

# Fair Deal Telephone Betting Rules



*William* **HILL**

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# WELCOME TO THE UK'S NO 1 TELEPHONE BETTING SERVICE

## FAST, FRIENDLY AND CONFIDENTIAL

### Opening hours

24 hours a day, 7 days a week, all year round

### Comprehensive Information Service

Keep up to date with the latest sports prices, special offers, rule changes and betting information on our TV Text pages and website.

### Teletext

on Channel 4/Channel 5/ Sky P600-1

### Commentary Line\* (William Hill Radio)

(with direct access to the Call Centre)

08712 444 666 (10p per minute from standard BT landlines)

### SMS Text Messaging Service

William Hill provides prices and special offers on live football games and other key events direct to your mobile. For more information on the service please contact the Customer Service Department on the free phone number shown.

### Customer Service Department

If you require any information regarding your account or your card has been lost or stolen, please contact our Customer Service Department. By telephone:

#### Freephone 0800 587 0026

Our agents will be able to help you every day of the week – 24/7

By Post:

Customer Service Department

William Hill

Milton House

Charter Row

Sheffield

S1 3FZ

Email: [customercare@williamhill.co.uk](mailto:customercare@williamhill.co.uk)

Or, use the self-help section on our website, found through the 'help' link on our home page.

## FREephone BETTING

### WORLDWIDE\*

- An international freephone betting service – available exclusively to customers of William Hill.

This service provides you with the means to stay in touch whether you are abroad for short periods or a more extended stay.

- 20 countries worldwide are connected via the international exchange direct to our call centre.
- The number you should use is...

**+800 11 22 33 11\***

Please prefix 800 with the relevant international access code (usually this is 00, therefore you would dial 00 800 11 22 33 11\*)

This freephone number is available from the following countries . . .

**Australia**

**Canada**

**Denmark**

**Finland**

**France**

**Hong Kong**

**Japan**

**Korea**

**Malaysia**

**New Zealand**

**Norway**

**Portugal**

**Rep. of Ireland**

**Spain**

**Switzerland**

**USA**

The United Kingdom service includes Northern Ireland, the Channel Islands and the Isle of Man. If dialling from countries not listed above you should dial the international access code, usually for the UK **(00 44)** followed by **113 296 8006\***.

Should you wish to speak with someone from our Customer Service Team regarding your account then please contact 00800 3551 3551\*. International call charges will apply.

\*Mobile phone charges may vary.

## ABOUT THE SERVICE

Simply call the FREEPHONE\* number shown on your account card, quote your account number or your username and your name and our operators will be happy to assist you. (\*Mobile phone charges may vary.)

Where a bet is requested, our operator will repeat the details back to you to ensure they are correct before confirming acceptance of your bet. A contract is not formed with us until we have confirmed that the bet has been accepted by us. Customers should remain on the line until their bet has been confirmed back to them. Should a call be disconnected, it is your responsibility to call back immediately to confirm the bet details. If the call is disconnected the bet will stand providing we are satisfied as to your intended instructions and on condition they are acceptable to us and within your appropriate credit limit or balance, where applicable and therefore the bet has been accepted. Bets can only be cancelled or changed by mutual consent before the official 'off' time. When a bet has been accepted it can only be amended (save in circumstances where an obvious error has been made [see Rule 13 in Terms of Use section, page 9] or where the bet has been struck late [see Rules 9 to 11 in Terms of Use section, page 8] [or, in any other situation as detailed in the Specific Sports Rules]) with both parties consent.

The following information applies to all our telephone betting accounts:

- **Callers must be 18 or over.** In the United Kingdom it is illegal for someone who is under 18 years of age to gamble. William Hill reserves the right to ask for proof of age and identity from any customer and to carry out checks to verify the information provided. Customer accounts may be suspended and funds withheld until satisfactory proof of age is provided. You should be aware that the legal gambling age varies according to country, we advise you to carry out local research.
- In order to control our liabilities, we reserve the right to notify and close down any duplicate accounts. Any relevant details will be transferred to the most active account held by the customer.
- In the interest of customer confidentiality and to assist us in resolving queries and maintaining standards of service, all telephone calls to our contact centres are recorded for security.
- Customers should not reveal their personal account number to anyone else. Account holders are responsible for all bets where the name and account number have been correctly quoted by the person placing the bet.
- It is the account holder's responsibility, to inform

us of any changes to their personal or banking details which may impact upon the use of their account, e.g. change of address, bank card details etc.

- We can provide regular, fully itemised statements upon request.
- **From time to time we may send you information concerning offers, hospitality and news about William Hill Group products and services. Should you prefer not to receive these, please advise our Customer Service Department.**

- All telephone customers will receive an account card and can view the rules on our website at [williamhill.com](http://williamhill.com). You can request a copy of our rules by calling Customer Services on 0800 587 0026.

### Minimum Stakes

- £10 per telephone call, however we may accept a lower spend per call at our discretion
- Singles, £1 win or £1 each way
- Multiple bets: £0.25 unit stake

Bets with stakes of less than the stated minimum will stand if inadvertently accepted.

We reserve the right to amend the minimum stake per call at any time.

Minimum deposit £5 (Debit Card) £10 (Credit Card).

### Multi Currency Betting

Customers wishing to place bets in a currency other than GBP must have a deposit account.

You can choose which currency is most convenient for you to manage your betting account in. The currencies you can choose from are:

CURRENCY	MINIMUM DEPOSIT / MINIMUM TELEPHONE CALL COST
Australian Dollar (AUD)	10 AUD
Canadian Dollar (CAD)	10 CAD
Swiss Franc (CHF)	10 CHF
Danish Krone (DKK)	50 DKK
Pounds Sterling (GBP)	5 GBP
Hong Kong Dollar (HKD)	70 HKD
Japanese Yen (JPY)	1,000 JPY
Swedish Krona (SEK)	60 SEK
Singapore Dollar (SGD)	15 SGD
US Dollar (USD)	10 USD
Euro (EUR)	5 EUR

When you have selected a currency, you then deposit funds, bet and collect winnings in that currency. If your financial arrangements change and you wish to change the currency of your account please contact our Customer Service Department on 0800 587 0026. (For illustration only, Pounds Sterling (GBP) are used in examples throughout the Rules).

## ‘DEPOSIT BETTING ACCOUNTS’

This is a deposit account that allows bets to be placed in a variety of currencies and can be opened by calling our Telephone Betting Call Centre. With this account type we accept the following badges:



### Operating Your Account

Placing a bet could not be simpler; call our Telephone Betting Call Centre. Bets can be placed in a variety of currencies (see opposite).

To deposit funds into your account simply call our Telephone Betting Call Centre quoting your ‘deposit betting account’ number and name. Funds must be available prior to placing your bet. When placing a bet via your debit/credit card we will request authorisation for the relevant funds and will ask you to provide us with the 3 digit CVC code on the reverse of your debit/credit card. We may request additional funds, upon your request, from your card issuer, however please ensure you have sufficient time in order to allow us to place your bet.

You can set a daily deposit limit when opening the account.

To amend call Customer Services on 0800 587 0026.

You may request a check on your balance at any point during the day by calling our Telephone Betting Call Centre, however the amount you will be quoted, may not include all returns from your bets placed that day. Any funds returned from winning bets may be used immediately to place further bets.

### Withdrawals

If you wish to make a withdrawal from your account, please contact one of our Telephone Betting Team who can process your request. Please note deposits may only be returned to the same bank/building society account from where the deposit was made. Should you require further information regarding withdrawals on your credit card please refer to our Customer Service Team on 0800 587 0026. It will take 3 banking days for any transactions to clear to your bank account. Under our security procedures, we reserve the right to withhold any returns until we are satisfied as to the cardholder’s identity.

## Important – Account Changes

*To update your account information please contact our Customer Service Team on 0800 587 0026. If any of your account information changes it is important that you inform us immediately. William Hill will not accept liability/responsibility for transactions that are declined as a result of incorrect information, where you have failed to make us aware of the changes/correct details.*

## INSTANT DEBIT ACCOUNTS

We accept all debit cards that carry any one of the following badges:



### Operating Your Account

When placing a bet via your debit card we will request authorisation for the relevant funds and will ask you to provide us with the 3 digit CVC code on the reverse of your debit card. Any returns will then be credited back to your William Hill account to enable you to continue placing bets. Where the amount of any bet exceeds the funds held with William Hill, we will request the additional amount from your debit card. This normally takes just a few seconds, however, occasionally we must contact our authorisation centre by telephone, which can result in there being insufficient time to obtain a decision before the ‘off’ of the relevant race/event. When this happens, we will inform you and give you a clear decision as to whether or not we are prepared to accept your bet without bank authorisation.

If we do agree to accept your bet without bank authorisation, then the bet will stand irrespective of whether the transaction is subsequently authorised or declined, win or lose.

In the case of declined transactions, we will make every effort to make you aware of this at the earliest opportunity and in the case of winning bets, we reserve the right to withhold any returns until we are satisfied that the stake monies have been secured. If the bet has lost then you will need to provide us with the funds for the losing bet.

You may make additional deposits to your William Hill account at any point during the course of the day. Any funds in your account will remain in your account for you to use as you wish. If you would prefer any balance held at the close of business to be returned to your debit card overnight, please make a specific request, otherwise the funds will remain in your William Hill account. It will take 3 banking days for any transactions to clear to your bank account. We will always retain funds in your William Hill account from Friday – Sunday for your own convenience to continue placing bets, without us having to request authorisation from your bank account. The same will apply over bank holidays, public holidays and selected other days announced by William Hill, where we will take all reasonable steps to notify you.

You may request funds to be withdrawn back to your debit card at any point during the course of the day. Under our security procedures, we reserve the right to withhold any returns until we are satisfied as to the cardholder's identity.

### **Important – Account Changes**

If any part of your debit card number changes including the issue number (where applicable) and expiry date, it is your responsibility to inform us immediately, as failure to do so may result in transactions being declined by your bank/building society.

We will not accept liability/responsibility for transactions that are declined as a result of incorrect bank card details where you have failed to make us aware of any changes/correct details.

## **CREDIT ACCOUNTS**

A credit account allows you to bet using a limit agreed with William Hill. Credit accounts are obtained by application and subsequent approval by William Hill.

## **Credit Limits**

**You need to remain aware of your available credit, a balance may be requested at any time. You may reimburse your credit account through the call centre. Credit increases will only be granted at the discretion of William Hill and with a minimum of 24 hours notice.**

## **Settlement of Accounts**

Unless otherwise agreed, accounts are made up on a fortnightly basis, with the accounting period ending at the close of business on Tuesday. A statement showing the final balance at the end of each accounting period will be sent out to you. Where you have a winning balance of over £20 you will receive a cheque with your statement. Where you have a losing balance of over £20 you should submit payment immediately for the full outstanding balance using any of the payment types listed. Settlement should not be delayed in any event. If you disagree with your statement please contact our Customer Services team on 0800 587 0026 (see page 3) who will help resolve any queries you may have.

## **METHODS OF PAYMENT**

### **Cheque or Postal Order**

Made payable to 'William Hill Credit Limited' using the pre-paid envelope supplied. Please ensure you write your credit account number on the back. For security reasons it is advisable NOT to forward cash with your remittance and William Hill cannot accept responsibility for monies lost in transit.

Company/business cheques are not accepted with the exception of our 'trade' customers, trading under that business name.

### **Bank Debit Cards & Credit Cards**



Telephone **0800 44 56 11**, between:  
Monday – Friday 9.30am to 10.00pm  
Saturday 8.30am to 10.00pm  
Sunday 10.00am to 6.00pm

If you wish to make a payment **outside these times only**, please telephone your usual FREEPHONE betting line number.

Each individual credit card payment will be subject to a 1.25% handling fee (the handling fee may vary according to charges made by the applicable credit card company).

Company credit/debit cards are not accepted.

### **William Hill LBOs**

In cash, by cheque or postal order. Payment can also be made by bank debit/credit card at branches where this facility is available. Please ensure you supply your full credit account details when making payment to assist us in processing.

### **On-Course**

At our discretion, our Official Racecourse Representatives may accept payment.

## **CASH BETTING ACCOUNTS**

A cash betting account allows you to deposit and withdraw cash in an LBO and bet using these funds on the telephone.

Bets will be accepted and settled in full providing there are sufficient funds to cover the total stake. You may request a check on your account balance at any time throughout the day, however the amount you will be quoted, may not include all returns from bets placed that day.

Should you wish to use a deposit account over the Internet then please refer to our details on betting via a 'flexible betting account' on page 5.

Should you wish to deposit funds via any of William Hill's LBOs you will be required to provide the shop assistant with a form of valid identification to verify that your name and address is correct.

### **Additional Deposits**

Please ensure that you keep your account card safe, as you will need it every time you wish to make a deposit or withdraw funds from your account. Additional deposits of a minimum of £25 may be made using the following methods:

#### **• Bank or Building Society Debit/Credit Card**



Telephone 0800 91 91 51 during opening hours (see page 3).

#### **• Cheque/Bankers Draft**

Made payable to William Hill Credit Ltd. Please ensure that you write your William Hill account number on the back of the cheque/bankers

draft. Company Business cheques are not accepted. (NB cheques require clearance prior to funds being deposited in your William Hill account). Cash deposits are only accepted at a William Hill LBO.

Each individual credit card payment will be subject to a 1.25% handling fee (the handling fee may vary according to charges made by the applicable credit card company).

### **Withdrawals**

Please note that withdrawals can be made if you have already placed a bet that day providing funds are available.

Where deposits have been made by debit/credit card subsequent withdrawals will normally be refunded back into the same bank/building society account.

If you wish to make a withdrawal from your account (cheque, debit/credit card or bank transfer) the minimum amount you can withdraw is £25. When your balance is less than the above amount, you may withdraw your balance in full.

### **Telephone Withdrawals**

Contact 0800 91 91 51 quoting your William Hill account number at all times.

Debit/credit card deposits or withdrawals can only be made from the original debit card registered on the account.

### **Postal Withdrawals**

You must provide full details of your William Hill account, as shown on your account card. Upon receipt of your instructions a cheque will be issued or your debit/credit account refunded. You will be advised of your updated balance accordingly. Please do not send your account card, this should be retained by you at all times.

### **LBO Withdrawals**

Where accounts are opened in an LBO winnings can be collected from any William Hill LBO (once you have made 1 or more transaction on your account), on production of your card or if you prefer we can credit winnings to your card over the phone, if you have deposited using your debit card.

# TERMS AND CONDITIONS OF USE FOR THE WILLIAM HILL TELEPHONE BETTING SERVICE

## 1. INTRODUCTION: WHAT MAKES UP YOUR TERMS AND CONDITIONS

1.1 By opening an account with William Hill Credit Limited and using our telephone betting service (“**the Telebetting Service**”), You agree to be bound by:

- 1.1.1 the General Terms and Conditions, on this page;
- 1.1.2 the Privacy Policy; and
- 1.1.3 the Rules For All Sports Bets on the William Hill Sportsbook (“**the Betting Rules**”), and You accordingly agree to the use of electronic communications in order to enter into contracts; and You waive any applicable rights or requirements which require a signature by hand, to the extent permitted by any applicable law. These Terms and Conditions do not affect your statutory rights. All of the various terms and conditions in paragraph 1.1 above shall together be referred to as “**the Terms of Use**”.

1.2 Please print the Terms of Use and store them, along with all confirmation emails, additional terms, transaction data, fair deal rules and payment methods relevant to Your use of the Telebetting Service. Please note that the Terms of Use are subject to change, as set out in paragraph 3 below.

1.3 If You do not agree to accept and be bound by the Terms of Use please do not open an account and/or continue to use Your Account (as defined below). Your continued use of the Telebetting Service will constitute acceptance of the Terms of Use which we have notified You are in force from time to time.

1.4 The Terms of Use govern Your contract with William Hill Credit Limited and will come into effect on

**5th August 2009.**

## GENERAL TERMS AND CONDITIONS

### 2. PARTIES

2.1 The Terms of Use shall be agreed between You and **William Hill Credit Limited**, a company registered in England and Wales with registered company number 413846 and whose registered office is at Greenside House, 50 Station Road, Wood Green, London N22 7TP (VAT number 236642951) (“**William Hill**”).

2.2 William Hill Credit Limited is licensed and regulated by the UK Gambling Commission, with licence number 004-002749-R-102416-001; and is a member of the Remote Gambling Association.

2.3 References in the Terms of Use to “us”, “our” or “we”

are references to the relevant William Hill company who You are contracting with, as specified above; and shall (where appropriate) be deemed to include our agents, partners, and suppliers.

### 3. CHANGES TO THE TERMS OF USE

3.1 We may need to change the Terms of Use from time to time for a number of reasons, including (without limitation) for commercial reasons; and/or to comply with law or regulations; and/or to comply with instructions, guidance or recommendations from a regulatory body; or for customer service reasons. The most up-to-date Terms of Use can be accessed from the About William Hill / Land Based section of the www.WilliamHillplc.com website (“**The T&Cs Webpage**”), and the date on which they will come into force is noted in paragraph 1.4 of the Terms of Use.

