

General Rules

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1. GENERAL RULES

- 1.1. "betting.club", "BC", "we", "our" and "us" means betting.club Pty Ltd (ACN 152 552 095), a company registered in Australia. We operate under a sportsbetting license issued by the Northern Territory Government.
- 1.2. When opening an account with BC and choosing to bet through our online website, mobile website, mobile phone application, or over the telephone, the client is governed by the betting rules and terms and conditions set out below. We recommend all clients read through these terms and conditions with care.
- 1.3. BC reserves the right to make alterations or to change its rules and these will be deemed to have been updated and effective from when they are posted onto the BC website. Any new version will have an updated version number and date of update as identified in the heading. It is the client's responsibility to ensure that they check the version number and date of update to determine if the rules and betting terms have changed since they last accessed the BC website.
- 1.4. A client is considered to have accepted these terms and conditions and all of BC policies (including the betting rules) by opening an account or placing a bet through any form whether it be the website, mobile application or telephone or by any other means.
- 1.5. Whilst BC takes great pride and care in offering a betting service to its clients, it cannot promise the system will be free of faults or defects and is likely to require ongoing maintenance to ensure a high quality betting interface for its users.
- 1.6. BC accepts no responsibility for its clients if they decide to bet whilst intoxicated, under the influence of drugs or any other reckless form of behaviour (see Responsible Gambling).
- 1.7. BC reserves the right to choose which clients may be permitted to hold an account with BC and any client's account may be closed at the discretion of BC Management.
- 1.8. BC clients are only permitted to hold one active account at any point in time.
- 1.9. Only one account will be permitted per household or physical location which includes the physical address used to register the account, or the location from which the account holder/s may be transacting from. If BC determines that one or more account holder is transacting from the same location or is located or registered to the same address, BC reserves the right to temporary or permanently suspend the account/s at their discretion.
- 1.10. Only clients who reside in Australia are permitted to hold an account with BC.
- 1.11. In the case that any client chooses to bet on their BC account from another jurisdiction, it is the client's responsibility to ensure that they are legally permitted to bet with BC from the location from which they are betting.
- 1.12. If a client's original account was closed due to not meeting the verification requirements, any newly registered account/s will be closed until the client's identification has been verified.
- 1.13. Any restrictions and limitations applied to previously registered account will be carried to any new account. This includes gambling exclusion limits.
- 1.14. BC only permits clients who are 18 years of age or older to hold an account.
- 1.15. BC does not permit residents of South Australia to hold an account.
- 1.16. The Client is required to verify that they are at least 18 years of age on registration and their age will be validated within the account verification process.

- 1.17. Clients can choose to be subscribed to any marketing correspondences on registration, however, should the client choose not to receive any marketing related communication, they may still be contacted about any important account or administrative related enquiries or issues.
- 1.18. BC will only provide any account related information to the account holder.
- 1.19. Clients contacting BC via telephone or web-chat will be asked one or more security questions before any account related information will be supplied to them.
- 1.20. Clients contacting BC via email will need to either provide their date of birth to confirm that they are the account holder or correspond using the email address listed on the BC account.
- 1.21. Clients wanting to retrieve their username/login will need to verify their identity to the satisfaction of our operators by answering a number of questions before this information will be supplied to them.

2. ACCOUNT SECURITY AND ACCESS

- 2.1. Personal information can be accessed in the "My Account" section on the BC website. We recommend changing the password regularly. Also, it is recommended that clients frequently check their account details and transaction history, including their bet and transaction history.
- 2.2. In regards to BC, all security measures will be taken to keep your details private. However we may provide transaction and personal details to the relevant sporting organisations or in compliance with any legal obligation.
- 2.3. A "client" who is 18 years of age or older who has a BC account is liable to ensure their personal details such as home address, phone number and all other contact information is updated. In Cases where the client has lapsed on keeping this information correct and up-to-date, BC reserves the right to close or suspend the account.
- 2.4. BC considers that the client is responsible for the confidentiality of their user-name, password and any other security details. If a client feels any of this information is at risk, they should contact BC immediately who will assist them to update the security details on their account.
- 2.5. Once new security information has been received by the client, BC reserves the right to prevent any type of transaction using the previous security details for the client's protection.
- 2.6. BC clients are liable for any type of bet placed in their account with the aforementioned security information. It is the client's responsibility to notify any BC representative immediately if they sense suspicious activity taking place in their account.
- 2.7. Any bet or bet placed either through our website, mobile phone app. or telephone utilising an account holders security information will be deemed valid and will not be altered or cancelled unless at the sole discretion of a BC representative.
- 2.8. Clients are responsible for complying with their own national, state and local laws regarding betting and BC bears no responsibility for client's actions in relation to this.

