



Abridged Sportsbook House Rules

A. General Sportsbook Rules: The Sportsbook at Cliff Castle Casino Hotel will be herein referred to as The Sportsbook for the purpose of these House Rules.

1. The Sportsbook reserves the right to refuse any wager, and/or delete or limit selections, prior to the acceptance of any wager. The Sportsbook reserves the right in its sole discretion not to accept certain Sportsbook bets, or to scale back the stakes (on a per user or aggregate basis). All information supplied by The Sportsbook is done so in good faith. However, The Sportsbook cannot accept liability for any errors or omissions in respect of any information, such as the posting of prices, runners, times, scores, results or general statistics. Any results or scores of which you may be advised by a The Sportsbook employee or agent (for example during betting in-play) are provided for guidance purposes only. The Sportsbook may, in its sole and absolute discretion, decide to suspend betting on a market at any time (even if such suspension is earlier than anticipated by Sportsbook Rules). In the interests of maintaining integrity and fairness in the markets, The Sportsbook may also void certain bets in a market or void a whole market in its entirety. The Sportsbook reserves the right, at our discretion, to perform any and all reasonable investigations on patrons for the purpose of verifying information about patrons such as source of funds and background history.
2. The minimum wager will be \$2.00 at the kiosks and \$5 at the ticket window. The Sportsbook will determine maximum wagers per sporting events and type of wager. Kiosks will not be permitted from issuing more than \$2999.95 of tickets and or vouchers per session unless otherwise approved by management in compliance with applicable laws and or regulations. Ticket writers may issue tickets up to and exceeding \$2,999.95 with required approval in compliance of House Rules and other applicable laws and regulations.
3. Leaving the window with the ticket is deemed an acceptance of the wager by both parties.
 - a. Tickets may only be altered or voided in accordance with rules or regulations promulgated by the Yavapai-Apache Gaming Commission.
4. The Sportsbook is not responsible for lost, stolen, altered or unreadable tickets.
5. Sports wagering tickets are valid for three hundred sixty five (365) days after the date of the event.
6. Winning tickets may be redeemed through the Sportsbook Ticket Windows and/or the Cage.

- a. Winning tickets may also be redeemed via mail if the ticket is less than \$500 in value. Refer to reverse side of wagering ticket for mail-in redemption instructions. The Sportsbook is not responsible for tickets not mailed pursuant to instructions on the reverse side of the ticket.
7. Identification information is required to be presented when requested at any time in accordance with Tribal, State and Federal regulations.
8. The Sportsbook patrons will be notified of odds or line changes in the following manner:
 - a. Posted odds will be changed automatically on the electronic reader boards.
 - b. Posted odds will be changed manually on all handwritten sports boards.
 - c. Posted changes will be updated in a timely fashion on the electronic reader boards or the handwritten sports boards.
 - d. Non-posted printed media will be updated on a weekly basis with the date of the latest issue.
9. The Sportsbook reserves the right to add, change or delete the payout ratio limits.
10. The Sportsbook reserve the right to add, change or delete The Sportsbook House Rules, subject to regulatory approval.
11. The Sportsbook will not accept the past posting of wagers, in such cases the wager may be refunded, or where the outcome of the event is already known, in all such cases the wager will be refunded.
12. The Sportsbook will accept wagers on currently posted terms unless otherwise posted or noted on printed boards or sheets.
13. Prohibited Wagers. No wagers may be accepted or paid by any book on:
 - a. Injuries, penalties and other types or forms of event wagering that are contrary to law; or
 - b. College proposition bets, meaning individual actions, events, occurrences or non-occurrences to be determined during a collegiate sports event, including on the performance or nonperformance of a team or individual participant during a collegiate sports event. This paragraph does not prohibit wagers on the overall outcome of a collegiate sports event or seasonal awards based on a player's cumulative overall play.
14. Canceled events that have either not started or have not met the minimum length for an event to be official, will result in straight wagers being refunded. Parlays that involve a canceled event will reduce to the next lower number of selections.
15. All future wagers are "action" as long as a winner is officially declared, unless otherwise posted or noted on printed media.
16. Types of sporting events offered will be those submitted to and/or approved by the Yavapai-Apache Gaming Commission and the Arizona Department of Gaming.
17. Prohibited Persons and Prohibited Insider Wagering: The following individuals are prohibited by law, regulation, and/or these rules from using Cliff Castle Casino Hotel Sportsbook to place wagers with or collect winning wagers from any licensed sports pool or operator. Sportsbook Manager, Supervisors, Writers, and other Team Members will make reasonable efforts to identify and exclude prohibited persons from event wagering.