3.2 Where we wish to make substantial changes to the Terms of Use, we will (where reasonably practicable) give You as much prior notice of such changes as is reasonably practicable via one of the methods set out in paragraph 3.3. For minor or insubstantial changes, we may not give You any notice of any changes, so You are advised to review terms and conditions which are available through the T&Cs Webpage on a regular basis.

3.3 Where we make changes to the Terms of Use which we wish to notify You of, we will do so by:

- 3.3.1 post;
- 3.3.2 email (to the email address You have previously supplied us with, if any); and/or
- 3.3.3 a notice on the T&Cs Webpage; and/or
- 3.3.4 a notice in the Racing Post or another newspaper; and/or
- 3.3.5 a notice on a teletext page.

3.4 If any change is unacceptable to You, You may either cease using the Telebetting Service, and/or close Your Account by complying with paragraph 12 of these General Terms and Conditions. Your continued use of the Telebetting Service after the date on which the Terms of Use are stated to come into effect will be deemed to be Your binding acceptance of the revised Terms of Use, including (for the avoidance of doubt) any additions, removals, substitutions or other changes to the identities of the William Hill party in paragraph 2.1 of these General Terms and Conditions, whether or not You have had notice of, or have read, the revised Terms of Use.

### 4. OPENING YOUR ACCOUNT

4.1 In order to place a bet using the Telebetting Service,

You will need to open an account with William Hill ("**Your Account**"). Please note that if You open an account for the Teletting Service, You will not be able to use that account for use with the William Hill website (www.williamhill.com).

4.2 For various legal or commercial reasons, we do not permit accounts to be opened by, or used from, customers based in certain jurisdictions, including The United States of America. This list of jurisdictions may be changed by us from time to time with or without notice. You agree that You shall not open an account, nor attempt to use Your Account, if You are based in any such prohibited jurisdiction.

4.3 In order to open Your Account for use with the Teletting Service, You can contact Customer Services.

4.4 Your Account will either be operated by William Hill, but in some cases may be operated by another William Hill company for and on behalf of itself and William Hill.

4.5 When You open Your Account You will be asked to provide us with personal information, including Your name and date of birth; and appropriate contact details, including an address, telephone number and e-mail address ("**Your Contact Details**"). You may update Your Contact Details from time to time by contacting Customer Services.

4.6 If You do not wish Your Contact Details to be used by us and our business partners to contact You to inform You with marketing information relating to others of our goods, products or services or those of our business partners, please indicate that this is the case by informing the Teletting Service agent.

4.7 You hereby acknowledge and accept that, by using the Teletting Service, there is a risk that You may, as well as winning money, lose money.

## **5. VERIFICATION OF YOUR IDENTITY; MONEY LAUNDERING REQUIREMENTS**

5.1 You warrant that:

5.1.1 You are not younger than the greater of the age :

5.1.1.1 of 18 (eighteen) years; or

5.1.1.2 at which gambling or gaming activities are legal under the law or jurisdiction that applies to You ("**the Relevant Age**"); and

5.1.2 the name and address You supply when opening Your Account are correct; and

5.1.3 You are the rightful owner of the money which You at any time deposit in Your Account.

By agreeing to the Terms of Use You authorise us to undertake any such verification checks from time to time as we may require ourselves or may be required by third parties (including, but not limited to, regulatory bodies) to confirm these facts (the "**Checks**"). You agree that from time to time,

upon our request, You may be required to provide additional details in respect of any of such information You have provided us, of any deposits which You have made into Your Account.

5.2 Whilst we are undertaking any Checks from time to time, we may restrict You from withdrawing funds from Your Account. Please note that we may from time to time re-perform the Checks for regulatory, security or other business reasons. If such any such restrictions cause You a problem, please contact Customer Services.

5.3 In certain circumstances we may have to contact You and ask You to provide further information to us directly in order to complete the Checks. If You do not or cannot provide us with such information then we may suspend Your Account until such time as You have provided us with such information, and/or permanently close Your Account.

5.4 It may be an offence for persons under the Relevant Age to make use of the Teletting Service. If we are unable to confirm that You are the Relevant Age or over within seventy two (72) hours of Your Account being opened then we are required to suspend Your Account. If You are subsequently proven to have been under the Relevant Age at the time You made any gambling transactions with Us, then:

5.4.1 Your Account will be closed;

5.4.2 all transactions made whilst You were underage will be made void, and all related funds deposited by You will be returned;

5.4.3 any stakes for bets at made while You were underage will be returned to You; and

5.4.4 any winnings which You have accrued during such time when You were underage will be forfeited by You and You will return to us on demand any such funds which have been withdrawn from Your Account.

## **6. USERNAME, PASSWORD, PIN AND CUSTOMER INFORMATION**

6.1 After opening Your Account, You must use take all reasonable steps to avoid disclosing (whether deliberately or accidentally) Your username, password and/or account number to anyone else. All transactions made where Your account number has been given and security questions answered correctly will be regarded as valid, whether or not authorised by You, and we shall not be liable for any claims in the event that You disclose Your account number and relevant security details to anyone else.

6.2 If You have lost or forgotten Your Account details please contact us immediately for a replacement through Customer Services.

## 7. DEPOSITS AND WITHDRAWALS FROM YOUR ACCOUNT

7.1 You further agree not to make any charge-backs, reversals or otherwise cancel any deposits into Your Account, and in any such event to refund and compensate us for such unpaid deposits including any expenses incurred by us in the process of collecting Your deposit.

7.2 Your Account is not a bank account and is therefore not insured, guaranteed, sponsored or otherwise protected by any deposit or banking insurance system or by any other similar insurance system. Any monies deposited with us in Your Account shall not attract any interest. Monies deposited with us are held under a normal bank account and/or escrow account in the name of William Hill. As such, we do not provide particular protection for the monies deposited in Your Account in the event of our insolvency. You would be entitled to claim any monies held on trust for You in such an account, but You would have no protection under any statutory deposit guarantee scheme.

7.3 We may at any time set off any positive balance on Your Account against any amount owed by You to any company within the William Hill group, including (without limitation) where we re-settle any bets or wagers pursuant to paragraph 11 (Collusion, Cheating, Fraud and Criminal Activity) or paragraph 18 (Errors or Omissions).

7.4 You are responsible for reporting Your winnings and losses, if such reporting is required by Your local law or tax or other authorities.

7.5 You can set a deposit limit on Your Account in any twenty four (24) hour rolling period. This limit cannot be increased without giving us twenty four (24) hours' notice of Your wish to increase Your deposit limit and only when twenty four (24) hours have elapsed from Your request for such an increase will the increase apply.

For details of how to set up a deposit limit please contact Customer Services.

7.6 Subject to paragraph 12 (Closure of Your Account; etc), You may request withdrawal of funds from Your Account at any time provided that:

7.6.1 all payments made into Your Account have been confirmed as cleared and none have been charged-back, reversed or otherwise cancelled;

7.6.2 any Checks referred to in paragraph 5 above have been completed by us to our satisfaction. For this purpose, we will further be entitled, at our sole discretion, to require that You provide us with, and You agree to so do, a notarised ID or any equivalent certified ID according to the applicable law of Your jurisdiction or otherwise, proof of address, utility bills, bank details, bank statements and bank references.

7.7 On any Withdrawal approved by us, and provided that You give us sufficient information as to how the funds should be transferred to You, we will return the relevant funds to You in accordance with paragraph 7.6 (less charges incurred or any required amount from Your Withdrawal in order to comply with any applicable law).

7.8 We will attempt to accommodate Your request regarding the payment method and currency of payment of Your withdrawal. This, however, cannot be guaranteed. Therefore, we may process and pay withdrawals in a different payment method than the one requested by You, such as through different payment providers, a bank draft or wire transfer. Similarly, in certain cases, the currency of Your withdrawal may not be the currency in which Your deposit was made or that was otherwise requested by You.

7.9 For the avoidance of doubt, all withdrawals are subject to the provisions of paragraph 5.2 regarding the carrying out by us of Checks.

7.10 We will hold monies in the deposit account and/or escrow account referred to in paragraph 7.2 as trustee for You and not as your banker or debtor. Therefore, notwithstanding any other provision in the Terms of Use, we will deal with your money as a trustee, and no such provision shall create or give rise to any obligation on the part of William Hill (or any other William Hill group company) to repay money to You as Your debtor.

## 8. NOT USED

## 9. PLACING YOUR BET VIA THE TELEBETTING SERVICE

9.1 In order to place a bet using our Telebetting Service, you should telephone the number printed on your account card, alternatively call **0800 44 40 40** (from the UK) or **1800 333 555** (from Rep. Ireland) or **+800 11 22 33 11** (other permitted countries), to deposit monies in Your Account and place your bet.

9.2 Any stake you place with us does not attract any tax, including VAT.

9.3 It is Your responsibility to ensure that the details of any transaction which You place is correct. When using the Telebetting Service, your bet will be read back to you and you will be asked to confirm it to our telephone agent.

9.4 Your transaction history can be accessed by you through our Customer Services team (including by opting to receive a written statement).

9.5 We reserve the right to refuse the whole or part of any bet requested by You via the Telebetting Service in our sole discretion and/or at any time where You have breached the Terms of Use. No transaction is accepted by us until the relevant Customer Service agent has confirmed to You

verbally that it has been accepted. If You do not receive a confirmation that Your transaction has been accepted, it may not have been accepted successfully by us. If You are in any doubt as to whether it has been accepted successfully, You should contact Customer Services.

9.6 Once such confirmation has been given by us, You cannot cancel the transaction unless we agree otherwise.

9.7 We may cancel or amend a transaction pursuant to the provisions of paragraph 11 (Collusion, Cheating, Fraud and Criminal Activity) or paragraph 18 (Errors or Omissions).

## 10. NOT USED

## 11. COLLUSION, CHEATING, FRAUD AND CRIMINAL ACTIVITY

11.1 You agree that You shall not participate in or be connected with any form of collusion, cheating or fraudulent practice, or otherwise any other criminal activity, in connection with Your use of the Telebetting Service. Any breach of this paragraph by You will be a material breach of the Terms of Use.

11.2 If:

11.2.1 We have reasonable grounds to believe that:

11.2.1.1 You have participated in or have been connected with any form of collusion, cheating, unfair or fraudulent practice, or otherwise any other criminal activity; or

11.2.1.2 You have, in relation to any bet placed, gained an unfair advantage over us or any other person; or

11.2.1.3 An event which you have bet on included the use of collusive or fraudulent practice, or any cheating; or

11.2.2 we become aware that You have “charged back” or denied any of the purchases or deposits that You made to Your Account; or

11.2.3 You become bankrupt or suffered analogous proceedings anywhere in the world,

then we shall have the right to suspend Your Account for an indefinite period of time; and/or withhold the whole or part of balance of Your Account; and/or close Your Account and terminate the Terms of Use; and/or recover from Your Account the amount of any pay-outs, bonuses or winnings which have been affected by the event(s) contemplated in paragraphs 11.2.1 to 11.2.3 (inclusive) above.

11.3 For the purposes of paragraph 11.2.1:

11.3.1 the basis of our belief shall include the use by us (and by our suppliers) of any fraud, cheating and collusion detection practices which are used in the gambling and gaming industry at the relevant time;

11.3.2 a “**fraudulent practice**” shall include the use by You at any time, of a stolen, cloned or otherwise unauthorised credit or debit card, as a source of funds;

11.3.3 a “**criminal activity**” shall include money laundering or an offence under section 42 of the Gambling Act 2005; and

11.3.4 an “**unfair advantage**” shall include: the exploitation of an ‘Error’ as defined in paragraph 18.1.

11.4 Where we exercise our rights under paragraph 11.2 pursuant to the ground in paragraph 11.2.1, we undertake to thoroughly investigate the grounds for our belief (which may be after we have initially suspended Your Account or withheld the balance of Your Account, as the case may be) in accordance with our usual practices and to our satisfaction, and that we shall complete such investigations in a timely manner. We undertake that we will use all reasonable endeavours to ensure that, while complying with our regulatory and other legal obligations, we exercise our rights in this paragraph in a manner which is fair to You and to our other customers.

11.5 We reserve the right to inform relevant authorities, other online gaming or gambling operators, other online service providers and banks, credit card companies, electronic payment providers or other financial institutions of Your identity and of any suspected unlawful, fraudulent or improper activity, and You agree to cooperate fully with us to investigate any such activity.

## 12. CLOSURE OF YOUR ACCOUNT; TERMINATION OF THE TERMS OF USE

### • CLOSURE AND TERMINATION BY YOU

12.1 You are entitled to close Your Account and terminate the Terms of Use on not less than 24 hours’ notice to us at any time, provided that Your Account does not show a balance is due to us, by contacting us by any of the contact details in paragraph 6.2, in each case clearly:

12.1.1 indicating Your wish to close Your Account; and

12.1.2 stating the reasons why You wish to close Your Account, in particular if You are doing so because of concerns over the level of Your use of the same.

We will respond to Your request, confirming closure of Your Account and the date on which such closure will be effective, within a reasonable time, provided that You continue to assume responsibility for all activity on Your Account until such closure has been carried out by us.

12.2 The Terms of Use shall terminate with effect from the date on which the closure of Your Account takes effect.

When You request closure of Your Account we will return any outstanding balance in Your Account to You, using the same method of payment which You provided upon registration of Your Account, or such other accepted updated payment methods with which You have provided to us subsequently,

paragraph 11 (Collusion, Cheating, Fraud and Criminal Activity) or paragraph 20 (Breach of the Terms of Use) of these General Terms and Conditions.

12.3 Where You have closed Your Account, we may in certain circumstances be able to re-open Your Account with the same account details as before if You request us to do so. In such circumstances, while Your Account will have the same account details as before, it will be subject to the Terms of Use which are in force at the date of any such re-opening; and any prior entitlements (including, but without limitation, to bonuses or contingent winnings) will no longer be valid.

#### • CLOSURE AND TERMINATION BY US

12.4 If Your Account remains inactive for a continuous period of six (6) months or more, we may close or suspend Your Account without notice. In the event of such account closure, the Terms of Use will be terminated automatically from the date on which such termination takes effect.

12.5 We are entitled to close Your Account and terminate the Terms of Use on written notice (or attempted notice) to You using Your Contact Details. In the event of any such termination by us, other than where such closure and termination is made pursuant to paragraph 11 (Collusion, Cheating, Fraud and Criminal Activity) or paragraph 20 (Breach of the Terms of Use) of these General Terms and Conditions, as soon as reasonably possible following a request by You we will refund the balance of Your Account using the same method of payment which You provided upon registration of Your Account, or such other accepted updated payment methods which You have provided to us subsequently.

12.6 Where we close Your Account and terminate the Terms of Use pursuant paragraphs 11 (Collusion, Cheating, Fraud and Criminal Activity) or paragraph 20 (Breach of the Terms of Use) of these General Terms and Conditions, the balance of Your Account will be non-refundable and deemed to be forfeited by You. Closure of Your Account and Termination of the Terms of Use, other than pursuant to paragraphs 11 or 20 of these General Terms and Conditions, will not affect any outstanding bets, provided that such outstanding bets are valid and You not in breach of the Terms of Use in any way.

12.7 The following paragraphs shall survive any termination of the Terms of Use: 11, 19, 20, 23, 25, 26, 28, 29, 30, 31 and 32 and any other paragraphs which are required for the purposes of interpretation; together with any relevant sections of the Betting Rules and the Privacy Policy.

12.8 We will not credit any bonuses into Your Account, nor will You be entitled to any contingent winnings, at any time while we have suspended it, or after the date on which it has been closed (whether by us pursuant to the Terms of Use, or

in response to Your request).

### **13. ACCESS TO, AND USE OF, THE TELEBETTING SERVICE**

13.1 You are solely responsible for the supply and maintenance of all equipment and telecommunications networks that You need to use in order to access the Telebetting Service. We will not be liable in any way whatsoever for any losses caused to You by any telecommunication service provider which You have engaged in order to access the Telebetting Service.

13.2 Under no circumstances should You use the Telebetting Service for any purpose which is or is likely to be considered to be defamatory, abusive, obscene, unlawful, of a racist, sexist or other discriminatory nature, or which could cause offence. You must not use any abusive or aggressive language or images; swear, threaten, harass or abuse any William Hill staff used to provide the Telebetting Service or Customer Services.

13.3 You will fully indemnify, defend and hold us and our officers, directors, employees, agents, contractors and suppliers harmless from and against any and all losses, costs, expenses, claims, demands, liabilities and damages (including legal fees), however caused, that may arise as a result of or in connection with:

13.3.1 access and use of the Telebetting Service by You or by anyone else using Your Username and Password; and/or

13.3.2 breach by You of any of the terms and provisions of these Terms of Use.