3. CLIENT IDENTIFICATION AND VERIFICATION

BC only accepts individuals as clients who register with its site. Personal identification information is collected at the point of registration. BC only accepts Australian clients. From the point of registration, BC has 45 days in which to appropriately verify the identity of the client. Failure to do so will result in the client's account being closed until the account is verified. In compliance with Anti-Money Laundering and Counter Terrorist Financing obligations, BC may request proof of ownership of the funds used to bet with or proof of ownership of the account to which funds are requested to paid to for withdrawal requests.

Clients may be subjected to additional verification requirements which may be the result of a random request or the result of an investigation conducted on their account by BC.

Clients can complete the verification requirements using the electronic verification service, by sending copies of personal identification or a combination of both as follows:

3.1. Electronic Verification

BC will attempt to automatically verify a client's identification on registration, using an electronic verification service (once initiated by the client).

This service (Green-ID) is provided by **EDENTITI** a reputable local organisation that will verify a client using various Australian databases. These databases may include electoral rolls, credit history sources, and other available databases.

If the client fails the automated verification process, they can complete the process manually via the "My Account" menu or by contacting client service who can assist with the verification process.

If the client is not able to complete the electronic verification process, they can verify their identity by providing copies of their personal identification.

3.2. Document Verification

Clients can verify their identification by providing copies of their personal identification to verify their full name, residential address (as listed on their BC account) and date of birth.

Clients verifying their account using this method need to provide a copy of a form of a government issued picture identification that is current and also confirms the client's date of birth.

This method of account verification also requires clients to provide a proof of their residential address listed on the account by providing a copy of a recent utility bill or bank statement reflecting both their name and address.

The document verification service can be used in conjunction with the EV service.

Copies of verification documents can either be emailed to verify@betting.club or faxed to 02 5619 2050 quoting their User-ID or PIN.

3.3. Bank Account Verification

In compliance with AML/CTF obligation, clients are only permitted to fund and bet on their account using their own personal funds.

Clients are only permitted to have withdrawals paid to a bank account registered to them and may be requested to prove that the account where withdrawal requests are to be paid to is registered to them.

Clients may be required to prove that they have funded their betting account using a personal bank account.

Proof of ownership of funds or a bank account cannot be completed via the EV service.

3.4. Additional Requirements

A client may be required to provide additional verification documents:

- as result of a random security check;
- as part of an investigation that may be conducted as result of reasons related to client identification; and,

- due to a financial transaction made to or from the betting account or any account related activity.

A client may be required to complete additional verification requirements by providing a certified copy of the requested identification document/s.

The client accepts that the standard verification service only satisfies the minimum verification service and in some cases, additional security checks are necessary to ensure the integrity of client accounts and transactions.

4. ACCOUNT CLOSURE

When an account closure is requested by a client, the client will be requested to confirm a reason for the account closure. BC may choose to apply more stringent access limitations to the clients account if it is determined that the client may be considered as an “At Risk” client (see Responsible Gambling).

A client requesting that their account be permanently closed or permanently excluded, will not be permitted to reopen their account or hold any new active account with BC under any circumstances.

Clients requesting that they be temporarily suspended from accessing their betting account will not be permitted to access their account, or register any new account, for a minimum of six months.

Should a client request to close their account for any other reason, other than what was mentioned above, the client will be permitted to reopen their account if requested by the client.

4.1. Closure of An Account by BC

BC can impose the temporary or permanent closure of a client’s account for any of the following reasons:

- There is reasonable evidence of suspicious activity on the client’s account or the account may be used to conduct fraudulent activity;
- The account has been misused;
- There is reasonable evidence to suggest that the account is being used by another person or group of people acting together; and,
- At the discretion of BC management.

If a client’s account is closed at the discretion of BC, the client will not be permitted to access the closed account or register a new account unless they are permitted to do so by BC.

If a client’s original betting account was closed as a result of not meeting the 90-day account verification requirements, they will not be permitted to access their original account or any subsequent accounts until their identification has been verified.