- a. Any person under the age of 21;
- b. Any person on a self-exclusion list;
- c. Any key employee or principal or similar individual required to obtain an event wagering license or certificate from the Yavapai-Apache Gaming Commission or Arizona Department of Gaming;
- d. Any person on the Yavapai-Apache Tribal Gaming Office Barred list or Arizona Department of Gaming Barred list;
- e. Any person who is considered to be a “Prohibited Participant”;
 - i. Any individual whose participation may undermine the integrity of the wagering, the sports event, or the other event;
 - ii. Any individual who is prohibited from placing a Wager as an agent, proxy, or because of self-exclusion;
 - iii. Any gaming employee, key employee or principal or similar individual required to obtain a sports betting employee license from the Board;
 - iv. Any individual who is an athlete, coach, referee, player, trainer, or personnel of a sports organization in any sports event or other event overseen by that individual's sports organization who, based on information that is not publicly available, has the ability to determine or to unlawfully influence the outcome of a Wager;
 - v. An individual who holds a position or authority or influence sufficient to exert influence over the participants in a sporting contest, including coaches, managers, handlers, and athletic trainers, such that their actions can affect the outcome of a Wager; and
 - vi. An individual with access to exclusive information on any sports event or other event overseen by that individual's Sports Governing Body that is not publicly available information or any individual identified by any list provided by the Sports Governing Body to the Department.
- f. Any public official or public employee prohibited by law or regulation from sports betting or event wagering;
- g. Any person who by virtue of the person’s affiliation or employment with another company operating in the sports gaming industry has access to that company’s pre-release, non-public, or confidential data or other information that is not available to all other participants that may provide an advantage in any sports betting or event wagering;
- h. Any person whose participation may undermine the integrity of the wagering, the sports event, or other event;
- i. Any person who may impact the outcome of the sports event may not place wagers on such sports event as well as sports events governed by the same league(s) or governing body(ies);
- j. Any person who is an athlete or competitor may not place wagers on sports event of the type in which the athlete or competitor participates as well as sports events governed by the same league(s) or governing body(ies);