### **14. BETTING AND GAMING TERMS**

Expressions used in the betting industry are numerous. Where appropriate, a glossary explaining the meaning of commonly-used betting and gaming expressions is available through Customer Services. You should not place any bet or game on any event until its meaning is understood to Your satisfaction. We cannot accept any responsibility if You place a bet in circumstances where You do not understand any of the terms involved in or relating to the bet.

**15. NOT USED**

**16. NOT USED**

**17. NOT USED**

**18. ERRORS OR OMISSIONS**

18.1 A number of circumstances may arise where a bet or wager is accepted, or a payment is made, by us in error. A

non-exhaustive list of such circumstances is as follows:

18.1.1 where we mis-state any odds or terms of a bet or gaming wager to You as a result of obvious error or omission in inputting the information or setting up a market, or as a result of a computer malfunction;

18.1.2 where we have made a 'palpable error'.

A palpable error occurs where:

18.1.2.1 in relation to bets placed prior to an event taking place, the prices/terms offered are materially different from those available in the general market; or

18.1.2.2 in relation to any event, the price/terms offered at the time the bet is placed are clearly incorrect given the probability of the event occurring;

18.1.3 where we have continued to accept bets on a market which should have been suspended, including where the relevant event is in progress (except where 'in-running' bets are accepted) or had already finished (sometimes referred to as 'late bets');

18.1.4 where we should not have accepted, or have the right to cancel or re-settle, a bet pursuant to the Betting Rules (for example due to 'Related Contingencies'); or

18.1.5 where an error is made by us as to the amount of winnings/returns that are paid to You, including as a result of a manual or computer input error (commonly referred to as a 'settlement error'), any such circumstances being referred to as an "**Error**".

18.2 We reserve the right to correct any Error made on a bet placed and re-settle the same at the correct price or terms which were available or should have been available through William Hill (absent the publishing error) at the time that the bet was placed and the bet will be deemed to have taken place on the terms which were usual for that bet.

18.3 Any monies which credited to your Account, or paid to you as a result of an Error shall be deemed to be held by You on trust for us and shall be immediately repaid to us when a demand for payment is made by us to You. Where such circumstances exist, If You have monies in Your Account we may reclaim these monies from Your Account pursuant to paragraph 7.3. We agree that we shall use all reasonable endeavours to detect any Errors and inform You of them as soon as reasonably practicable.

18.4 Neither we (including our employees or agents) nor our partners or suppliers shall be liable for any loss including loss of winnings that results from any Error by us or an error by You. You will forfeit any winnings/losses that result from any such Error.

18.5 Where You have used monies which have been credited to Your Account or awarded to You as a result of an Error to place subsequent bets or play games, we may cancel such

bets and/or withhold any winnings which You may have won with such monies, and if we have paid out on any such bets or gaming activities, such amounts shall be deemed to be held by You on trust for us and You shall be immediately repaid to us when a demand for payment is made by us to You.

## **19. EXCLUSION OF OUR LIABILITY**

19.1 Your access to and use of Telebetting Service, is at Your sole option, discretion and risk. We shall not be liable for any attempts by You to use the Telebetting Service by methods, means or ways not intended by us.

19.2 We will provide the Telebetting Service with reasonable skill and care and substantially as described in the Terms of Use. We do not make any other promises or warranties regarding the Telebetting Service, and hereby exclude (to the extent permitted by law) all implied warranties in respect of the same.

19.3 Save as provided in our Betting Rules, our maximum liability to You or any third party arising out of the Terms of Use or Your use of the Telebetting Service, whether for breach of contract, tort (including negligence), or otherwise will be limited in any six (6) month period to the greater of:

(a) the amount if any, You have paid into Your Account in the same six (6) month period and in relation to the product offered by us relevant to which the liability in question has arisen; and

(b) ten thousand pounds sterling (£10,000).

19.4 We (including our parent and subsidiary companies, affiliates, officers, directors, agents and employees) shall not be liable to You in contract, tort (including negligence) or otherwise for any business losses, including but not limited to loss of data, profits, revenue, business, opportunity, goodwill, reputation or business interruption or for any losses which are not currently foreseeable by us arising out of the Terms of Use or Your use of the Telebetting Service.

19.5 Nothing in the Terms of Use will operate so as to exclude any liability which we may have in respect of fraud, or death or personal injury caused by our negligence.

## **20. BREACH OF THE TERMS OF USE**

20.1 You shall compensate us in full for any claims, liabilities, costs, expenses (including legal fees) and any other charges that may arise as a result of Your breach of the Terms of Use or any breach by You or by any other person using Your Account (whether or not with Your authority) of any laws of any jurisdiction which is applicable to You,

20.2 Where You are in material breach of the Terms of Use, we reserve the right, but shall not be required, to:

or the Telebetting Service.

20.2 Where You are in material breach of the Terms of Use, we reserve the right, but shall not be required, to:

20.2.1 Provide You with notice (using Your Contact Details) that You are in breach; requiring You to stop the relevant act or failure to act, and/or requiring You to put right an act or fault on Your part; and warning You of our intended action if You do not do so; and/or

20.2.2 suspend Your Account so that we will no longer accept bets from You via the Telebetting Service, for such period as we may determine; and/or

20.2.3 close Your Account and terminate these Terms of Use, with or without prior notice from us.

20.3 We have the right to disable any user identification code or password, whether chosen by You or allocated by us, at any time, if in our reasonable opinion You have failed to comply with any of the provisions of the Terms of Use.

20.4 In addition to any other remedy available, if You materially breach any of the Terms of Use Your winnings will be forfeited. In these circumstances William Hill may retain any positive balance then existing on Your Account.

## **21. NOT USED**

## **22. NOT USED**

## **23. YOUR PERSONAL INFORMATION**

23.1 All information on Your Account held by us is securely data warehoused and remains confidential except where otherwise stated in the Terms of Use (including, for the avoidance of doubt, the Privacy Policy).

23.2 We are required by law (in particular by the Data Protection Act 1998) to comply with data protection requirements in the way in which we use any personal information collected from You in Your use of the Telebetting Service. We therefore take very seriously our obligations in relation to the way in which we use Your personal information.

23.3 When You use the Telebetting Service it will be necessary for us to collect certain information about You, including Your name and date of birth, Your Contact Details, and may also include information about Your marketing preferences (all of which shall be known as "Your Personal Information").

23.4 By providing us with Your Personal Information, You consent to our processing Your Personal Information, including any of the same which is particularly sensitive:

23.4.1 for the purposes set out in the Terms of Use (including the Privacy Policy); and

23.4.2 for other purposes where we need to process Your Personal Information for the purposes of operating the Telebetting Service, including by sharing it with our service providers and

agents for these purposes, for example to our providers of postal services, marketing services and customer services agents. We may also disclose Your Personal Information personal data in order to comply with a legal or regulatory obligation.

23.5 We will retain copies of any communications that You send to us (including copies of any emails) in order to maintain accurate records of the information that we have received from You.

## **24. NOT USED**

## **25. COMPLAINTS AND NOTICES**

25.1 No claim or dispute with regard to the acceptance or settlement of a bet which You have made via Telebetting Service will be considered more than 30 days after the date of the original transaction.

25.2 If You wish to make a complaint regarding the Telebetting Service, as a first step You should as soon as reasonably practicable contact Customer Services about Your complaint.

25.3 If there is a dispute arising from these Terms of Use which cannot be resolved by Customer Services, it should be referred, prior to taking any other steps, for adjudication by the Independent Betting Adjudication Service (IBAS), telephone number +44 207 347 5883. IBAS's decision will be final so long as the full facts are presented by all parties concerned. We are able to provide You with IBAS's postal address on request.

25.4 In the event of any dispute, both You and William Hill agree that the records of the server shall act as the final authority in determining the outcome of any claim.

25.5 When we wish to contact You, we may do so using any of Your Contact Details. Notices will be deemed to have been properly served and received by You immediately after an e-mail is sent or after we have communicated with You directly by telephone (including where we leave You a voicemail), or three (3) days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and; and in the case of an email, that such email was sent to the specified email address (if any) in Your Contact Details at the time that any such e-mail was sent.

## **26. INTERPRETATION**

26.1 The original text of the Terms of Use are in English and any interpretation of them will be based on the original English text. If the Terms of Use or any documents or notices related to them are translated into any other language, the

original English version will prevail.

26.2 In the event that there is any conflict or inconsistency between the terms and conditions which make up your Terms of Use, the order of precedence shall be as follows:

26.2.1 First, the General Terms and Conditions;

26.2.2 Second, the Privacy Policy;

26.2.3 Third, the Betting Rules;

## **27. TRANSFER OF RIGHTS AND OBLIGATIONS**

We reserve the right to transfer, assign, sublicense or pledge the Terms of Use, in whole or in part, to any person (but without Your consent) without notice, provided that any such assignment will be on the same terms or terms that are no less advantageous to You. You may not assign, sublicense or otherwise transfer in any manner whatsoever any of Your rights or obligations under the Terms of Use.

## **28. EVENTS OUTSIDE OUR CONTROL**

28.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a the Terms of Use that is caused by events outside our reasonable control (a "**Force Majeure Event**").

28.2 Our performance is deemed to be suspended for the period that the Force Majeure Event continues, and we will have an extension of time for performance for the duration of that period. We will use our reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which our obligations may be performed despite the Force Majeure Event.

## **29. WAIVER**

29.1 If we fail to insist upon strict performance of any of Your obligations or if we fail to exercise any of the rights or remedies to which we are entitled, this shall not constitute a waiver of such rights or remedies and shall not relieve You from compliance with such obligations.

29.2 A waiver by us of any default shall not constitute a waiver of any subsequent default.

29.3 No waiver by us of any of the provisions of the Terms of Use shall be effective unless it is expressly stated to be a waiver and is communicated to You in writing in accordance with paragraph 25 (Complaints and Notices) above.

## **30. SEVERABILITY**

30.1 If any of the Terms of Use are determined by any competent authority to be invalid, unlawful or unenforceable

to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

30.2 In such cases, the part deemed invalid or unenforceable shall be amended in a manner consistent with the applicable law to reflect, as closely as possible, William Hill's original intent.

## **31. ENTIRE AGREEMENT**

31.1 The Terms of Use and any document expressly referred to in them represent the entire agreement between You and us and supersede any prior agreement, understanding or arrangement between You and us, whether oral or in writing.

31.2 We each acknowledge that neither of us has relied on any representation, undertaking or promise given by the other or be implied from anything said or written in negotiations between us except as expressly stated in the Terms of Use.

31.3 Neither party shall have any remedy in respect of any untrue statement made by the other, whether orally or in writing, prior to the date of the contract (unless such untrue statement was made fraudulently) and the other party's only remedy shall be for breach of contract as provided in the Terms of Use.

## **32. LAW AND JURISDICTION**

32.1 These Terms of Use shall be governed by and interpreted in accordance with the laws of England and Wales.

32.2 The courts of England and Wales shall have non-exclusive jurisdiction over any disputes arising out of the Terms of Use.

## **33. RESPONSIBLE GAMING/GAMBLING**

33.1 For those customers who wish to restrict their gambling, we provide a voluntary self exclusion policy, which enables You to close Your Account for a minimum period of six months. You can ask that the restriction lasts for a period of up to 5 (five) years. If you exercise your option to self-exclude, this will apply to any other remote betting account which you hold with any other company in the William Hill group.

33.2 If You require any information relating to this facility please speak to Customer Services.

33.3 We will use our reasonable endeavours to ensure compliance with self exclusion. However You accept that we have no responsibility or liability whatsoever if You continue gambling and we fail to recognise or determine that You have

requested self exclusion in circumstances which are beyond our reasonable control. For example including but not limited to You opening a new account, gambling in an Licensed Betting Office or over the telephone using a different name or address.

33.4 The National Association for Gambling Care Educational Resources and Training (GAMCARE) provides information, advice and counselling to individuals, their family and friends who have concerns about problem gambling. The Helpline number for GAMCARE when calling from the UK is 0845 600 0133; this number may not be available from outside the UK.

33.5 William Hill is committed to supporting Responsible Gambling initiatives.

## 34. CONTACTING US

William Hill can be contacted at the addresses given in paragraph 2.1 above; by e-mail at [customercare@williamhill.co.uk](mailto:customercare@williamhill.co.uk); or by telephone (from the UK) on 0800 587 0026

## GENERAL BETTING RULES

### 1. Events On Which Bets Are Accepted

#### a) Horse Racing

i) Bets are accepted for horse race meetings held under the rules of the Jockey Club, Irish Turf Club or their equivalent bodies abroad provided that, in each case, the programme is published in the Racing Post or where acceptance is specifically advertised. Bets on horse racing are settled on the official result. However, a special double result concession is available on horse racing in the UK and Ireland. The concession applies to win single and multiple bets and winners in each way bets. There is no restriction on staking.

ii) The exceptions to our special double result concession are as follows:- an ante post bet; a forecast or tricast bet; a void race; a selection taking the wrong course; a selection given as the winner in error by the judge; a selection carrying the wrong weight or the jockey failing to weigh in; a tote bet; a bet placed on the Favourite Points market or any distance market; a bet placed on a two runner race or a special match bet or a bet placed in a "without the favourite" market.

iii) William Hill holds the Tote Authority allowing our LBOs to accept bets at tote odds on horse racing

in Great Britain and selected pools in the Republic of Ireland. Such bets are also available through our Telephone Betting Service.

iv) Where a result is amended after the weigh-in, for example, as the result of a successful appeal, the amendment will be ignored for settlement purposes.

v) All bets are deemed to be for races taking place on the day of acceptance unless you stipulate otherwise in your instructions. However, allowances will be made where racecards are printed in advance such as Sunday's racecards printed on a Saturday.

#### b) Greyhound Racing

Bets are accepted for all BAGS (Bookmakers Afternoon Greyhound Service) meetings, NGRC (National Greyhound Racing Club) and IGB (Irish Greyhound Board) meetings at tracks listed below, races covered live on terrestrial TV or Sky Sports and for all UK mainland open races at other tracks where runners are published in the Racing Post. Bets on Irish open races at tracks not listed below will only be accepted if full form is published in the Racing Post. Bets are settled on the official result called by the judge and any subsequent amendments will be ignored for settlement purposes.

Belle Vue	Perry Barr	Yarmouth
Coventry	Peterborough	
Crayford	Poole	
Hall Green	Portsmouth	
Harlow	Romford	
Harolds Cross	Shawfield	
Hove	Sheffield	
Kinsley (BEGS/BAGS)	Shelbourne	
Monmore	Sittingbourne	
Newcastle	Sunderland	
Nottingham	Swindon	
Oxford	Wimbledon	

#### c) Harness Racing, Trotting and Greyhound Racing Abroad

Bets are only accepted for meetings covered by a full service on SIS and where we specifically advertise acceptance.

#### d) Sports and Special Event Betting

i) Bets are accepted on the following sports in accordance with the special rules issued for such events: American Football; Athletics; Baseball; Basketball; Bowls; Boxing; Cricket;

Cycling; Darts; Football; Gaelic Football and Hurling; Golf; Ice Hockey; Motor Cycle Racing; Motor Racing; Rowing, Sailing and Yachting; Rugby League; Rugby Union; Speedway; Snooker and Pool; Tennis.

- ii) Bets are accepted on the following special events in accordance with the special rules issued for such events: Christmas Bets; Political Betting; Weather Bets.
- iii) All other sports or special event bets will only be accepted where we specifically advertise that betting is available.

**e) Numbers Betting**

- i) '49's' bets are accepted on our daily national numbers game. '49's' takes place twice every day.
- ii) Virtual Racing is a computer generated presentation of a random numbers draw in which each number is represented by a different horse or greyhound.
- iii) Rapido bets are accepted on our daily numbers draw in our LBO'S, but NOT THROUGH OUR TELEPHONE BETTING SERVICE.
- iv) Bets are accepted on the Irish National Lotto draw, which takes place every Wednesday and Saturday. There are three draws on each of these evenings – a Main Draw followed by a Second Draw and a Third Draw.
- f) Bets accepted in error for any race or event not covered by sections a) to e) above will be declared void.

**2. MAXIMUM WINNINGS**

- a) The maximum winning categories listed below apply to bets placed on the Internet, in our telephone betting department and in our LBO's. The maximum winning categories in the UK and the Channel Islands are in Sterling, in the Isle of Man they are in Pounds and in the Republic of Ireland they are in Euros. A bet is accepted on the basis that it is the investment of one customer only and the following are **the maximum amounts that can be won (excluding stake) by a customer in one day's betting regardless of stake** and apply even if bets have been placed through more than one betting channel (i.e. Internet, telephone betting or LBOs).
- b) Where bets have been placed on different days, the maximum amount that can be won in one day's betting is determined by the day on which the final race/event on each bet is resolved, rather than the day on which each individual bet is placed.
- c) Where selections taken from the different categories listed below are combined in multiple or accumulative bets the

lowest maximum winnings limit will apply.