Clients displaying irresponsible betting behaviour may be suspended from their account for at least 24 hours or longer, as determined by BC Management.

BC will endeavour to develop a safe and harmonious working environment for its employees. As a result of this, BC can choose to close a client’s account should any of the following occur by the client during any interaction or correspondence with a BC employee:

- The use of disrespectful, offensive or derogatory language;
- Aggressive and/or abusive behaviour;
- Prejudice or any type of racism;

- Harassment;
- Intimidation or any form of bullying; and
- Any threats made or implied against BC, its property, individuals or any third party persons.

BC reserves the right to restrict or close an account (temporarily or permanently) if there is reasonable evidence to suggest the following:

- The client is under 18 years of age;
- A client is suffering from any form of mental disease, illness or impairment that might compromise their judgment;
- The client has been self-excluded;
- The client is in breach of the terms and conditions;
- The client is suspected to be betting on behalf of a minor;
- The client is betting under the influence of drugs or alcohol;
- The client is suspected of any fraudulent dealings;
- As a result of behaviour or statements made by the client, that they might be gambling irresponsibly; and
- The client's betting profile or forecasted betting activity may result in BC facing an unreasonable commercial risk.

As a consequence of a client's BC account being closed, the following will apply:

- The available balance on the account might be refunded;
- All bonus bets and bonus credits and any other incentives will be void; and
- All outstanding bets will be valid unless it is determined that the funds used to place the bet/s were illegitimate or part of a fraudulent activity.

In the event that a client's BC account is restricted or closed, the client will be notified via the email address listed on the client's account as soon as reasonably possible.

BC employs various technologies to analyse account use and profile clients. If it is deemed that a client is using multiple accounts or that multiple accounts have been logged in to via the same PC or IP address in breach of the BC terms and conditions, BC reserves the right to reject any bets placed through these accounts and may choose to close the account/s immediately pending an inquiry into this activity.

5. DISPUTE RESOLUTION AND COMPLAINTS

BC will make all reasonable attempts to resolve any enquiry, complaint or dispute received from a client. This includes addressing the underlying problem that resulted in the enquiry as well as managing the client's expectations on how the problem (if any) was or will be resolved.

Any resolution will be prepared in accordance with these terms and conditions that the client accepts on registration and is compliant with the Rules and Regulations set out by the Northern Territory Racing Commission under which the betting license is issued.

If you are not satisfied with the solution or outcome proposed by BC, you can take the matter to the Northern Territory Racing Commission by submitting a dispute via the following link/form: <http://www.dob.nt.gov.au/gambling-licensing/gambling/Pages/gambling-disputes.aspx>

The client unequivocally accepts that any further disputes that may arise with BC falls under the jurisdiction of the Northern Territory Courts of which the Northern Territory Racing

Commission is the appointed legal authority who will mediate and settle any dispute that may arise.

Any relevant information related to the dispute will be supplied to the Northern Territory Racing Commission.

6. BET PLACEMENT

A bet is only considered to be a valid bet (successfully placed) once the bet request has been approved by the BC bookmakers and a bet receipt number is generated (whether or not that receipt is viewed by the client). A client's experience whilst placing a bet is dependent on the quality and consistency of their internet service over which their bet is placed. As a result, BC cannot guarantee a consistent experience throughout the bet placement process and have several indicators available throughout the various stages of the process, to facilitate bet placement and confirm that a valid bet has been placed.

6.1. Bet Placement Process

Clients are required to complete a two-step confirmation process in order to submit a successful bet request. A bet request is only considered to be a valid bet once the bookmaker accepts, or partially accepts the bet request, after which a bet receipt number is issued for the bet.

Once a bet request has been submitted for authorisation, the request can result in any one of the following outcomes:

- **Processing**
The bet request is under review by the bookmakers and has not yet been processed.
- **Accepted**
The original bet request/s have been approved and the details of the bet is displayed under the alert bar, which includes the corresponding bet receipt number.
- **Partial**
The bet/s have only been partially accepted. i.e. The bookmakers have only accepted a percentage of the requested stake value.
(e.g. client requests a \$100 bet on a selection and the bookmakers only accept \$50 on that respective bet request)
- **Rejected**
The bet request is declined by the bookmaker.

