of incorrectly posted odds include but are not limited to an error in publishing a price or a handicap (e.g. New England Patriots -6.5 is published as New England Patriots +6.5). In case of such errors we will endeavor to contact the guest prior to the start of the event. However, in the situation where it has not been possible to contact the guest, bets will be void. In the event that an error is discovered after a bet has been settled, we reserve the right to void the bet(s) retrospectively.

In the case of incorrect settlements Miami Valley Gaming reserves the right to correct any error made and re-settle the bet correctly. Such funds may be repaid to us when a request for payment is made by us to you. We will strive to settle these issues as amicably as possible while ensuring compliance.

'Error' is a mistake, misprint, misinterpretation, mishearing, misreading, mistranslation, spelling mistake, technical hazard, registration error, transaction error, manifest error, force majeure and/or similar.

Examples of errors include, but are not limited to:

- bets accepted during technical problems that would otherwise not have been accepted
- bets placed on events/offers that have already been decided
- bets on selections containing incorrect participants
- bets placed at odds that are materially different from those available in the general selection at the time the bet was placed
- bets offered at odds which reflect an incorrect score situation
- Odds being clearly incorrect given the chance of the event occurring at the time the bet was placed.
- incorrect settlement of a bet or bets

Where there is evidence of price, race, game or event rigging, we reserve the right to withhold payment, pending the outcome of any subsequent investigation and ultimately to declare bets on that event as void.

Where evidence of rigging exists, or where there is evidence of a series of bets containing the same selections(s) having been placed by or for the same individual or by a syndicate of individuals, we reserve the right to require claims for payment to be submitted in writing to Support.

In the event of an official inquiry in relation to suspicious betting activity surrounding an event we reserve the right to disclose confidential information to the sport's governing body or their representatives, on the conditions that they consent to keeping such information confidential

Odds or proposition changes:

In the event of an odds or proposition change, the sports betting team will update the applicable odds boards in conjunction with our sports betting technology provider. In addition,

the OTC's and Self-Betting kiosks will reflect the updated odds and/or propositions. This will occur as soon as the information is received and a reasonable amount of time is allotted to execute said changes.

Funding a wager or sports gaming account:

Miami Valley Gaming wagers may be funded over the counter or through a self-service sports betting terminal/kiosk. Funding of a wager may be done with cash, a winning bet ticket or voucher.

Redeeming a winning sports wager:

Sports Wagering Ticket and/or Voucher Redemption

Sports wagering tickets and/or vouchers may be redeemed by a patron at a sports wagering kiosk or at the Sportsbook Cage.

Sports wagering tickets and/or vouchers are redeemed at a sports wagering self-service kiosk by scanning the barcode of the ticket and/or voucher at the kiosk. Once scanned the kiosk utilizes the sports wagering system database to confirm the validity of the ticket. Once confirmed, the ticket is automatically cancelled from the sports wagering system database and marked as redeemed. Subsequently the value of the ticket and/or voucher is transferred to the balance of the machine and may be utilized to place additional wagers and/or print a voucher which may be redeemed by a Sportsbook Rep or higher at the Sportsbook Cage for cash and/or check.

Prior to payment, the Sportsbook Rep or above enters or scans the ticket/voucher number into the sports wagering system to validate the ticket/ voucher.

Once validated, the sports wagering system brands the ticket and/or voucher with a redeemed designation, the amount of payment, teller ID number and date.

Once the transaction is completed, the Sportsbook Rep or higher places the ticket /voucher in his/her cashier drawer as support for the funds issued to the patron. The ticket and/or voucher redemption is automatically recorded on the Sportsbook Rep or above individual electronic transaction log within the sports wagering system.

Lost or damaged ticket policy:

Miami Valley Gaming is not responsible for lost, stolen, altered, or unreadable tickets. If a ticket is intentionally altered, it will not be honored and automatically becomes a loser. Miami Valley Gaming Sports Book may not honor any claims or accept any responsibility for inaccurate tickets or incomplete transactions that may be the result of miscommunication, misunderstanding, error or any other cause. In the event the aforementioned circumstances occur, Miami Valley Gaming will conduct due diligence of the situation and inform the guest of the outcome.

Sports Wagering Ticket and/or Voucher Expiration

Winning sports wagering tickets are honored up to one year from the conclusion of the event wagered upon, at which time they will be expired. The redemption period will be stated on each betting ticket, in House Rules and on notices conspicuously placed in the Sportsbook area. After that one year period, those tickets will be escheated and processed under the direction of the Ohio Casino Control Commission.

Process for contacting the sports gaming proprietor to submit questions and/or complaints:

Any dispute relating in any way to the use of the Miami Valley Gaming Sports Book should be emailed to INFO@MVGRLLC.COM or 513.934.7070. This information will be posted on our company website and within the sportsbook area.

Patron dispute process:

Any dispute relating in any way to the use of the Miami Valley Gaming Sports Book should be emailed to INFO@MVGRLLC.COM or 513.934.7070. This information will be posted on our company website and within the sportsbook area. Once received, a member of the Sportsbook Management Team will investigate the concern and respond to the guest within ten days of receipt of the complaint.

If the internal dispute process did not provide a satisfactory outcome, and the customer's betting dispute is related to betting that took place in Ohio, the customer can contact the Ohio Casino Control Commission at:

Ohio Casino Control Commission
<https://casinocontrol.ohio.gov/>

Voluntary exclusion program;

The Ohio Casino Control Commission in collaboration with the Ohio Lottery Commission offers a voluntary exclusion program to help individuals affected by problem gambling distance themselves from the temptation of gambling. You can request to be self-excluded from gambling activities for one year, five years or a lifetime by signing up for the TimeOut Ohio. Individuals seeking to enroll in the TimeOut Ohio, as well as those seeking to remove themselves from the program, can do so in person at the Ohio Casino Control Commission's offices located at each of the casino properties, each of the racino properties, as well as the Main Office in downtown Columbus, or online at TimeOutOhio.com.

Patrons seeking information about the Commission's voluntary exclusion program should visit TimeOutOhio.com

Problem gambling? Ohio Problem Gambling Helpline (1-800-589-9966) or visit org.ohio.gov