**EVENT MAXIMUM WINNINGS**

**Horse Racing and B.A.G.S. Meetings** (where all the selections are in races covered by a full service and where all those selections are advertised to run during branch opening hours)

Horse Racing in Great Britain & Ireland.....	£1 Million
Horse Racing in South Africa.....	£250,000
Horse Racing in all other countries.....	£100,000
B.A.G.S. Meetings.....	£1 Million

Forecast fourfolds and upwards (excluding Forecast Yankees and Forecast Lucky 15's).....	£100,000
Tricast doubles and upwards.....	£100,000
Greyhound Placer.....	£50,000

**Horse or Greyhound Racing** (where any selection is in a race not covered by a full service)

Horse Racing.....	£100,000
Greyhound Racing covered live on Sky Sports or terrestrial TV.....	£100,000
Greyhound Racing at Crayford, Hove, Romford or Wimbledon.....	£25,000
Greyhound Racing at other listed tracks where bets are accepted and all UK mainland open races at any other track where runners are published in the Racing Post and Irish open races at any other track where full form is published in the Racing Post.....	£10,000

**Tote Pool Bets.**

Any tote bet entered into the racecourse pool.....No Limit  
 Where a tote bet is not entered into the racecourse pool the following limits will apply:  
 Harness Racing, Trotting and Greyhound Racing outside UK & Ireland.....£5,000  
 All other accepted tote bets.....£25,000

**Sports Betting** (other than horse or greyhound racing)

Grade 1 Football (Grade I Football includes English Premier League, Scottish Premier League, English Championship, Leagues 1 & 2, the Conference National Division, Scottish 1,2,3, English and Scottish cup matches, Internationals, Champions League, UEFA Cup, Bundesliga, La Liga Primera, Le Championnat Premiere and Serie A.).....	£2 Million
Australian Football.....	£50,000
All other football.....	£100,000
American Football (NFL); Golf; Rugby Union Internationals.....	£500,000

Athletics World Championships; Baseball (MLB); Basketball (NBA); Boxing; Cricket; Ice Hockey (NHL); Motor Sports; Olympic Games; Snooker; Tennis.....	£100,000
Rugby League internationals and club matches; Rugby Union club matches.....	£50,000
Any other sporting event not listed above – unless advertised otherwise.....	£25,000

### Special (Non-Sporting) Event Betting

Politics.....	£100,000
All other special (non-sporting) events.....	£25,000

### Numbers Events

'49's'; Irish Lotto.....	£1 Million
Virtual Racing.....	£250,000

## 3. STARTING PRICES

Unless a show or early bird price is requested, all bets on UK and Irish horse and greyhound racing are settled at starting price returns. The starting price (SP) is the price available at the "off" of the race.

Where a William Hill SP or Industry SP is returned this will take precedence over any other declared SP and will be used to settle bets where no show or early price is requested.

Where no SP is returned and no show or early price is requested settlement of bets will be based on the final show of betting transmitted by SIS. Where no betting shows are transmitted horse race bets will be settled at tote odds and greyhound bets will be void.

## 4. FORECAST BETTING

a) i) A forecast requires you to pick the first and second in the correct order. Forecasts are accepted in horse and greyhound races of 3 or more runners.

ii) In horse races, bets are settled as straight forecasts in accordance with the computerised starting price forecast returns. Where a William Hill SP or Industry SP is returned this will take precedence over any other declared SP and the forecast dividend will be calculated on the final show of betting. Where no SP is returned the forecast dividend will be based on the final show of betting broadcast by SIS. Where no betting shows are broadcast horse race forecast bets will be settled at tote odds.

iii) In greyhound races all forecasts are settled at computerised starting price forecast returns. Where no SP is returned greyhound forecast bets will be void.

iv) Unnamed first favourites are accepted in forecast bets. Where a joint or co-favourite is returned, we will divide your stake equally. Unnamed second and third favourites are not

accepted and if taken in error the forecast will be void.

b) Forecasts inadvertently accepted in RACES WITH ONLY 2 RUNNERS, will be settled as a win single on the selection nominated to finish 1st.

c) In races where a horse finishes alone, all forecast bets nominating that horse to finish 1st will be settled as a win single at starting price. All other forecast bets in the race are lost.

d) We accept forecast doubles, trebles, accumulators, Yankees and Lucky 15's.

e) Should a NON RUNNER be selected in a forecast, the bet will be settled as a win single on the remaining selection. In reversed or combination bets each forecast is treated separately.

f) Instructions for a selection 'WITH THE FIELD' or a selection 'AGAINST THE FIELD' mean in both cases that the selection is required to win. Instructions 'THE FIELD WITH' a selection or 'THE FIELD AGAINST' a selection mean in both cases that the selection is required to be second.

## 5. FAVOURITE BETTING

a) Bets nominating the favourite are accepted on horse and greyhound races at starting price only (i.e. not for other events or on bets at show prices). Where a William Hill SP or Industry SP is returned this will take precedence over any other declared SP and the favourite will be determined by the final show of betting. Where a bet is placed on an unnamed favourite in a race where no starting prices are returned please refer to Rule 3.

b) i) The favourite is the horse or greyhound that is returned at the shortest odds. Where you nominate the favourite and two or more runners start at the shortest odds, then your stake is divided equally over the 'joint' or 'co-favourites' created. For example, where two are returned at the shortest odds, then these two are joint first and second favourites and the next shortest price runner is the third favourite.

ii) Stakes will be returned on single favourite bets where the return, regardless of the result, is either the same or less than the original outlay. For example, Evs joint favourites, 3/1 co-favourite of four etc. Where this situation occurs with 'joint' or 'co-favourites' in an accumulative bet the selection will be treated as a non runner.

c) Bets for first, second and third favourites are accepted win or Each way.

d) Where a horse is withdrawn not under starters orders but is still returned favourite then bets on that favourite are void. Bets will not transfer to the second favourite.

e) We accept greyhound bets for first favourites only. Unnamed second or third favourites are not accepted for

greyhound racing and where taken in error such bets will be made void.

## 6. EACH WAY BETTING

a) Bets are settled to win unless each way is clearly stated. The place part of each way bets on horse and greyhound racing are settled as per the following place terms.

### HORSE RACING

Non-handicaps	Handicaps
WIN only.....2-4 runners.....	WIN only
1/4 odds 1,2.....5-7 runners.....	1/4 odds 1,2
1/5 odds 1,2,3.....8-11 runners.....	1/5 odds 1,2,3
1/5 odds 1,2,3.....12-15 runners.....	1/4 odds 1,2,3
1/5 odds 1,2,3.....16 or more.....	1/4 odds 1,2,3,4

### GREYHOUNDS

2-4 runners.....	WIN only
5-7 runners.....	1/4 odds 1,2
8+ runners.....	1/5 odds 1,2,3

Where there are an insufficient number of finishers for the place terms advertised, only those runners officially placed will be treated as successful selections and bets on non-finishers will be lost. For other events on which bets are accepted, settlement will be based on the odds and place terms advertised and applicable when the bet is taken.

b) For the purpose of calculation, each way doubles, trebles, etc. are settled as two distinct bets, i.e. win on to win and place on to place. In the case of horse or greyhound racing, bets will be settled as 'equally divided' if this is clearly included in the instructions. An equally divided bet is where the total return from the first leg of the bet is divided into two equal parts and then invested as a win and place stake on the next leg.

c) If you place a bet each way for a race or event that is 'win only', the total stake will be invested for a win.

d) Each way bets are accepted on unnamed favourites.

## 7. NON RUNNERS

Unless a bet has been placed under ante post terms, when a selection is made void or does not run, then in single bets the stake will be returned. In accumulative bets the stake will run on to the remaining selection(s) with a double becoming a single, a treble becoming a double and so on. Unless a specific reference is made in the individual section that covers the sport, abandoned or postponed events are void unless they are re-arranged and take place in the same week (Monday to Monday local time). However, bets in markets that

have already been resolved at the time of abandonment, such as 'first touchdown scorer' etc will stand.

## 8. DEAD HEATS

In a DEAD HEAT the stake money on a selection is divided by the number of runners involved in the dead heat. The full odds are then paid to the divided stake, with the remainder of the stake money being lost.

## 9. SHOW PRICES (INCLUDING EARLY PRICES)

a) Prices for sports and special events are compiled by William Hill and the price available at the time the bet was accepted will be used to calculate any winning return.

Prices for all races and events are subject to fluctuation.

b) Show prices are the current prices on offer at the course during the period before a race. Early prices are special prices compiled by William Hill and usually offered on horse and greyhound races until 15 minutes before the "off" of a race.

c) If you wish to bet at show prices or early prices you must stipulate this when placing your bet and ensure that our staff confirm the quoted price on a telephone bet, or endorse your price on the betting slip if placed in one of our LBO's.

d) Should a HORSE BE WITHDRAWN, resulting in a deduction under Tattersalls' Rule 4, then for bets other than early prices, no show price can be laid after the time of withdrawal, unless the 'market' has been re-formed. Should a GREYHOUND BE WITHDRAWN all bets will be settled at starting price.

e) Each way bets at show or early prices are governed by our SP place betting terms and determined by the number of actual starters, and not by the number of the declared runners when the price is laid.

f) We accept bets in races of 2 or more runners for named and numbered selections and trap numbers at current show prices as transmitted by SIS or a special William Hill service and not from any other broadcast source. Where you take a 'show price' or 'early price' on a selection, it will apply to that selection in all win and each way bets throughout your bet.

g) Should a HORSE BE WITHDRAWN without coming under starters orders in an early price race, stakes on that selection will be returned, with bets on other runners in the race subject to a deduction in accordance with Tattersalls' Rule 4, based on the first advertised price. However, bets placed after a market has been reformed will be subject to a deduction based on the first advertised price of the non runner(s) in the reformed market. Bets on horse race events placed after the

final declaration stage are not ante-post and will be settled in accordance with these rules. Should a GREYHOUND BE WITHDRAWN in an early price race, all bets nominating that selection either by name or trap number will be void, if a price has been taken. Bets on remaining runners are settled at starting price.

h) Where an early price is taken on a horse race with reserve runners bets will be settled on the result "without the reserve runner(s)," unless an early price is available for the reserve runner(s), in which case bets will be settled on the official result. Placings on the result "without reserve runner(s)" will be determined by the number of runners, excluding reserves, that start the race.

i) Showcast bets are not accepted on the telephone, any that are taken inadvertently will be settled at the computer straight forecast return, regardless of the odds laid.

## **10. CONDITIONAL BETS, ANY-TO-COME, STOP-AT-A-WINNER ETC.**

a) A conditional bet is where you exercise options which depend on the outcome of bets already resolved. For example, £10 win FAV 2:30 Ascot any-to-come £20 win FAV 3:00 Ascot.

b) In any-to-come bets it must be clearly stated from which selection(s) the re-invested stake is to be taken and the amount that is to be re-invested. If you have not stipulated an amount or 'all on', then the stake on the selection immediately preceding will be re-invested. Should the preceding bet be a multiple one, then the maximum individual stake on that bet will determine the amount. Cash in hand from one selection cannot go on to the same selection or any selection in the same race.

c) Where there is more than one any-to-come instruction, unless you state otherwise, bets will be executed in strict rotation until all your stake plus any returns accumulated from all preceding legs is exhausted. Should there be insufficient cash in hand to cover all selections the bet will be executed as far as the cash will allow in accordance with your instructions. Where an each way bet on a selection cannot be fully covered, the stake will be equally divided between win and place. Where sufficient stakes are not available to cover a multiple bet such as a yankee, the bet will be settled in full with the return proportioned accordingly.

d) A single stakes about bet consists of two singles, each with an any-to-come single at the same stake on the other selection. A double stakes about bet consists of two singles, each with an any-to-come single at twice the original stake on the other selection.

e) For the purpose of settling, the words 'If Lose' or 'If win' will be read as 'If Lose/If win' or 'non runner'.

f) i) Stop-at-a-winner bets continue until one of the selections occupies first place. The selections will be settled in the order given. Winners that dead heat count as winners and will be settled in accordance with Rule 8.

ii) Stop-at-a-winner bets are not accepted where more than one selection in the same race or races are included. If taken in error, selections in the same race will be settled as single bets with the Stop-At-A-Winner instruction ignored.

## **11. DOUBLE ENGAGEMENTS / IDENTICAL NAMES**

Where you time a horse which is doubly engaged (entered for two races) it will be considered a bet for the race timed only. If the selection runs in the other race, it will be treated as a non runner. The same principle will also apply when a horse and greyhound have identical names.

## **12. ANTE POST BETTING (FUTURE EVENTS)**

a) Ante post prices are those offered on:

i) Horse Racing prior to the final declaration stage.

ii) Greyhound events up to and including the semi-final stage. (Any bets placed after the semi-finals or on a single race event where a price has been taken will be settled as early bird bets and stakes refunded on non runners. In the event of a non runner all bets will be settled at starting price.)

iii) Sports events prior to the start of an event, with the exception of bets on a match, a single race event (e.g. London Marathon) or an individual heat/stage.

iv) All special (non-sporting) events.

b) Ante post bets are accepted on the understanding that you will lose your stake if your selection does not participate. No Tattersalls' Rule 4 deductions are made from winning bets except when a runner in a horse race is balloted out.

c) i) **Bets placed after the start of a sports event are not classified by us as ante-post.** Unless a specific reference is made in the Rules for a particular sport, the start of an event is defined as the first time there is any competitive action. Stakes will be refunded on competitors/teams who take no further part after the bet is placed, unless they have been eliminated by competition rules. A Tattersalls' Rule 4 deduction will be applied to winning bets placed after the competitor's/team's last competitive action and prior to the market being re-formed.

ii) Stakes are lost on competitors/teams who start an event and then withdraw.

iii) In total tournament /series markets e.g. top series wicket

taker, winner of the golden boot etc individuals named in the team squad will be deemed to have participated whether or not they have taken part in any competitive action.

d) The maximum winnings limits for ante post bets are determined by the categories listed in Rule 2.

e) Ante post each way doubles, trebles etc are settled win to win, place to place.

f) If a race is postponed to another day:

i) Ante post bets placed before the entries have closed will stand and will only be made void if:-

a) The race is abandoned or made void.

b) A horse is balloted out under Jockey Club Rules of Racing.

c) The venue is altered.

ii) Ante post bets placed after the entries have closed will be void, except when:-

a) The race is run at a later date at the same venue.

b) The entries are not re-opened.

g) Ante post bets are settled at the price and place terms applicable at the time of acceptance.

h) Place only bets and forecast bets are not accepted at ante post odds. If taken in error, place only bets will be void. Forecast bets will be settled on the computer straight forecast.

i) Where the same selection is backed to win two or more ante post events in an accumulative bet a special combined price will apply irrespective of any individual prices quoted.

Where no special combined price is available e.g. a horse to win a Derby trial and the Derby, settlement will be based on the first available odds after each leg has been completed.

j) Lucky 15/31/63 and other William Hill special bets are not available at ante post odds. Any taken in error will be settled without the bonuses or consolations.

k) The terms of special event/sports bets laid following a written/email request from an individual customer will be clarified in our written/emailed response to the customer prior to the bet being placed.

### **13. HARNESS RACING AND TROTTING**

a) Bets are only accepted for meetings covered by a full service and where we specifically advertise acceptance. Win, each way, exacta and trifecta bets are settled at pari-mutuel (tote) odds.

b) Show prices are for guidance purposes only and any show prices laid in error will be settled at tote odds.

### **14. VIRTUAL RACING**

a) Virtual Racing is a computer generated presentation of a random number draw result, in which the first number

generated decides which runner wins the race, the second and third, which ones are placed etc.

b) Betting on Virtual Racing follows the same rules as for real horse or greyhound racing.

c) Handicap Races: a race is described as a handicap to signify the place terms on this race. It does not indicate an equal chance for every horse.

### **15. RELATED CONTINGENCIES**

Accumulative/Multiple bets are not accepted where the outcome of one part of the bet contributes to the outcome of another. If taken in error the stakes will be equally divided where they clash and made into separate bets. However, where the related parts of the bet are resolved at different times, unless 'special double' or 'special accumulative' odds are available, bets will be settled as instructed with the odds for the second or subsequent legs being determined at each individual stage.

### **16. RIGGING**

Where there is evidence of price, race, match or event rigging we reserve the right to make the bet void or withhold payment of returns pending the outcome of any subsequent investigation.

### **17. OTHER BETTING RULES**

These Fair Deal Telephone Betting Rules incorporate the following William Hill Betting Rules: Football, General, Greyhound Racing, Horse Racing, International Tote Pool Betting, Special Bet, Special Event and Sports.