If a successful bet **request** is submitted and then declined by the bookmakers, a message displaying a reason for declining the request will be displayed to the client under the alerts bar and can be accessed in the clients bet history.

If the client attempts to submit an invalid bet (e.g. bet placed after the jump or when a price change has occurred), the system will display an error message to the client but no information will be captured in the client's account history.

If the result of a bet request is "accepted" or "partial", the available balance will immediately be debited with the total value of the bet/s and the details of the accepted/ partially-accepted bet will be temporarily displayed under the alerts bar and full details of the bet will be available in the client bet history.

7. BET CANCELLATION

There are cocoons when BC may cancel a bet that was accepted through the bet placement process. These reasons include:

7.1. Manifest Error

An obvious error was made when posting the prices for a betting market. E.g. A market is posted as \$18.00 instead of \$1.80 or a team favoured to win is listed with the price intended for the competitor. In accordance with our issued license from Northern Territory Government, if BC displays or quotes an incorrect price or any other false or misleading betting information such as publishing a wrong line, than despite how the error came about:

- Any bet placed on a market where the price listed is a manifest error, BC reserves the right to cancel any bet placed using this price regardless of whether the respective event has started or not. BC will endeavour to minimise any errors made when framing markets and the client accepts that BC can cancel a bet where the price listed was clearly posted in error.
- Any bet can be deemed void even after authorisation from a BC staff member if the error has been discovered before the event starting time and BC can notify the client on the available contact information. If this bet is part of a multiple bet, then that bet will be revised without the cancelled bet selection.

7.2. 48 Hour Rule

The **48 Hour Rule** means: If a game is abandoned or postponed by more than 48 hours, single bets are void and refunded, whilst affected multiple bets will be recalculated excluding that leg.

(Please refer to – Sports Rules)

7.3. Event/Race Already Started (Pre-game markets)

Bets placed after an event/Race has already started will be void. This applies to the actual start time of an event. This does not apply to live-betting markets.

7.4. Significant Market Changes

The conditions under which a bet is accepted is listed within the terms and conditions for the respective sporting code. If there is a change in the conditions under which the bet was accepted, the bet may be void.

(Please refer to – Sports Rules)

7.5. Breach of Terms and Conditions

If the client is in breach of the terms and conditions (e.g. a client is betting using a false identity or is underage), any pending bets might be cancelled. A bet is only considered to be valid if a client meets the terms and conditions under which the bet was accepted

7.6. Illegitimate Funds Used to Bet

It is confirmed that illegitimate funds (e.g. a client using stolen or fraudulent funds) were used to place a bet.

7.7. Bonus Abuse

The funds used to place a bet were acquired through the abuse of a bonus system.

7.8. Clear Evidence of Event/ Match Fixing

The regulatory body that governs an event against which a bet is placed, confirm that outcome of the event was manipulated through illegitimate means.

7.9. Tote Price or Pool Manipulation

It is clearly evident that the parimutuel betting pool used to calculate the price offered to a client for a bet placed, was deliberately manipulated to inflate the price offered by BC.

In all of the Cases where a bet is cancelled or void as listed above, BC will ensure that sufficient evidence is available to justify cancelling the bet prior to taking any action and a reasonable attempt will be made to notify the client of the cancellation.

Should a dispute arise as a result of a bet cancellation, information will be made available to the NT Racing Commission as required.

8. FUNDING AN ACCOUNT

Clients must fund their betting accounts prior to placing any bets. The client is only permitted to fund their account using a source bank account that is registered to the BC account holder. Several convenient and reputable deposit options are made available to the client to facilitate the deposit process (see Deposit options).

Clients are not permitted to transfer funds to/from other BC client account.

8.1. Client Deposits

BC offer clients the ability to fund their betting account using multiple options, as follows:

- **Instant Deposit**

Successful deposits made using any of these options, are instantly credited to an account and immediately available to bet with.

- **Delayed Deposit**

Deposits made using these options are credited to the client's account within 2-3 business days.

Although BC endeavours to credit client betting accounts with the deposits received through delayed deposit options without incurring any undue delays, there may be occasions where additional delays could be experienced through standard banking processes.

8.2. Account Balance

Clients can only place bets against the available balance on their betting accounts. There are two balance types available:

- **Cash Balance**

The cash balance represents a sum total of all available cash funds against which a client can bet against. This can include deposit credits, bet winnings and any cash credits awarded by BC. Any withdrawal request can only be requested against the client's cash balance.