- k. Any person who is an owner, employee, or family member of a sports team, league or government body may not place wagers on sports events governed by that same league(s) or governing body(ies);
 - l. Any person who holds a position of authority or influence over the participants in or outcome of a sports event, including any person employed, associated or professionally connected to a sports event or governing body, (such as referees, officials, umpires, judges, coaches, managers, handlers, medical professionals, athletic trainers whether employed or contracted by a sports team, league or governing body), may not wager on any sports events in which the person exerts influence or with respect to which the person is employed, associated or professionally connected and any other sports events governed by the same league(s) or governing body(ies);
 - m. Any person identified by any sports team, league or governing body to the Board as being prohibited from event wagering or sports betting by the sports team, league or governing body may not place wagers on such sports events involving the sports team, league, or governing body.
- 18.** Persons shall place a wager only on their own behalf and shall not wager for any other person.
- 19.** Self-Exclusion Process. If you or someone you know has a gambling problem, call 1-800-NEXT-STEP, text NEXTSTEP to 53342 or visit <https://problemgambling.az.gov>.
- 20.** In-Game/Live Wagering. For all in-game/live-wagering, all markets must be played to their originally scheduled completion unless otherwise stipulated. If a market is not scheduled to be turned in-play or live but The Sportsbook fails to suspend the market at the relevant time, then: if the event has a scheduled 'off' time, all bets matched after that scheduled off time will be void; and if the event does not have a scheduled 'off' time, The Sportsbook will use its reasonable efforts to ascertain the time of the actual 'off' and all bets after the time of the 'off' determined by The will be void. The Sportsbook aims to use its reasonable efforts to suspend in-play and live markets at the start of and at the end of the event. However, The Sportsbook does not guarantee that such markets will be suspended at the relevant time. The Sportsbook reserves the right at its absolute discretion to part-suspend or fully suspend outcomes/selections in a market that has been turned in-play or live. Sportsbook patron are responsible for managing their in-play and live bets at all times. For the purposes of in-play betting and live betting, patron should be aware that transmissions described as "live" by some broadcasters may actually be delayed or pre-recorded. The extent of any delay may vary depending on the set-up through which they are receiving pictures or data. Please also be aware that, for operational reasons, bet requests made in-play and live may take slightly longer to process. If The Sportsbook accepts a bet on a market for which the outcome has already been determined, then that bet shall be deemed void (and no winnings shall be payable in respect of it) regardless of the bet being a win, lose or push. While reasonable efforts are made to ensure the accuracy of live scores and the status of games displayed on the betting screens, we accept no liability for incorrectly displayed information.
- 21.** Errors. The Sportsbook makes every makes every effort to ensure that it does not make any errors when accepting bets. However, if as a result of technical or system problems or human error, a bet is accepted that is at odds (which includes handicap provisions or similar) and/or is on terms that are either: materially different from those available in the general betting market at the time the bet was made; or clearly incorrect given the chance of the event occurring at the time the bet was made including, in either case, because the bet was placed after the start of an event, because the market was not displaying or reflecting in-play status, or because of any other reason, then The Sportsbook

reserves the right to either (i) correct any obvious errors by settling winning bets at the 'correct price,' as reasonably determined by Cliff Castle Casino Hotel Sportsbook, or (ii) void any bet placed where such errors have occurred. If The Sportsbook accepts a bet on a market for which the outcome has already been determined, then that bet shall be deemed void (and no winnings shall be payable in respect of it). If The Sportsbook accepts a bet on a market where the incorrect teams are listed and/or listed in the incorrect order (i.e. Home Team listed as Away) The Sportsbook reserves the right to void such wagers, regardless of the outcome of the event.

- 22. Duplicate Events.** In the event that odds for the same exact game are displayed on the board at The Sportsbook more than once (regardless of whether the markets are related and/or displayed odds are different), The Sportsbook reserves the right to cancel any correlated parlay bets placed on both/multiple events, regardless of whether the markets and/or displayed odds are different. Single Bets placed individually on the above markets will be settled in accordance with official results.
- 23. Dead Heats.** Unless stated otherwise in the Specific Sports Rules the Dead Heat Rule applies to bets on a market where there are more winners than expected. If not otherwise stated as a push settlement, In the event of a tie, where no 'draw' option was offered by The Sportsbook on such outcome, wagers will be paid at face value of the ticket (total payout figure including the initial stake) divided by the number of competitors tied for that placing. The stake is proportioned according to the number of competitors tied for that placing.
- 24. Results and market settlement.** Where the Specific Sports Rules do not specify how and on what basis a market will be settled, markets will be settled on the official result of the relevant governing body regardless of any subsequent disqualification or amendment to the result. If no official result of a relevant governing body is available, the result will be determined by The Sportsbook (acting reasonably) using information from independent sources. In such cases, if any new information comes into the public domain within 48 hours of settlement, then The Sportsbook shall (acting reasonably) determine either: i) whether the market should be reinstated or resettled in light of this new information; or ii) whether or not to wait for further information before deciding whether to reinstate or resettle the market. Except where The Sportsbook has announced that it is waiting for further information, any information that comes into the public domain more than 48 hours after a market has been settled shall not be considered by The Sportsbook (regardless of whether or not such information may have led to a different result). In the event of any uncertainty about any result or potential result, The Sportsbook reserves the right to suspend settlement of any market for an unlimited period until the uncertainty can be resolved to the reasonable satisfaction of The Sportsbook. The Sportsbook reserves the right to void any market if the uncertainty regarding settlement cannot be resolved to Cliff Castle Casino Hotel Sportsbook's reasonable satisfaction. In the event of a withdrawal of a selection after the start of an event due to such selection testing positive for a virus or other disease, all wagers on that selection shall be void.
- 25. Anti-Money Laundering Standards.** All transactions are subject to verification for the detection of money laundering and that any transactions deemed suspicious may be reported to the appropriate authorities.
- 26. Disputes.** The Sportsbook will make every reasonable effort to resolve all disputes. The Sportsbook will review the facts and circumstances that are related to the dispute and attempt to resolve the matter. If the dispute is unresolved, the following will occur: a) If the disputed amount is less than \$500, The Sportsbook will inform the Guest that they have the right to request an investigation by the Tribal Gaming Office (TGO), b) If the disputed amount is \$500 or greater, The Sportsbook will turn the dispute over to the Tribal Gaming Office (TGO) for investigation.