## HORSE RACING

### 1. LATE WITHDRAWALS

a) Where a horse is withdrawn before coming under starter's orders, or is officially deemed by the starter to have taken no part in the race, stakes will be returned on the withdrawn horse and winning bets will be subject to deductions in accordance with Tattersalls' Rule 4.

The rate of deduction will be based on the following scale:

<b>Price of non runner at time of withdrawal</b>	<b>Amount deducted from winnings</b>
1/9 or longer odds on	90p in the £
2/11 to 2/17	85p in the £
1/4 to 1/5	80p in the £
3/10 to 2/7	75p in the £
2/5 to 1/3	70p in the £
8/15 to 4/9	65p in the £
8/13 to 4/7	60p in the £
4/5 to 4/6	55p in the £
20/21 to 5/6	50p in the £
Evens to 6/5	45p in the £
5/4 to 6/4	40p in the £
13/8 to 7/4	35p in the £
15/8 to 9/4	30p in the £
5/2 to 3/1	25p in the £
10/3 to 4/1	20p in the £
9/2 to 11/2	15p in the £
6/1 to 9/1	10p in the £
10/1 to 14/1	5p in the £
Over 14/1	No deduction

b) In the event of two or more horses being withdrawn before coming under starter's orders, the total deductions shall not exceed 90p in £. Should a horse be withdrawn and a new market formed, then any bets laid at 'show' prices prior to the new show will be subject to the above deductions. In the event of a further withdrawal after the market has been re-formed, bets placed at 'show' prices in the original market will be subject to a further deduction based on the price of the withdrawn horse in the original market. Bets placed in the new market will be subject to a deduction based on the current price.

c) The above scale will also apply in the case of non runners in early bird races.

d) Where the total deduction on the market in which you have placed your bet is 5p in the £, as a concession, the deduction will be waived.

### 2. RE-RUNS

In the event of a false start etc. resulting in a race being re-run, 'under orders' is negated and stakes will be refunded on horses taking no part in the rerun, with returns on the remaining runners subject to Tattersalls' Rule 4 (see Rule 1 for the scale of deduction). Place terms are governed by the number of runners taking part in the re-run.

### 3. ABANDONED, VOID HORSE RACES AND WALK-OVERS

ABANDONED, VOID RACES AND WALK-OVERS count as races but any horse so involved will be treated as a non runner for settling purposes. If a race, other than ante post, is postponed to another day and overnight declarations stand, then bets stand, provided the venue is not altered.

### 4. OWNERS' AND TRAINERS' SELECTED

a) Where OWNERS AND TRAINERS have more than one runner in a race, the 'SELECTED' is the horse starting at the shortest price and if two or more start at the same price the stake will be equally divided.

b) The Racing Post programme on the day of the races will determine the owner/trainer of a horse.

### 5. FAVOURITE POINTS MARKET

a) The following scoring system applies, regardless of the number of runners/ finishers in the race provided an official result is declared. Where no official result is declared the race will be void and bets settled in accordance with section g).

25 points for a win  
10 points for second  
5 points for third

b) Where there are joint favourites the one with the lowest racecard number will be taken.

c) Where a William Hill SP or Industry SP is returned this will take precedence over any other declared SP and the favourite will be determined by the final show of betting.

- d) If no SP is returned, the favourite will be based on the final show of betting transmitted by SIS. Where no betting shows are available the favourite will be the first runner quoted in the Racing Post betting forecast.
- e) If the favourite is withdrawn and no new market formed, the second favourite will be substituted for the favourite.
- f) All bets will be settled on the official result after the weigh-in.
- g) If the meeting has 3 or more races abandoned or declared void, then all bets will be void unless a winning market has already been established, in which case all bets stand. When only 1 or 2 races are abandoned or declared void, bets will be settled with a default figure of 10 points used for each abandoned or void race.
- h) In the event of a walkover, the favourite will be awarded 25 points.
- i) In the event of a dead heat the points will be divided. i.e. a favourite who dead heats for first place will be awarded 17.5 points:  $(25 + 10) / 2$

## 6. AGGREGATE DISTANCES MARKET

- a) The maximum winning distance per race is 12 lengths for flat races and 30 lengths for national hunt races (incl. national hunt flat races).
- b) Official winning distances are calculated as follows:
 

Dead heat:	0	1/4 length:	0.25
Nose:	0.05	Neck:	0.3
Short head:	0.1	1/2 length:	0.5
Head:	0.2	3/4 length:	0.75
- c) In the event of a horse finishing alone, the maximum winning distance will apply.
- d) In the event of a walkover, 5 lengths will be awarded for a flat race, 12 lengths for a national hunt race.
- e) The winning distance in a race will be the officially declared distance between the first two horses past the post that have completed the race, followed the correct course and carried the correct weight.
- f) If a meeting has 3 or more races abandoned or declared void, then all bets will be void unless a winning market has already been established, in which case bets will stand. When only 1 or 2 races are abandoned or declared void, then bets will be settled with a default distance used for each abandoned or void race: 2 lengths for a flat race and 10 lengths for a national hunt race.
- g) Where no official result is declared (e.g. no finishers) the race will be void and bets settled in accordance with section f).

## 7. HORSE RACING OUTSIDE THE UK AND IRELAND

- a) SP BETTING: Where we advertise that SP bets are accepted, in countries where an official starting price is returned, bets will be settled in accordance with our rules and any additional rules applicable to the country concerned, which we will display on our text screens and on our website.
- b) i) WILLIAM HILL SP: In countries where there is no starting price market in operation and where we advertise that pari-mutuel bets are not accepted, all win and each way bets where no early bird prices are taken will be settled at the William Hill SP, which is based on our final early bird show of betting. Forecast and tricast bets will be settled at the special William Hill forecast and tricast dividends.
- ii) In countries where there is no SP or tote betting, e.g. Dubai, unless SIS provide betting shows and an Industry SP, bets will only be accepted in races where William Hill prices are offered. Where no price is taken win and each way bets will be settled at our closing prices. In the event of any withdrawals Tattersalls' Rule 4 may apply. Non runner – no bet. Where no SIS or William Hill prices are available bets will be void.
- c) PARI-MUTUEL (TOTE) BETTING: In countries where there is no starting price market in operation and where there is no facility offered by us to transmit your bet directly into the racecourse pool, unless we advertise that pari-mutuel bets are not accepted, the following bets are available:
  - i) WIN AND EACH WAY: The place part of each way bets will be settled in accordance with the returned place dividends. Horses in the same ownership are generally coupled in the 'win pool' only. However, in some countries (for example USA) horses are coupled in all pools and coupling may occur for reasons other than ownership. Where a coupled horse is a non runner bets will transfer to the other coupled runner. Place bets and the place part of each way bets will only transfer if the runners are coupled in all pools.

ii) PLACE ONLY: Place only bets are accepted for singles. We do not accept doubles, trebles etc involving place only and if taken in error they will be made void. In countries where additional place pools operate (for example USA), place bets or the place part of each way bets on races with 8 or more runners will be settled in accordance with the '123 show pool' and 5-7 runners on the 'place 1-2' pool.

iii) FORECASTS: Straight or dual forecasts are accepted depending on the type of forecast in operation, unless special rules are advertised, in which case bets will be settled only at the Industry/William Hill special straight forecast odds. Should your instructions be for a straight or reversed forecast and a dual forecast is returned, then your total stake will be invested as a dual forecast. Should the instruction be for a dual forecast and a straight forecast is returned then the stake will be divided and settled as a reversed straight forecast.

iv) Where acceptance is specifically advertised, bets are accepted at show prices which are taken from the track win pool pari-mutuel odds indicator and therefore must be WIN ONLY. Where horses are coupled the show price laid will cover all of the horses coupled together. Should an each way bet be inadvertently accepted, containing a show price taken from the track win pool pari-mutuel odds indicator, the place part will be settled at the parimutuel place return subject to section c)

ii). Should a horse be withdrawn after the first show of betting all bets will be settled at pari-mutuel returns.

v) UNNAMED FAVOURITES: Unnamed favourites are not accepted at parimutuel odds, and if taken in error will be void. However, where betting is available on show prices taken from the track win pool pari-mutuel odds indicator the favourite will be determined by the final betting show displayed and bets settled on the pari-mutuel dividend declared for this runner.

d) SHOW PRICES AND THE INDUSTRY SP  
Where SIS provide betting shows and an Industry SP (based on bookmakers prices), the following bets will be available:

i) WIN AND EACH WAY: Win and each way bets will be accepted at show prices and SP. Where a price or tote is not requested, bets will be settled at the Industry SP. In the event of any withdrawals Tattersalls Rule 4 will apply. Non runner-no bet.

ii) UNNAMED FAVOURITES: Unnamed favourites are accepted.

iii) FORECASTS: A special straight forecast dividend will be declared. Forecast bets will be settled on the special straight forecast dividend unless tote, exacta, DFC or jumelle is clearly indicated.

iv) TRICASTS: A tricast dividend will be declared on handicaps of 8 or more runners. Unless acceptance is specifically advertised, tricasts will not be accepted on any other races.

e) EARLY PRICES:  
Early prices will be offered for certain feature races abroad and must be requested. Where no early price is requested and an Industry SP is returned, bets will be settled at the Industry SP. Where no Industry SP is available bets will be settled at the William Hill SP. Where no William Hill SP is available bets will be settled at pari-mutuel returns.

## TOTE BETTING

### 1. WHERE A FACILITY IS NOT AVAILABLE TO TRANSMIT TOTE BETS DIRECTLY INTO THE RACECOURSE POOL.

- a) Win, place and each way: singles only accepted. Win and each way multiple bets accepted in error will be settled at SP and place only bets made void. Place only may not be combined with any other bet type in multiple bets and if accepted the place only part of the bet will be made void. Winning dividends are subject to minimum odds of 1/3 the starting price equivalent and a maximum of four times the starting price equivalent.
- b) EXACTA: Singles only accepted. Winning dividends are subject to minimum odds of one third the computer straight forecast and a maximum of four times the computer straight forecast. Exacta doubles and trebles etc accepted in error will be settled as computer straight forecast doubles and trebles etc.
- c) PLACEPOT/JACKPOT: Where a selection is omitted, cannot be understood or does not correspond with a racecard number the unnamed favourite will be substituted. Where no dividend is declared a Placepot bet will be settled as a place accumulator at SP place terms and a Jackpot as an SP win accumulator. The minimum unit stake on a Jackpot is 50p. Where a bet is accepted with a unit stake of less than 50p it will be settled as an SP win accumulator.
- d) We do not accept bets on any other pool and if accepted in error they will be settled as follows: the Scoop 6 as an each way accumulator at SP, the Super 7 as a win accumulator at SP, the Trifecta as a tricast and the Quadpot and Swinger made void.
- e) Tote bets not transmitted into the racecourse pool will be subject to the maximum winnings limits detailed in the General Betting Rules section of our Fair Deal Rules.
- f) EXCLUSIONS: Unnamed favourites are not accepted and if taken in error will be settled on the SP favourite. With the exception of the Placepot, Tote bets are not accepted at Irish meetings unless they can be transmitted into the racecourse pool and any taken in error will be settled at SP, subject to our rules. Bonuses and consolations offered on SP bets do not apply to Tote bets. Jackpot bets are not accepted in our LBO's in the Channel Islands and will be settled as an SP win accumulator.

### 2. TOTE POOL BETTING

- a) We accept bets at tote returns from horse race meetings in Great Britain and horse race meetings in the Republic of Ireland where the facility is available to transmit bets

onto the racecourse pool. Bets placed in our LBO's, must be placed on a Quickslip and are confirmed when a valid receipt is issued. Telephone bets are valid when the stake and selections are read back and the bet entered into the racecourse pool. The bets accepted by us are the Scoop 6, Jackpot, Placepot, Quadpot, Trifecta, Exacta, Super 7, Swinger, win, place, each way and any other new bet introduced by the UK Tote (Horserace Totalisator Board).

b) Tote pools close immediately the "off" of a race is announced. In our LBO's all Tote bets can be accepted up to the "off" of a race. However, Jackpot, Placepot, Scoop 6, Quadpot and Super 7 bets placed on the telephone can only be accepted up to five minutes before the advertised time of the first race concerned.

c) Where the UK Tote (Horserace Totalisator Board) offer a pool facility for horse race meetings taking place outside Great Britain and the Republic of Ireland bets can be accepted by us and entered into the racecourse pool. The percentage deductions taken from each pool will be the same as for horse race meetings in Great Britain.

d) Where we offer a facility for Tote bets from horse race meetings in the Republic of Ireland to be entered into the racecourse pool, the rules are the same as those of the UK Tote except for all races of 16 or more runners, where a dividend is declared for fourth place and where fourth place counts in the Placepot.

### 3. SETTLEMENT

Bets are placed using the official racecard numbers. In the event of any dispute arising from the horse name/number, bets in our LBO's will be settled on the horse number printed on the captured image of the customer receipt and bets on the telephone will be settled on the selection confirmed when the bet is read back. All tote bets are settled on the official result.

### 4. DEDUCTIONS

Winning dividends are calculated by dividing the total amount of stakes entered into the pool (less deductions) by the number of winning units. Where no winning dividend is declared the pool is carried forward to a nominated race(s) or meeting(s). The percentage deductions taken from each pool for horse race meetings in Great Britain and the Republic of Ireland as of the 1st January 2009 are as follows:

Great Britain		
Win	13.5	Trifecta 26
Place	18	Placepot 27

Exacta 26	Jackpot 29
Quadpot 26	Scoop 6 30
Swinger 26	Super 7 30

#### Republic Of Ireland

Win 20	Exacta 25
Place 20	Placepot 25

### 5. MINIMUM DIVIDENDS

The dividends for all pools except the Scoop 6 and Super 7 are calculated to a £1.00 stake and rounded down to the nearest 10p. The minimum dividend is £1.10, unless the calculated dividend for the win pool is 90p or less, in which case the dividend will be £1.05. Likewise, in the place pool if the calculated dividend is 70p or less the place dividend will be £1.02.

### 6. UNNAMED FAVOURITES, NON RUNNERS AND VOID RACES

In the Jackpot, Placepot, Quadpot, Scoop 6 and Super 7 the unnamed favourite can be selected. Where there are joint or co-favourites the one with the lowest racecard number will be taken as the selection. Non runners are replaced by the unnamed favourite. If a race is declared void the Jackpot, Placepot, Quadpot, Scoop 6 and Super 7 are settled on the remaining legs. Exacta, Trifecta and Swinger bets containing a non runner are void.

### 7. DEAD HEATS

- In the win pool the pool is divided into equal parts. In the place pool if an extra place(s) is created the amount of the pool allocated to that placing will be divided equally between the runners involved in the dead heat.
- Dead heats for first place count as winners in the Jackpot, Super 7 and Scoop 6 win pool. Dead heats for places count as winners in the Placepot, Quadpot and Scoop 6 place pool.

### 8. WIN

Available in all races. Singles only accepted.

### 9. PLACE

Available in all races with 5 or more runners. If less than 5 runners bets will be void. Singles only accepted.

### 10. EXACTA

Select the first and second in the correct order in races with 3 or more runners. Singles only accepted.

### 11. TRIFECTA

Select the first, second and third in the correct order in a race nominated as a Trifecta race. Singles only accepted.

### 12. PLACEPOT AND QUADPOT

The Placepot usually operates on the first 6 races at a meeting and the Quadpot usually operates on the last four legs of the Placepot.

The Placepot requires you to select 6 placed selections. The Quadpot requires you to select 4 placed selections.

### 13. JACKPOT

The Jackpot usually operates on the first 6 races at the Jackpot meeting. The Jackpot requires you to select all 6 winners.

### 14. SCOOP 6

- The bet requires a unit stake of £2.00 and operates on 6 nominated races. 6 winning selections qualify for the win dividend. Six placed selections qualify for the place dividend. Unless otherwise announced, winners of the Scoop 6 win dividend qualify to register for the bonus prize fund. Claimants must register on 0800 0284 418 by 18:00 on the Thursday before the bonus race. Registered qualifiers must call the bonus line between 9:00 and one hour before the bonus race takes place. Any registered qualifier who does not call or who calls and selects a non runner will be allocated the unnamed favourite, in accordance with Rule 6.
- If the Scoop 6 is decided on fewer than 6 legs the day's bonus prize fund will not apply and will be allocated to the win and place pools. If there are no qualifiers for the bonus fund, or there are no winners selected in the bonus race, the fund will rollover to the following week.

### 15. SWINGER

Select two selections to be placed either 1st and 2nd, 2nd and 3rd or 1st and 3rd in any race with 6 or more runners. If the number of runners reduce to 4 or 5 a dividend will only be declared on the 1st and 2nd. If less than 4 runners bets are void.