- **Bonus Balance**

The bonus balance represents a sum total of all remaining bonus credits available to a client. Each bonus credit may be subject to additional terms and conditions under which the respective bonus credit was awarded. The bonus balance can only be used

to bet with and clients are not permitted to submit any withdrawal requests against their bonus balance.

8.3. Balance Adjustments

The clients BC account balance (Cash balance and bonus balance) will remain available to the client to use as long as the client's account status is set to Active. Under normal circumstances, the Cash balance will only be debited as a result of bets placed against the available balance or withdrawal requests initiated by the client.

Any fraudulent or unauthorised transactions credited to a client's betting account might also be void from the clients Cash account balance. Bonus credits awarded to a client's bonus account balance would be subject to an expiration date. The client's bonus account balance can be debited when the client chooses to place a bet against the balance or if a bonus credit is not used by the expiry date.

8.4. Transaction Fees

BC does not charge transaction fees for processing standard deposit and withdrawal requests. BC acknowledges that some banks or financial institutions may charge clients additional bank charges for gambling transactions.

9. WITHDRAWAL OF FUNDS

Clients are required to verify their identification before any withdrawal request can be submitted. All withdrawal requests are screened to confirm that clients comply with the terms and conditions which includes BC regulatory obligations, such as AML/CTF requirements.

Withdrawals received after 12:00 PM (AEST) will be processed the following business day. Withdrawals will only be paid into a personal bank account registered to the BC account holder.

9.1. Verification Requirements

A withdrawal request can only be initiated if a client has passed the minimum verification requirements (see Client identification and Verification). If the client's account has not been verified, the withdrawal function will not be available via the online service and the client service team will not initiate a withdrawal request either.

9.2. Submitting a Withdrawal Request

The client can initiate a withdrawal request through their online account if their account status is set to active. The client will then be permitted to confirm the bank account details where they would like their funds to be paid to and the amount they would like to withdraw from their available Cash balance. The value of the withdrawal request will only be permitted if the withdrawal amount is equal to or less than the available Cash balance listed on the account at the time. After successfully initiating a withdrawal request, the value of the withdrawal will immediately be deducted from the client's available Cash balance.

This transaction will be listed as a "pending withdrawal".

A withdrawal requests received after 12:00 pm (AEST) will be checked during the course of the following business day and a payment will be processed on that same business day, if all the withdrawal requirements are met for that respective request.

9.3. Outstanding Withdrawal Requirements

If outstanding withdrawal requirements are not met, the request will be declined, the funds will be returned to the client's account and the client will be notified that request has been declined with an accompanying reason.

If the withdrawal request is approved, the pending withdrawal will be submitted for payment. The client will no longer be permitted to cancel the pending withdrawal request if it has been submitted for payment.

10. GENERAL BETTING RULES

- 10.1. Display of odds for multi-bets: "For display purposes the multi-bet dividend may be rounded up or down to two decimal places, however the correct dividend will be paid to the winning bet/s by multiplying the legs of a particular wager." For example if two 1.91 selections are taken in a multi-bet, the dividend displayed will be 3.65 at the time of placing a bet however the dividend paid will be based upon multiplying 1.91 x 1.91 (or 3.6481).
- 10.2. BC bet types and products are intended for bona-fide clients only, that is, those clients who act at all times in good faith, sincerely, without fraud and who place bets with BC for the purpose of recreation and entertainment.
- 10.3. BC reserves the right to refuse all or accept any part of a bet. BC reserves the right to remove a client from any bet type or product without notice.
- 10.4. BC senior management reserve the right to use their discretion with tote pools under \$500. Dividends from these pools may be disregarded in the calculation of tote-derived dividends.
- 10.5. Unless otherwise agreed, the maximum a client can win and/or be paid out via the Internet or phone (either single or multiple bet types) is \$100,000 win / \$50,000 place on Australian metropolitan thoroughbred racing, \$50,000 win / \$25,000 place on Australian non-metropolitan thoroughbred racing and \$25,000 win / \$10,000 place on all Australian greyhound and harness racing.
- 10.6. BC reserves the right to restrict the maximum win or place dividend price payable to the following – thoroughbred Racing \$101, Harness Racing \$31, greyhound Racing \$31.
- 10.7. **The Exclusions Rule:** This rule applies to the multi-bet type (where a bet consists of two or more legs). The Exclusion Rule prevents the placing of related bets into a multi-bet. An example of a related bet would the West Tigers to win a match into West Tigers to win the NRL Premiership.
- 10.8. Exotic bet types refer to Quinella, Exacta, Trifecta, First Four, Quadrellas and Daily Double bet types. For all Exotic bets relating to S-TAB (Vic Tote) only dividends, and in the event that S-TAB (VIC tote) does not declare a dividend on a particular Exotic combination, the following rulings will apply:
 - If the total amount of winning units held by BC is equal or greater than 1.00 unit, then the declared dividend will be the total amount of the S-TAB (Vic tote) pool divided by the total amount of winning combinations held by BC on the event. For example, BC holds 1.6 total winning units on the market, and the total amount of the pool is \$1,000. In this Case the dividend declared would be \$625 ($\$1,000 \div 1.6 = \625).
 - If the total amount of winning bets held by BC is less than 1.00 unit, then the declared dividend will be the total dollar amount of the S-TAB (Vic tote) pool. For example, BC holds 0.4 winning units on the market, and the total amount of the pool is \$1,000. In this Case the dividend declared would be \$1,000 (i.e. the total pool amount).