- 27. Questions and/or Complaints.** Question or complaints may be directed to a Sportsbook Supervisor or mailed in to the following attention and address:

Sportsbook Manager
555 Middle Verde Road
Camp Verde, AZ 86322

B. OBVIOUS ERRORS AND RESETTLEMENTS

Obvious Errors

1. The Sportsbook makes every effort to ensure that we do not make any errors in prices offered or wagers accepted. The Sportsbook will maintain a record of all point spreads, odds, final score and related betting proposition statistics and outcomes to protect both the patron and The Sportsbook in case of obvious mechanical or human error. However, if as a result of mechanical, technical, or human error, The Sportsbook offers, or a patron places, a wager in Obvious Error, The Sportsbook reserves the right to either (i) settle winning wagers at the "correct price," as reasonably determined by The Sportsbook, or (ii) void any wagers placed in Obvious Error.
2. The Sportsbook reserves the right, at its own discretion, to declare a wager void, totally or partly, if any of the following circumstances have occurred:
 - a. A wager has been offered, placed, and/or accepted containing an Obvious Error;
 - b. A wager has been offered, placed, and/or accepted on an unapproved sporting event or team;
 - c. A wager is placed and/or accepted while the sportsbook was encountering mechanical, technical, or systemic problems, which would not have been accepted but for that problem;
 - d. A wager or result has been affected (directly or indirectly) by illegal activity; or
 - e. A wager is placed and/or accepted on a market that is voided in its entirety (e.g., for an incomplete or abandoned event).
3. The Sportsbook prohibits parlay wagers that include two or more outcomes that are, or could turn out to be, related (e.g., Team A to win 5-0 and Team A to win the game). The Sportsbook takes all necessary steps to prevent acceptance of these prohibited parlay wagers. However, if such a parlay wager is placed, The Sportsbook reserves the right, solely at its own discretion, to declare void some or all parts of the parlay wager that includes the related outcomes at odds that do not account for the related contingency. This provision does not apply to parlay wagers placed through One Game Parlay or parlay wagers that are explicitly identified as special offerings.

Resettlement

4. Markets are generally settled shortly after the end of the event in question. The Sportsbook may settle (or partially-settle) some markets before the official result is declared purely as a patron service benefit. However, The Sportsbook reserves the right to amend the settlement of the market if:
 - a. The official result is different than the result on which The Sportsbook initially settled the market; or
 - b. The whole market is eventually voided (e.g., for an incomplete or abandoned event).

5. The Sportsbook reserves the right to reverse the settlement of a market if a market is settled in error. The Sportsbook will settle markets on the basis that it obtains the relevant information once the outcome has been determined. If this information is not obtained, or if there is an obvious error in the information, the settlement of the bet offer will be based on other public information/ official sources at the reasonable discretion of The Sportsbook.

C. Sports-Specific Rules

1. Sport Specific Rules dictate the rules of payout, redemption and settlement of all bets, over the General Rules. Should there be any ambiguity, the Sport-Specific Rules take precedence. Please refer to the Sports-Specific Rules in the detailed Sportsbook House Rules available at either the betting window or kiosk. They are also available online at Cliff Castle Casino Hotel's website.