### 16. SUPER 7

The Super 7 operates on 7 selected races. The main dividend is declared for all 7 winners, a consolation dividend for any 6 winners and a second consolation for any 5 winners. If the number of races falls below 7, any rollovers from previous totesuper7 pools will not apply and will be carried forward in full to the next totesuper7 pool.

## **INTERNATIONAL TOTE POOL BETTING**

### **1. STAKES**

- a) All bets entered into an international tote pool are subject to minimum stakes. This is usually equivalent to the stake unit used for the declared dividend. For example, dividends from tracks in the USA are returned to a \$2 unit. Therefore, the minimum stake is \$2 (rising in \$1 increments).
- b) Maximum stakes for international tote pool bets will vary depending on the country where the pool is operating. For example, in the USA the maximum stake per bet must not exceed a \$10,000 unit stake or a \$50,000 total stake.

### **2. ACCEPTANCE**

- a) Bets on all USA races are transmitted directly into the relevant host track pool and bets on Australian races will go directly into a USA pari-mutuel pool hosted at Woodbine, Canada. Bets on all other international tote pools will go directly into the relevant pool for the country concerned, unless specified otherwise by us.
- b) International tote pools close when the off of a race is announced. However, in the USA host track pools close for betting purposes when the runners begin to enter the stalls. Any bets placed after the pool has closed will be void. MTP or 'minutes to post' is the estimated time until the start of the race. This is only an estimate as the start time of races in some countries can vary and the onus remains with you to ensure that you allow sufficient time for your bet to be processed.
- c) All odds and potential dividends advertised by us before the pool closes are taken from the approximate odds indicator at the relevant track and therefore are for guidance purposes only.
- d) We can only accept bet types that are made available by the relevant track and for which the appropriate betting pool has been opened. All bets need to be confirmed as being accepted into the pool to be valid. Please see Rule 7 for a list of bet types.
- e) Once a bet has been transmitted directly into the pool it cannot be cancelled or amended.
- f) International tote pool bets cannot be combined with any other betting event.
- g) The minimum number of selections must be included per bet type for the bet to be valid e.g. a valid Daily Double bet must contain at least one selection from each of the specified races.

### **3. NON RUNNERS**

- a) Known non runner selections cannot be chosen.
- b) Win, place and show bets where the selection(s) is a non runner are void.
- c) Exactas, Quinellas, Trifectas, Superfectas and Daily Doubles that include a non runner are void. In boxed/ combination bets all elements incorporating the non runner(s) are void, with bets remaining valid on elements of multiple bets unaffected by the non runner(s).
- d) If all three Pick 3 races are cancelled or declared a "no contest" bets are void. If one or two of the Pick 3 races are cancelled or declared a "no contest", the Pick 3 pool will remain valid.
- e) Should a selection in any of the Pick 3 or higher races (e.g. Pick 4 etc) become a non runner, the actual favourite, which is determined by the total amount bet in the win pool, will be substituted for the non runner. If the win pool total for two or more favourites is identical, the substitute selection will be the runner with the lowest racecard number.
- f) If the number of runners participating in a race is less than the minimum required for the bet type selected, the bet will be void. For example, a Trifecta bet where the number of runners falls below three will be void.

### **4. COUPLED RUNNERS**

Horses in the same ownership are generally coupled in the win pool only. However, in some countries (for example USA) the horses are coupled in all pools and coupling may occur for reasons other than ownership. Where a coupled horse is a non runner bets will transfer to the other coupled runner. Place bets and the place part of each way bets will only transfer if the runners are coupled in all pools.

### **5. SETTLEMENT**

- a) In the USA the result declared by the host track will be deemed the official result and bets will be settled using the dividend declared. In countries outside the USA settlement will be based on the dividend declared for the official result after the weigh-in.
- b) There is no maximum winnings limit on bets transmitted into an international tote pool.
- c) The exchange rate used at the time the bet is captured will be used for the settlement of any returns.

### **6. DEDUCTIONS**

Winning dividends are calculated by dividing the total amount of stakes entered into the pool (less deductions) by the number of winning units. Where no winning dividend is declared settlement will be based on the rules of the relevant track where the pool is based. The percentage deductions

take from each pool vary depending on the track/country.

## 7. BET TYPES

These will vary depending on the country in which the pool operates. Listed below are the most common bet types:-

- WIN: Select a runner to finish first.
- PLACE: Select a runner to finish first or second
- SHOW: Select a runner to finish first, second or third.
- EXACTA: Select two runners to finish first and second in the correct order.
- QUINELLA: Select two runners to finish first and second in any order.
- TRIFECTA: Select three runners to finish first, second and third in the correct order.
- SUPERFECTA: Select four runners to finish first, second, third and fourth in the correct order.
- DAILY DOUBLE: Select runners to win each of two consecutive races. Both selections must win for a dividend to be declared.
- PICK 3: Select runners to win each of three consecutive races. All selections must win for a dividend to be declared.
- PICK 4: Select runners to win each of four consecutive races. All selections must win for a dividend to be declared.
- PICK 6: Select runners to win each of six consecutive races. All selections must win for a dividend to be declared.
- PICK 9 / PICK ALL: Select runners to win or be placed in each of between eight and twelve consecutive races. All selections must win or be placed for a dividend to be declared. Please note that the option to pay out a win or place dividend is dependant on the rules of the particular track. Some tracks only pay out a win dividend, whereas others will payout on a win or a place dividend.

## GREYHOUND RACING

### 1. TRAP CHALLENGE

Prices are offered for each trap to win the most races at one selected meeting or alternatively at two selected greyhound meetings combined. Where B.A.G.S races form only part of a meeting the trap challenge will be based on the B.A.G.S races only.

- a) The trap challenge is unaffected by reserves, vacant traps, void races or meetings abandoned once they have started.
- b) In the event of one meeting not starting all trap challenge bets containing this meeting are void.
- c) If a race finishes as a dead heat each trap will receive a 'half-win' (3 way dead heat 'one third-win' etc).
- d) If two or more traps record the same number of wins, dead heat rules apply.
- e) Any trap challenge bet accepted after the No More Bets Time for the first race will be void win or lose.

### 2. RE-RUNS

- a) Where a race has been declared a no-race and is re-run, all bets will stand for the greyhounds that take part in the re-run but single bets may be cancelled by mutual agreement. The prices returned on the re-run will govern the settlement. 'Show prices' laid on a no-race will stand for the re-run race unless there is a non-runner, in which case all bets will be settled at SP Bets may be cancelled by mutual agreement prior to the market being reformed. A re-run greyhound race is taken in the order in which it was originally placed in the programme, irrespective of the time at which it was re-run.
- b) Where a race has been declared a no-race and is not re-run, ALL bets for that race will be made void and will not count for any additional race, (e.g. a reserve race).

### 3. GREYHOUND TOTE POOLS

We do not accept bets on UK or Irish greyhound racing at tote odds. Any such bets accepted in error will be settled at the starting price equivalent with the exception of place only or accumulative pool bets such as quinellas, duellas etc, which will be made void.

### 4. GREYHOUND RACING OUTSIDE THE UK AND IRELAND

- a) Bets are only accepted for meetings covered by a full service, or where we specifically advertise acceptance. Win, each way, exacta and trifecta bets are settled at pari mutuel (tote) odds.
- b) Show prices are for guidance purposes only and any show prices laid in error will be settled at tote odds.

# FOOTBALL

## 1. ACCEPTANCE

All odds are subject to fluctuation and are based on the result at 'full-time' (the terms 'full-time', '90 minutes play' and 'normal time' are all used to denote the period of play which includes injury time but not scheduled extra time, penalty shoot-outs etc.). Where the referee blows the whistle for full time prior to the end of 90 minutes play bets will be settled on the score at full time. Where a match is suspended after the start and the remaining minutes are played at a later time or on another day within the Monday to Monday 'football week', settlement will be based on the result at full time once the remaining minutes have been completed. Otherwise bets will be void.

## 2. MINIMUM SELECTIONS

Unless otherwise stated on our coupons, or on our text screens or on our website, singles and upwards are accepted on all matches.

## 3. MAXIMUM SELECTIONS

There is no maximum limit to the number of 'home', 'draw' or 'away' selections allowed.

## 4. POSTPONED OR ABANDONED MATCHES

a) With the exception of situations in section b), an unplayed, postponed or abandoned match will be made void for settling purposes unless it is played during the same 'football week' (Monday – Monday local time), in which case the bet will stand unless cancelled by mutual consent. If void matches reduce an accumulator, the bet will be settled on the remaining selections. Under no circumstances will the judgement of any 'Pools Panel' be accepted as a result. From Monday 14th December 2009, bets on any unplayed, postponed or abandoned match will be made void.

b) Where a match is abandoned but a winning market has already been established, e.g. 'first player to score', 'time of first goal' etc, bets will stand. The same settlement will also apply to soccerstats/team performance/match action bets where a winning market has already been established. In each way bets on the first/last goalscorer the place part of bets on players who have not scored will be void if less than five goals have been scored at the time the match is abandoned. However, the place part of a bet on a player who has scored prior to the match being abandoned will be treated as a successful bet.

## 5. RE-ARRANGED MATCHES

a) In the event of a change of venue not being published or

made known to us at the time coupons are printed, bets will stand provided the venue is not switched to the opponent's ground, in which case selections for that match will be made void.

b) If a team plays a different opponent to the one printed on the coupon, that selection will be void and the bet settled on the remaining selections.

## 6. HANDICAP BETTING

a) All handicap betting is based on the result at full time. Extra time does not count. Where there is any doubt as to whether 'traditional' handicap betting or "Asian" handicap betting is intended the bet will be settled as a traditional handicap bet.

b) Goals; in order to determine the result one or more goals (or half goals) are added to the total goals scored by the away team. (NB. There may be occasions when the goal(s) start is given to the home team.) Where the final scores are equal after the handicap has been applied if no price is offered for the draw bets will be void.

c) Corners; a start of one or more corners (or half corners) is given to one of the teams. In order to determine the result the 'corners start' is added to the actual number of corners that the team has achieved.

### Asian Handicap

d) i) The handicap can vary from 'scratch' (0) for two equally matched teams to any number of goals where there is an unequal contest. If the handicap is 'scratch' (0) then the team that scores the most goals is the winner. If the match is a draw stakes are refunded.

ii) Whole-Goal Handicap (e.g. 0, 1, 2, 3 etc.); if the number of goals for each team is equal after the handicap has been applied stakes are refunded.

iii) Half-Goal Handicap (e.g. 0.5, 1.5, 2.5 etc.); when this is applied bets will either win or lose as a draw is impossible.

iv) Split-Handicap; this is where the stake is divided equally between two bets. One half of the bet is on a whole-goal handicap and the other half of the bet is on a half goal handicap. If the handicap is 1.0 and 1.5 then half the bet will be struck at 1.0 and the other half at 1.5.

For example; match Chelsea Vs Liverpool where Chelsea are the favourites and the split-handicap is -1.0 and -1.5. A bet placed on Chelsea would consist of half the stake on Chelsea at -1.0 goal and half the stake on Chelsea at -1.5 goals. Match result, Chelsea beat Liverpool 2-1. Half the bet is lost at -1.5 and half the bet is void at -1.0.

If the bet was placed on Liverpool then half the bet has won (+1.5) and half the bet is void (+1.0).

## **7. DOUBLE RESULT-HALF TIME/FULL TIME BETTING**

- a) Bets predicting the double result must indicate the result at both half time and full time.
- b) Odds will be determined by our special half time/full time chart unless special odds are advertised in our shops or on our website, published in the press, or printed on the front of our football coupons, in which case they will supersede those printed on the chart.
- c) Where the quoted match odds contain a price not shown on the chart, the next highest odds on the chart will apply.
- d) Half time/full time betting is not available on Australian matches or Scottish Junior matches.

## **8. HALF TIME COUPON**

- a) Bets must indicate the result at half time.
- b) In the event of a match being abandoned prior to half time, bets will be settled in accordance with Rule 4. Matches abandoned after half time will not affect settlement of half time coupon bets. The term '45 minutes play' denotes the period of play up to half time, including injury time.

## **9. CORRECT SCORES**

- a) Bets must predict the score at the end of normal time.
- b) Extra time does not count.
- c) Odds for league and cup matches in the UK, Germany, Italy, Spain and other countries where we specifically advertise that correct scores will be available will be determined by our correct score chart. Where we advertise that correct score bets will be available on French league and cup matches they will be settled on a correct score chart specifically designed for them.
- d) Correct score betting for European Cup competitions (i.e. Champions League, Europa League etc.) and International matches will be covered by a separate chart printed on the reverse of our coupons.
- e) Where special odds are advertised in our shops, or on our website, published in the press or printed on the front of our football coupons, they will supersede those printed on any chart.
- f) Where the quoted match odds contain odds not shown on the correct score chart, the next highest odds on the chart will apply.
- g) Correct score bets are not accepted on Australian matches or Scottish Junior matches.

## **10. FIRST GOALSCORER/LAST GOALSCORER**

- a) *Every effort will be made to quote first goalscorer/last goalscorer odds for all possible participants. However, other players will always be quoted on request and will count as winners should they score the first/last goal. Bets on 'first*

*goalscorers' that are substituted/sent off before the first goal is scored are treated as losing selections. Bets on players not taking part in the match will be void. Bets on 'first goalscorer' where the selection comes on after the first goal is scored will be void, unless the first goal is an own goal, in which case bets will stand. All players that take part in a match will be considered 'runners' for last goalscorer purposes.*

- b) In the event of a dispute over the award of a goal, for betting purposes, settlement will be based on the goalscorer listed by the Press Association immediately after the match has finished. Any subsequent amendments to Press Association records will not count.
- c) Own goals do not count. In the event of an own goal first goalscorer bets are not void but carry forward to the next goal. If the last goal is an own goal bets default to the previous goal.
- d) Extra time does not count.
- e) Any last goalscorer selected in a match that is not completed will be void.

## **11. FIRST GOALSCORER/LAST GOALSCORER – EACH WAY BETTING**

- a) Singles and upwards accepted.
- b) The place part of first goalscorer each way bets will be settled at one third the odds on the first, second, third, fourth and fifth goals. Players who do not score until after five goals have been scored, will be treated as losing selections. However, where one of the first five goals is an own goal then the bet will carry forward to the sixth goal and two own goals to the seventh goal etc. The place part of last goalscorer each way bets will be settled on the last five goals.
- c) If fewer than five goals are scored then settlement will be based on the actual goals scored. Where no goals are scored all each way bets will be treated as losing selections.
- d) Where a player scores the first goal, both the win and place part of the bet are successful and will be settled at the appropriate win and place odds. If the same player scores another goal no additional winnings will be paid.
- e) Where a player scores the second, third, fourth or fifth goal, the place part of the bet is successful. If the same player scores another goal, no additional winnings will be paid.
- f) *Where the selection does not take part, or comes on after the first goal is scored, both the win and place part of the bet will be void, unless the first goal is an own goal, in which case bets will stand.*
- g) Players that are substituted/sent off before the first goal is scored are treated as losing selections in both the win and place part of the bet.
- h) Each way bets on no goalscorer are not accepted and if taken in error will be settled "all up to win", i.e. the total stake

will be invested as a win only bet.

- i) Each way selections are not accepted in first goalscorer/ correct score doubles and if taken in error will be settled "all up to win".
- j) Place only bets are not accepted and if taken in error will be settled as each way with the stake divided.
- k) Own goals do not count.
- l) Extra time does not count.

## 12. SCORECAST/WINCAST

a) A Scorecast is a first goalscorer/correct score double. A Wincast is a first goalscorer/ 'team to win' double. An Anytime Wincast is a player to score anytime/ 'team to win' double. Bets will be settled at the combined odds advertised or printed on our special charts.

- b)i) In a Scorecast or a Wincast if a player comes on after a goal has been scored or does not take part in the game, Scorecasts involving that player will be settled as a single on the selected correct score at the appropriate odds and Wincasts as a single on the team to win at the appropriate odds. For first goalscorer purposes, own goals do not count. If the only goals in the match are own goals, Scorecasts will be settled as singles on the selected correct score at the appropriate odds and Wincasts on the team to win at the appropriate odds. If the match is abandoned after a goal has been scored Scorecasts and Wincasts will be settled as singles on the selected first goalscorer at the appropriate odds. Anytime Wincasts will be void if a match is abandoned.
- ii) Last goalscorer - correct score doubles are also accepted and will be settled at the odds advertised for first goalscorer - correct score doubles unless a separate price has been quoted for the last goalscorer.
- iii) If a player does not start a match, Anytime Wincasts bets will be settled on the team to win the match at the appropriate odds.

## 13. GOALSCORERS SHIRT NUMBERS

- a) Predict the aggregate of the shirt numbers of the goal scorers.
- b) Own goals count and the shirt number of the scorer of the own goal will be credited to the team that is awarded the goal.
- c) Extra time does not count.
- d) Any player, not allocated a squad number or whose shirt bears no number when he joins the field of play will be allocated number 12. Where a player changes into a different shirt only the number on his original shirt will count. Any squad/shirt number over 99 will be counted as number 99.