- In the Case of either “a” or “b” above, the amount paid to a client will be calculated based upon multiplying the dividend by the percentage of a 1.00 unit held by that client.
- 10.9. "In-the-run" betting refers to placing a bet on an event after it has begun and thus is 'in progress'.
- 10.10. Except for "in-the-run" betting, bets will only be accepted up to the advertised start time, or if the event runs over starting time, BC reserves the right to leave this event open until the official betting is closed.
- 10.11. When betting with BC via the telephone, responsibility lies with the client to relay the correct user name and any other personal identification to BC. Bets will be read back to the client by an operator. A bet is agreed to when a client is read back the bet with confirmation, or if the client does not indicate any disagreement with the bet confirmation details and the call has ended.
- 10.12. Bets are accepted by BC when a bet receipt number is issued via our website or our mobile betting application to the client after the client has finalised their bet by clicking "submit". The bet is deemed to have been placed or struck when the receipt number
- 10.13. The minimum bet for telephone bets are as follows:
- \$50 per bet for Thoroughbred horse racing, Harness racing and Greyhound racing markets.
 - \$20 per bet for sports markets.
- 10.14. The minimum bet over the internet is \$1.00, unless having an exotic bet where the minimum is \$0.50 or \$1.00 depending on the type of exotic bet. Note, when using the flexi-bet option, the minimum stake per combination is \$0.01 as well.
- 10.15. BC keeps recordings of all telephone calls so that any disputes over the placements of bets can be determined by replaying the telephone call. This protects both the client and betting.club. If a dispute cannot be resolved after listening to the recording, the client agrees that the relevant information will be made available to the appropriate N.T. Government authority for the final determination of the dispute in accordance with these rules.
- 10.16. Generally, clients are not permitted to cancel or change a successfully placed bet however, at its absolute discretion BC may change or cancel an accepted bet at the request of a client. BC may also correct obvious errors made when placing a bet, or void bets placed on a market where a manifest error is evident, or cancel bets where there is a significant change in the circumstances under which the bet was placed. All betting prices and lines are subject to fluctuations and become fixed once the bet has been accepted.

11. CASHOUT RULES

- 11.1 Cash Out is a product which allows you to take a return on your bet prior to your event market(s) being resulted.
- 11.2 Cash Out is available to betting.club clients via the betting.club website and app. This product is available on selected Sport and Racing events.
- 11.3 betting.club reserves the right to suspend or remove the Cash Out function from any Sport or Racing event, and to remove the Cash Out function from any client account.
- 11.4 Cash Out will not be available for wagers placed with free bets, bonus bets and/or bonus dollars.