## 14. ANYTIME /TWO OR MORE/HAT-TRICK SCORER

- a) Extra time does not count.
- b) *Players must start the match for bets to be valid. Stakes will be refunded on anytime goalscorers who do not start, whether or not they score and on two or more and hat-trick scorers who do not start, even if they go on to score two or more or a hat-trick.*
- c) *In the event of 'non-participants', singles will be void and accumulative bets will be settled on the remaining selections.*
- d) *Any selection taken from a match that is not completed will be treated as a non runner.*
- e) Own goals do not count.
- f) Anytime scorers taken from the same match can be combined in multiple bets.

## 15. MYTHICAL MATCHES

- a) Bets predicting the result of an imaginary match.
- b) The result of the match will be decided by the number of goals scored by the teams in their actual fixtures.
- c) Singles and upwards accepted.
- d) Selections taken from a mythical match cannot be combined with any actual match involving the same team or their opponents.
- e) *Where a team in an abandoned or postponed match is included, bets on the team and their opponent in the mythical match will be made void.*

## 16. PLAYER Vs PLAYER MATCH BETS

- a) Both players must start the match for bets to stand.
- b) Unless odds are quoted for a tie, in the event of a tie bets will be void.

## 17. TOTAL GOAL MINUTES/MATCH GOAL MINUTES

- a) For total goal minutes, predict the aggregate of the minutes of all goals scored in the match. For match goal minutes predict that a goal will be scored in the nominated time frame e.g. 0-15 minutes. Any goal scored in the period of added time at the end of the first half will count as 45 minutes and in added time at the end of the second half as 90 minutes.
- b) Extra time does not count.
- c) Settlement will be based on the times listed by the Press Association, subject to section a).
- d) If a match is abandoned bets on total goal minutes are void. If the nominated time frame for match goal minutes is not completed, bets are void unless a winning market has already been established.

## 18. TIME OF FIRST GOAL

- a) Singles and upwards are available on selected matches.
- b) *If a match is abandoned after the first goal is scored, all*

*bets stand.*

c) If a match is abandoned before the first goal is scored, all bets placed on the first goal being scored in the period of time (21 - 30 minutes etc.) up to but not including the time of abandonment are lost, e.g. match abandoned after 26 minutes - losing bets are those placed on 1-10, 11-20 minutes.

d) In the event of a dispute over the time of the first goal, settlement will be based on the time listed by the Press Association.

## **19. SOCCERSTATS**

a) Soccerstats include the number of goals in the match, number of corners in the match, number of bookings in the match etc. Extra time does not count. Settlement will be based on the soccerstats listed by OPTA.

b) Singles and upwards are accepted on selections taken from our range of soccerstats bets. For example, a win treble on the number of goals in the match, number of corners in the match and number of bookings in the match, can be accepted.

c) Selections taken from the "number of goals in the match" section may not be combined in accumulative bets with selections taken from our range of other bets that are offered on the same match ie. match result, first goalscorer etc.

d) *In the event of a match not being completed all bets will be void, unless a winning market has already been established, in which case bets will stand.*

e) Own goals count.

f) Corners awarded but not taken will not count for settling purposes. Re-taken corners will only count once.

g) Bookings points are 10 for a yellow card and 25 for a red card. The maximum points per player per match is 35 (25+10), regardless of whether a player is shown two yellow cards and then a red card.

h) A red or yellow card issued to a player after he has been substituted, or issued to a substitute who has not been used, or issued to coaching staff or issued during the half time interval or issued after the referee has blown for full time, will not count for settling purposes.

i) First/last/next card issued: Where more than one player is issued with a card following the same incident, the player/team who is first shown a card by the referee will be deemed the winner.

j) Unless otherwise advertised, tournament stats markets e.g. total tournament goals/red cards etc. are based on normal time. Where available, settlement will be based on the official records of the tournament governing body.

k) Goals odd/even; any match resulting in 0-0 will be settled on the even number of goals.

l) To win both halves; the match is treated as two separate 45 minute 'mini matches' and therefore your selection must score more goals than the other team in each of the two halves.

## **20. TEAM PERFORMANCE**

a) Team performance comprises of points awarded to the nominated team for goals scored, corners won and for keeping a clean sheet. Points are deducted for each red card the team receives (see Rule 19 h)). Extra time does not count.

b) The team performance of two opposing sides may not be combined in a double or any other accumulative bet involving the same match.

c) Team performance may not be combined in accumulative bets with selections taken from our range of other bets that are offered on the same match i.e. soccerstats, match result, first goalscorer etc.

d) *In the event of a match not being completed team performance bets will be void, unless a winning market has already been established, in which case bets will stand.*

e) Team performance points are calculated as follows: each goal scored plus 10pts: clean sheet plus 5pts: each corner taken plus 3pts: each red card minus 10pts.

## **21. MATCH ACTION**

a) Match action comprises of the total points awarded in a match (both teams points combined) for goals, corners, penalties and bookings.

b) Singles and upwards are accepted.

c) Match action selections may not be combined in accumulative bets with selections taken from our range of other bets available on the same match.

d) *In the event of a match not being completed all bets will be void unless a winning market has already been established, in which case bets will stand.*

e) Match action points are calculated as follows: each goal scored 10 pts, each corner taken 3 pts, each penalty 10 pts, each yellow card 3pts, each red card 10pts. The maximum bookings points for a player is 13 (10+3). There are no minus points.

f) Extra time does not count.

## **22. BETTING IN PLAY**

a) Where any of the following markets are offered as betting In-Play opportunities, injury time counts but extra time and penalty shoot-outs will not count.

Correct score – The correct score at the end of normal time

Next goal	–	Predict which team will score the next goal in the match
Clean sheet	–	Select a team not to concede any goals in a match
Next goalscorer	–	Player to score the next goal in the match
Anytime goalscorer	–	Player to score at any time during the match
Last goalscorer	–	Player to score the last goal in the match

b) Where we offer a betting In-Play market on either of the following, extra time and penalties will count. How the match will be decided – e.g. normal time, extra time, penalties etc. Next incident - Predict the next offside, throw-in, goal kick etc.

c) Where a 'to win in extra time' market is available a price will be offered for the draw and stakes will be lost if the match goes to a penalty shoot-out.

d) Where we offer a market on players to score/miss in a penalty shoot-out, only bets on players who take a penalty will be valid. Penalties scored in normal play will not count.

### **23. OUTRIGHT BETTING**

Where odds for OUTRIGHT win as well as full time are offered in cup finals, etc. unless 'to win outright' or 'to lift the trophy' is indicated, or a qualifying price has been laid, all bets nominating a team to win will be settled on the result at full time.

### **24. DIVISIONAL BETTING**

League winners will be determined by the official rules of the respective league. Therefore a play-off or any other process which is used to determine the league winner will count.

In divisional betting, with the exception of league winners involved in a play off, the finishing positions of teams at the end of the scheduled programme of matches will determine placings. No allowance will be made for relegation/promotion play-offs or subsequent enquiries by the respective leagues. Bets will stand on any team that does not complete all of its fixtures.

### **25. DIVISIONAL HANDICAP BETTING**

a) At least one team will start from 'scratch' and the other teams in the division will each be awarded a set number of points.

b) Bets must be placed prior to the start of the season, unless otherwise advertised.

c) The final placings will be determined by adding the points awarded to the total points accumulated by each team at the end of the season.

d) Dead heat rules apply to teams that are level on points. Goal average/difference does not count.

### **26. AUSTRALIAN FOOTBALL**

a) Minimum trebles.

b) Abandoned, postponed and matches rescheduled to another day are void.

c) Half time/full time betting and correct scores are not accepted and any bets taken in error will be made void.

### **27. PENALTY SPECIALS**

Bets on whether a penalty is awarded, scored or missed will be based on normal time. Extra time and penalty shoot-outs will not count.

### **28. WILL BOTH TEAMS SCORE?**

The bet has two options YES or NO. YES: both teams will score. NO: only one team scores or neither team scores. If a match is abandoned bets are void unless a winning market has already been established.

### **29. DOUBLE CHANCE**

This bet requires each selection to either win or draw for the bet to be successful.

### **30. OTHER EVENTUALITIES**

For any eventuality not covered in these rules the terms of our Fair Deal Rules will apply.

## **SPORTS BETTING**

### **1. GENERAL SETTLEMENT**

a) Bets are accepted for all sporting events on which we offer odds. Unless a specific reference is made in the individual section that covers the sport, settlement of all markets will be based on the official competition rules.

b) For special bets such as “Managers who will not be in charge of their team by the end of the season etc” the end of the season is determined as the time when the programme, for that particular league or competition, has been completed. Single bets only are accepted.

c) Where the prices for both outright win and handicap betting are advertised, unless the handicap or a qualifying price has been requested, all bets will be settled on the outright win. However, where only handicap betting is available unless to win outright is clearly indicated bets will be settled at the handicap advertised at the time the bet was accepted.

d) The handicap line may change at any time. If this occurs settlement will be determined by the handicap advertised at the time the bet was accepted. Where the final scores are equal after the handicap has been applied, handicap bets will be void unless a price has been offered for the draw/tie.

e) Winning margin/correct score betting is from scratch.

f) In the event of a change of opponent from the one advertised, all bets for that match are void.

g) In the event of a change of venue not published or known to us at the time the prices or handicaps are advertised, bets will stand provided the match is not switched to the opponent's ground, in which case selections for that match will be made void.

h) Accumulative bets involving different contingencies within the same event are not accepted where the outcome of one affects the other. In the event of any such bet being inadvertently accepted settlement will be in accordance with Rule 15 of the General Betting Rules section of our Fair Deal Rules.

i) Abandoned and postponed events will be settled in accordance with Rule 7 of the General Betting Rules section of our Fair Deal Rules.

j) Unless a reference is made in the section of our rules that covers the sport, or is

advertised otherwise, total tournament/series markets will apply to all playing time, including extra time.

k) Unless a specific reference is made in the individual section that covers the sport, extra time/overtime will not count for any markets offered on a match other than to win outright.

l) Unless a specific reference is made in the individual section that covers the sport, the following rules will apply:-

i) Events with 3 or more competitors/teams: Where no price is quoted for a tie and the official competition rules do not determine a clear winner, dead heat rules will apply to outright bets on competitors/teams declared as joint/co winners. Where no official result is declared, outright bets will be made void.

ii) Events with 2 competitors/teams: Where no price is quoted for a tie and the official result is a tie, dead heat rules will apply. Where no official result is declared, outright bets will be made void.

m) Unless a specific reference is made in the individual section that covers the sport, opponents must start the match for ‘head to head’ match bets to stand.

n) Where we advertise that in the event of non-participants deductions in line with Tattersalls’ Rule 4 will apply then the scale of deductions listed in Rule 1 of the Horse Racing section of our Fair Deal Rules will apply.

### **2. AMERICAN FOOTBALL**

a) Overtime counts except for betting on the ‘double result’ or the ‘quarter/half with the most points’.

b) Individual player bets e.g. ‘first touchdown scorer’ will stand if a player is “suited up” and ready to play. Bets placed on a player who is not “suited up” will be void.

c) Outright bets stand provided at least 55 minutes of play have taken place and an official result is declared.

### **3. ATHLETICS**

In the event of a disqualification, the ‘medals’ ceremony will count as the ‘weigh-in’ and this will determine settlement. In the absence of a medals ceremony bets will be settled on a ‘first past the post’ basis.

#### **4. BASEBALL**

- a) Listed Pitchers: All baseball betting is offered on the basis that both the pitchers listed at the time the bet is struck start the game and throw at least one pitch each.
- b) If either pitcher fails to start, outright win, total runs, handicap and special match bets are void.
- c) If a match is abandoned after play has started outright win bets stand provided there has been at least 5 innings of play or the home team is leading after 4 1/2 innings. In the event of a tie, bets are void. Special match bets, total runs and handicap bets will be void unless a winning market has already been established.
- d) Extra innings (overtime) count for outright win, handicap, total runs and special match betting.
- e) Postponed match: All bets void.

#### **5. BASKETBALL**

- a) If a match is abandoned after play has started, handicap, total points and special match bets are void, unless a winning market has already been established, in which case bets will stand. Outright win bets stand provided that 43 minutes of an NBA match have been played or 35 minutes of a NCAA match and an official result is declared.
- b) Overtime counts for outright win, handicap, total points, second half betting and special match betting for all NBA and NCAA matches but not for bets on the winning margin. Overtime does not count for any markets offered on European basketball matches, other than "to win outright".
- c) Postponed match: All bets void.
- d) The first quarter must be completed for 'first quarter' bets to stand. Likewise, the first half must be completed for 'first half' bets to stand.

#### **6. BOWLS**

Match Betting: In the event of a match starting but not being completed the player progressing to the next round will be deemed the winner. However set betting will be void.

#### **7. BOXING**

- a) A fight is defined as having started once the bell is sounded for the beginning of the first round.

- b) In the event of a 'no contest' being declared all bets will be made void.
- c) A price will be offered for a draw and in the event of that occurring bets on either boxer to win will be lost.
- d) Outright bets are settled on the result as declared in the ring and are not subject to any revisions or amendments made after the boxers have left the ring.
- e) Round by Round Betting: If for any reason a points decision is awarded before the full number of rounds are completed, or a boxer is disqualified, bets will be settled on the round in which the fight was stopped. Bets which nominate 'to win on points' will only be deemed winners if the full number of rounds are completed. If for any reason the selected number of rounds on which we are betting is changed, all round by round bets will be void. If a boxer withdraws during the period between rounds the fight is deemed to have ended in the previous round. The bell will signal the end of a round and the bell being sounded again will signal the start of the next round.
- f) Should there be a withdrawal or a substitution of one of the boxers concerned, bets will be void.

#### **8. CRICKET**

- a) Singles and upwards accepted. At least one ball must be bowled in play after a bet is struck for any bet to stand.
- b) i) Outright Betting: If a match is shortened bets will be governed by the official competition rules. Where no official result is declared, outright bets will be made void.  
ii) Tied Test Match: In the event of a tied test match (i.e. where all innings have been completed and both teams have the same score) dead heat rules will apply and stakes on the draw will be lost.
- c) If a match is abandoned due to outside interference, and no official result is declared, bets will be made void.
- d) i) County Championship Match Betting: Bets will only be accepted up to the advertised start of play on the first day of the match.  
ii) No price will be offered for the draw. In the event of a draw all bets on the match result will be made void. In the event of a tie dead heat rules will apply. Abandoned or postponed matches are void.

- e) i) Top Batsman: Betting is available on the first innings only, unless otherwise stated. Top Wicket Taker: Top wicket taker relates to the whole match unless otherwise stated. Bets on each of these markets stand regardless of the number of overs bowled.
- ii) Bets placed on any player not in the starting 11 are void. Bets on players who are selected but do not bat will be deemed to have scored zero runs and those that do not bowl to have taken zero wickets.
- f) Total Runs: For bets to stand the total number of overs must be bowled, unless a winning market has already been established or the batting side is bowled out, declares or has no players left in the team that are available to bat.
- g) Total Wickets Lost In Innings: For bets to stand the total number of overs must be bowled, unless a winning market has already been established or the batting side is bowled out, declares, or has no players left in the team that are available to bat i.e through illness or injury. A player who retires injured will not count as a wicket lost.
- h) Next Man Out: Both players must be at the crease at the same time for bets to stand. In the event of neither player being dismissed or one of the players retiring hurt before a wicket has fallen bets will be void.

## 9. CYCLING

In the event of a disqualification, the podium presentation will count as the 'weigh-in' and this will determine settlement. Head to head bets will be settled on a first past the post basis.

## 10. DARTS

In the event of a match in a knockout competition starting but not being completed the player progressing to the next round will be deemed the winner. However set betting will be void. In the event of a league match starting but not being completed set betting will be void but outright betting will be settled on the official competition rules.

## 11. GAELIC FOOTBALL / HURLING

- a) Extra time will not count for any bet other than "to win outright".
- b) In the event of an abandoned match all bets will be void unless a winning market has

already been established.

- c) In the event of a dispute over a points/ goal scorer, settlement will be based on the decision of the GAA immediately after the match has finished.

## 12. GOLF

- a) i) Outright Betting: Stakes on players who withdraw before a tournament starts will be refunded and no Tattersalls' Rule 4 deduction will be applied to winning bets. Stakes on players who withdraw after the tournament starts will be settled in accordance with Rule 12 c) ii) of the General Betting Rules section of our Fair Deal Rules .

ii) Play-offs will determine the tournament winner. Dead heat rules will apply for placings.

- b) i) Tournament Match Betting: The winner will be the player achieving the highest placing at the end of the tournament.

ii) If one player misses the cut, the other is deemed the winner. Where both players miss the cut the player with the lowest score after the cut has been made will determine settlement. If both players fail to complete a particular round, the winner will be the player with the lowest score from the previous round.