- 11.5 betting.club reserve the right to accept or reject any Cash Out request without providing a reason. Once submitted, a request for Cash Out may not be withdrawn or cancelled by the client.
- 11.6 betting.club will attempt to make our Cash Out product available wherever possible, however there may be times when this product is not available. betting.club provide no guarantee as to the availability of the Cash Out product and shall not be liable for any losses incurred due to the unavailability of the product.
- 11.7 Any amount paid to a client via the Cash Out function is subject to the betting.club maximum payout rules and withdrawal of funds rules (clause 9) as per our Terms and Conditions.
- 11.8 All Cash Out transactions are subject to betting.club normal bet acceptance and settlement rules as per our Terms and Conditions.
- 11.9 betting.club reserves the right to void your original bet and/or the Cash Out portion of the bet as per the betting.club Terms and Conditions regarding the voiding of bets. betting.club also reserves the right to demand repayment of any amount paid by betting.club to the client due to fraud and/or any other impropriety.

12. CORRECTION OF ERRORS

- 12.1. BC accepts no responsibility when it comes to problems relating to Internet connection, performance speed or any other equipment used to access our site.
- 12.2. BC reserves the right to alter any incorrect dividend or result to attain the correct result, even after correct weight has been given. This may cause a client's account balance to vary depending on the time they look at their account balance. Clients are advised to double-check their account statements if they feel an error has been made.
- 12.3. Not conflicting with any other rule stated beforehand, and in correspondence with our Northern Territory license to act fairly as a sports bookmaking firm, if BC displays or quotes an incorrect price or any other misleading information, we reserve the right to hold any bet/s using the incorrect information until a full assessment of the error has taken place.
- 12.4. If a client has been paid winnings as a result of a BC mistake and the clients balance goes into debit (negative balance) due to a client withdrawing or betting with these funds, an invoice will be sent to the client stating the evidence of the mistake and the client agrees to repay the amount within seven days.
- 12.5. The client accepts that it is reasonable for the client to accept responsibility to settle a negative balance on the account that resulted from the market been correctly settled.
- 12.6. If for some reason a technical issue prevents the closing of any event and a client is able to place bets on this event after the official starting time, BC reserves the right without exception to void any and all bets placed on the respective market/s.

13. CHARGE BACKS

- 13.1. Clients consent that no charge-backs or any type of cancellation of deposits will occur with respect to their account, unless clearly made aware to a BC representative. In the Case of this transpiring, clients agree to compensate BC for any charges, claims or expenses linked to or as a consequence of this including any sum it takes to recover such debts.
- 13.2. In the event of a dispute between a client and BC as a result of a financial transaction relating to a third-party, (e.g. a bank), BC reserves the right to suspend any further bets made from the account in question indefinitely until the matter has been resolved. Again, such financial losses or expenses will recoverable from the client.

14. FRAUD

- 14.1. Clients are only permitted to fund their account using funds from their own personal bank accounts. Client may be required to verify that they are using their own funds to transact on their betting accounts.
- 14.2. In the event that BC determines a credit card has been misused or used fraudulently, BC reserves the right to withhold deposited funds and winnings from the account until a full investigation has been conducted into the matter.
- 14.3. BC reserves the right to shut any account or void any number of bets if there is detection of bonus or betting abuse, multiple accounts working as an operation, or any other acts not in line with the 'Good Faith' policy underlined in the BC rules.
- 14.4. BC may close an account or void any bets made by anyone or any group of people or corporation attempting to defraud BC.
- 14.5. Any withdrawal of funds from a client's betting account must be the same person named on the financial institution's account. If BC feels there is a security breach when it comes to the withdrawal of funds, the necessary precautions will be implemented and further documentation may be requested.
- 14.6. BC reserves the right to void any bet it feels made by an individual, company or any collaboration of people working to defraud BC either through manipulating tote-based products or on-course bookmaker fluctuations.

15. FREE BETS AND PROMOTIONS

- 15.1. BC may offer weekly promotions and special offers to its clients. These promotions are offered in 'good faith' and are to be used in the manner they are intended.
- 15.2. BC reserves the right to withhold any bonus bets, offers or promotions from any client it feels are abusing these offers or not participating within the principles of 'good faith'.
- 15.3. BC reserves the right to suspend or close any account it believes is being used mainly for the use of bonus bets and promotions (i.e. against the 'good faith' spirit for which they are intended).
- 15.4. Any winnings from bonus bets, promotions and special offers must be turned over (bet through) at least once (on any fixed price sport or racing product at odds equal to or greater than \$1.50) before withdrawing.
- 15.5. Unless otherwise stated, any BC offer or promotion can be used at any time but will expire after 7 days.
- 15.6. Any winnings from a free bet, bonus bet paid does not include the original stake funded by BC.