If one player is disqualified, either prior to the completion of two rounds or after both players have made the cut, the other player is deemed the winner. If both players are disqualified the player who progresses furthest in the tournament will be deemed the winner. If a player is disqualified during either the 3rd or 4th rounds, when his opponent has already missed the cut, the disqualified player is deemed the winner.

iii) A price will be offered for the tie and in the event of a tie bets on either player to win will be lost. Where a match bet involves three players (threesome) the conditions listed above will apply, except in the event of a tie where dead heat rules will apply. Non runner – threesome void.

c) Group Betting/Top UK Player etc: Groups will consist of four or more players and the winner will be the player achieving the highest placing at the end of the tournament. Any player missing the cut will be considered a loser. If all players miss the cut, the lowest score after the cut has been made will determine settlement. If a player is disqualified settlement will be on the same basis as for match betting. Players are grouped together for betting purposes only. Non runner – no bet, deductions in line with Tattersalls' Rule 4 will apply. Dead heat rules apply except where the winner is determined by a play-off.

d) i) 18 Hole Betting: The winner will be the player with the lowest score over 18 holes. In the event of a 2 or 3 ball being re-arranged, bets will be settled on the original pairings/groups. In the event of any non runners then the 2 or 3 ball will be void. In 2 ball betting a price will be offered for the tie. Dead heat rules will apply to 3 ball betting.

ii) If a player is disqualified his opponent will be deemed the winner unless play in the next round has started in which case bets will be settled on the original scores. Where both/all players are disqualified bets will be void unless play in the next round has started in which case bets will be settled on the original scores.

iii) When special bets are offered grouping more than 3 players over 18 holes (e.g. 7 ball, 9 ball etc.) dead heat rules will apply. Stakes will be refunded on non runners and a deduction applied to winning bets based on Tattersalls' Rule 4.

e) Matchplay: If a match has started, but is not completed for whatever reason bets will be settled on the official result.

f) i) General Golf Rules: In tournaments affected by adverse weather or where the number of rounds scheduled to be played are reduced for any other reason, outright bets will be settled on the official result regardless of the number of rounds played, unless there is no further play in the tournament after a bet has been struck in which case it will be void.

ii) A player is deemed to have played once they have teed off. In the event of a player withdrawing after having teed off, stakes will be lost on outright, group, match and 18 hole betting.

### **13. ICE HOCKEY**

a) Overtime counts in outright win, handicap/puck line and total goals bets on all NHL matches. Overtime does not count for any markets offered on European ice hockey matches, other than "to win outright".

b) Unless 60 minutes play is clearly indicated, or a qualifying price has been laid, all match bets will be settled on the outright result. In 60 minute betting a price will be offered for the draw and in the event of a draw stakes on teams to win in 60 minutes will be lost.

c) If a match is abandoned after play has started handicap and total goals bets are void, unless a winning market has already been established for total goals, in which case bets will stand. Outright win bets stand provided that 55 minutes of the match have been played and an official result is declared.

d) Postponed match: All bets void.

### **14. MOTOR CYCLE RACING**

a) Outright Championship Betting: Bets will be determined by the number of points accumulated immediately following the final event of the championship and will not be affected by any subsequent enquiries.

b) i) Individual Race Betting: The start of the race is defined as the signal to start the warm-up lap.

ii) In the event of a disqualification, the podium presentation will count as the 'weigh-in' and this will determine settlement.

### **5. MOTOR RACING**

a) Outright Formula 1 Championship Betting: Bets will be determined by the official standings immediately following the final Grand Prix of the season and will not be affected by any subsequent enquiries.

b) i) Individual Grand Prix Betting: The start of any Grand Prix is defined as the signal to start the formation lap. The podium presentation will count as the result and any subsequent enquiries will not affect settlement of bets.

ii) Podium/Points finish: Bets settled on the drivers who finish the race in the podium/points positions, with the podium

presentation counting as the result. Subsequent enquiries will not affect settlement of bets. Points finish - singles only.

iii) Match Betting (Driver vs Driver): In the event of neither driver finishing, the number of laps completed will determine settlement but if both drivers have completed the same number of full laps, bets will be void.

iv) Fastest Qualifying Lap: settlement will be based on the driver who is announced as recording the fastest qualifying lap, immediately following the end of the final qualifying session.

## **16. ROWING/SAILING/YACHTING**

The podium finish will count as the result. In the absence of a podium ceremony, bets will be settled on a "first past the post basis".

## **17. RUGBY LEAGUE / RUGBY UNION**

a) Singles and upwards accepted.

b) i) Match Betting: Extra time does not count.

ii) In 'tryscorer' bets, penalty tries do not count.

c) Divisional bets placed during the regular season will be settled on the finishing positions at the end of scheduled programme of matches. Bets intended for competitions that take place after the regular season has finished must clearly indicate the event intended. Where there is any doubt, unless a qualifying price determines the intention, the bet will be settled on the regular season.

## **18. SPEEDWAY**

a) Outright Championship Betting: Bets will be determined by the positions immediately following the final event of the competition and will not be altered by any subsequent enquiries.

b) i) Individual Meeting Betting: In the event of a disqualification, the podium presentation will count as the 'weigh-in' and this will determine settlement.

ii) All 15 heats must be completed for winning margin/correct score bets to stand.

c) Individual Heat Betting: If the four programmed riders do not go to the tapes bets are void.

d) General Rules: If a team league/cup fixture is abandoned outright bets will stand provided at least 12 heats have taken place. Handicap bets will stand regardless of the number of heats that have taken place provided the

winner of the handicap has already been established. If the winner of the handicap has not been established bets will be made void.

Outright bets on Grand Prix events will be settled on the official competition rules.

## **19. SNOOKER/POOL**

Match Betting: In the event of a match in a knockout competition starting but not being completed the player progressing to the next round will be deemed the winner. However frame betting will be void.

In the event of a league match starting but not being completed frame betting will be void but outright betting will be settled on the official competition rules.

## **20. TENNIS**

a) Match Betting: In the event of a match in a knockout competition starting but not being completed all match and set betting will be void.

b) Bets placed after the semi-final stage will be classified as match bets, and in the event of the match not taking place or starting but not being completed, bets will be void.

c) In the event of a change in the total number of sets played match bets will stand, but set betting will be void. For example, a match originally designated as 'best of 5 sets' reduced to 'best of 3 sets' because of inclement weather.

d) In the event of any of the following circumstances all bets will stand.

i) A change of playing surface

ii) A change of venue.

iii) A change from indoor court to outdoor court or vice versa.

## SPECIAL EVENT BETTING

### 1. OUTRIGHT BETS ON SPECIAL (NON-SPORTING) EVENTS

- a) Outright bets on special (non-sporting) events are subject to ante post conditions. Please refer to Rule 12 in the General Betting Rules section of our Fair Deal Rules. Bets are accepted for all special (non-sporting) events on which we offer odds.
- b) Unless otherwise stated prior to the bet being placed, bets on a specific event to occur will stand for a period of 12 months after the bet is placed.
- c) Outright bets on TV reality shows or TV specials that are cancelled before an official winner is declared will be settled as a dead heat between the contestants that have not been eliminated. Outright bets on contestants already eliminated will be treated as losing selections.

### 2. CHRISTMAS BETS

- a) i) White Christmas: Unless advertised otherwise, an official Met Office/Weather Centre must verify that snow has fallen at the nominated location at any time during the 24 hours of the 25th December.
- ii) Single bets only are accepted. Accumulative bets that are accepted will be settled as singles with the stake apportioned.
- iii) Bets are accepted only for locations at which there is an official Met Office/Weather Centre unless advertised otherwise, in which case we will nominate in advance the independent body who have agreed to monitor whether or not snow has fallen.
- b) i) Christmas No. 1: Settlement will be based on the last BBC1/Radio 1 pop chart to be released on or before the 25th December.
- ii) Bets on performers/groups that do not release a record will be lost.
- iii) Bets placed on an individual performer who combines with another performer(s) will only stand if the specific grouping is stipulated at the time the bet is placed.
- c) Top TV Programme On Christmas Day: Bets will be settled on the consolidated viewing table (this table includes video recordings) supplied by B.A.R.B., which is the official standard for the broadcasting

industry. Omnibus editions on another day that contain repeated episodes of programmes shown on Christmas Day will not be included. Where two episodes of a TV programme are shown at different times they will be treated separately.

### 3. POLITICAL BETTING

- a) i) Election Betting: Bets combining two or more by-election results are not accepted and if taken will be settled as singles with the stake divided. Bets combining the General Election with one or more by-election result will be settled as singles with the stake divided. A single selection taken from our range of political bets may be combined in accumulative bets with selections taken from non-political events. Doubles combining the UK and American Election are also accepted.
- ii) Bets on who will win the General Election will be based on the party that wins the most seats. The Speaker, if seeking re-election, will not count.
- b) Budget Speech: Betting on the length of the Chancellor's speech will be based on the information supplied by the Press Association.
- c) American Election: All bets are settled on the winner of the election not on the person who is inaugurated.

### 4. WEATHER BETS

- a) Unless advertised otherwise an official Met Office/Weather Centre must provide verification.
- b) Temperature Maximum/Minimum. Settlement will be based on shade temperatures at official Met Offices/Weather Centres. Bets will stand up to and including 31st December in the year in which the bet is placed.

## SPECIAL BET RULES

### GENERAL RULES

1. Unless detailed in these Special Bet Rules the maximum amount that can be won on any special bet is governed by the conditions detailed in our Fair Deal Rules under maximum winnings.
2. Each way bets are settled win to win, place to place at accumulative odds.
3. Ante post selections may not be included in any William Hill special bet. Any special bets taken in error that include ante post selections will be settled without the bonuses or consolations.

4. In any other instance not covered by these Special Bet Rules, William Hill Fair Deal Rules will apply.

### **'49'S' INFORMATION & RULES**

'49's' takes place twice daily every day. Six numbers plus a Bonus Number known as the "Booster" are drawn from balls marked 1-49.

Simply predict the numbers drawn, with or without the "Booster" ball, and if your bet is successful, you will receive the full accumulative odds advertised. The draw is broadcast live on SIS and results are displayed in all branches following each draw. Results are also available on Teletext page 649 (ch.4.), or by calling 08718 778 899 (calls cost 10p per minute) or by visiting [www.win-on-numbers.com](http://www.win-on-numbers.com)

1. The maximum payout to any one customer or group/syndicate of customers, acting together, who have backed the same combination of selections is £1 Million on any one '49's' draw.
2. Bets are accepted on '49's' up to the official start time broadcast on SIS.
3. When a timed/named draw is selected, but the bet is accepted after the corresponding day's draw has taken place (if any), SINGLE BETS will be settled on the first draw to take place after the bet has been accepted, regardless of the draw name/time nominated. When more than one draw is selected, the bet will be settled on the next actual named/timed consecutive draws to take place after the bet has been accepted.
4. When no draw or an incorrect draw is specified the bet will count for the next consecutive draw(s) to take place after the bet has been accepted.
5. If for any reason a draw does not take place, bets will stand for the next available '49's' draw unless cancelled by mutual consent.
6. Multiple bets on a single '49's' draw are accepted. All bets are deemed to be for the "six number draw" unless otherwise stated. '49's' bets will not qualify for consolations or bonuses if placed on our range of special bets e.g. Lucky 15. Where the total numbers chosen exceed five on any bet it will be settled as a series of 'five correct' bets with the stake apportioned, unless a special bet is available for more than 5 numbers in which case the stake will transfer to the special bet.

## **IRISH LOTTO**

### **Introduction**

The Irish National Lotto draw takes place on a Wednesday and a Saturday evening at 8:00pm. There are three draws on each of these evenings – a Main draw (Lotto), a Second draw (Lotto +1) and a Third draw (Lotto +2). Six numbers plus a bonus number are drawn from balls marked 1-45. Simply predict the numbers drawn, with or without the bonus ball, and if your numbers are correct, you will receive full accumulative odds based on the individual odds quoted. Results are displayed following each draw and are published in the Irish Press, on Teletext page 649 (ch.4.) and page 123 (ITV). The results can also be obtained by calling 08718 778 899 (calls cost 10p per minute) or by visiting [www.win-on-numbers.com](http://www.win-on-numbers.com).

1. The maximum payout to any one customer or group/syndicate of customers, acting together who have backed the same combination of selections, is £1 Million on any one Irish Lotto draw.
2. Bets are accepted on the Irish Lotto Main, Second and Third draws up to 15 minutes prior to the Main draw being made i.e. 7:45pm. Any bet accepted after this time will be void unless we are satisfied that the bet was placed before the draw started.
3. Where a draw has not been chosen the bet will stand on the first Main draw to take place. The 'no more bets' signal given by SIS applies to the Main, Second and Third draw of that evening as they run closely one after the other.
4. If the Main, Second or Third draw does not take place on either a Wednesday or Saturday, the bet will stand on the next Main draw to take place, unless cancelled by mutual consent.
5. Multiple bets are also accepted on a single Irish Lotto draw; for example, three numbers in a patent = 7 bets. All bets will be deemed to be on the '6 number draw' unless otherwise stated. Irish Lotto bets will not qualify for consolations or bonuses if placed on our range of special bets. Where the total numbers chosen exceed 5 on any bet, it will be settled as a series of '5 correct' bets with the stake apportioned, unless a special bet for more than 5 numbers is available in which case the stake will transfer to the special bet.

## SPECIAL BET TYPES

### THE LUCKY 15/31/63

Simply choose one horse or greyhound selection in four, five or six races to cover the following bets:

#### 1. The Bets

##### a) LUCKY 15

The Lucky 15 consists of 4 selections making 4 singles, 6 doubles, 4 trebles, 1 fourfold accumulator. (15 bets win, 30 bets each way.)

##### b) LUCKY 31

The Lucky 31 consists of 5 selections making 5 singles, 10 doubles, 10 trebles, 5 fourfolds, 1 fivefold accumulator. (31 bets win, 62 bets each way.)

##### c) LUCKY 63

The Lucky 63 consists of 6 selections making 6 singles, 15 doubles, 20 trebles, 15 fourfolds, 6 fivefolds, 1 sixfold accumulator. (63 bets win, 126 bets each way.)

#### 2. Bonuses & Consolations

##### a) LUCKY 15

###### CONSOLATION

Only 1 winner –  
double the odds

###### BONUS

4 winners 10% added  
to total returns

##### b) LUCKY 31

###### CONSOLATION

Only 1 winner –  
double the odds

###### BONUS

5 winners 20% added  
to total returns

##### c) LUCKY 63

###### CONSOLATION

Only 1 winner –  
double the odds

###### BONUS

5 winners 10% added  
to total returns  
6 winners 25% added  
to total returns

#### d) To qualify for Bonuses & Consolations:

- i) Only one selection per race is allowed.
- ii) Selections must be either horses or greyhounds at either starting price or where applicable show price/early bird price.
- iii) The bet must be of level unit stakes.
- iv) All selections must run.
- v) In each way bets the consolation applies only to the win part.

### FORECAST LUCKY 15

Simply choose two horse or greyhound selections in each of four races to make 4 forecast singles, 6 forecast doubles, 4 forecast trebles and a forecast accumulator.

#### 1. Stakes

The Forecast Lucky 15 requires 15 stakes straight, 80 stakes reversed (no other permutation is allowed). In the event of non runners, forecasts will be settled in accordance with Rule 4 e) of the General Betting Rules section of our Fair Deal Rules.

### TRICAST

A tricast requires three selections to finish 1st, 2nd and 3rd in the correct order in any tricast race. A combination tricast is a bet that requires three or more selections to finish 1st, 2nd and 3rd in any order. (6 bets, 3 selections.)

1. Tricast bets will be accepted in horse or greyhound races where an official computer tricast is operated (presently all handicap horseraces in the UK with 8 or more runners, and races of 6 or more runners at all B.A.G.S. meetings and selected evening greyhound meetings), or where a special William Hill or Industry tricast is advertised. Winning bets will be settled in accordance with the official computer tricast return, which is declared to a £1 unit. Where a William Hill SP or Industry SP is returned this will take precedence over any other declared SP and the tricast dividend will be calculated on the final show of betting.
2. Tricast doubles, trebles etc. are accepted.
3. a) If one of the selections for a tricast is a non-runner, the bet will be settled as a computer straight forecast on the remaining two selections which must finish 1st and 2nd in the order written. For example, if the selections for a tricast are A-B-C, then if 'B' is a non-runner, the bet will be settled as a computer straight forecast on selections A-C.
- b) If two selections for a tricast are non runners, the bet will be settled as a win single at starting price on the remaining selection.
4. Should a tricast be accepted for a race where there is no official computer tricast return then:
  - a) If all selections run, the bet will be settled as a computer straight forecast on the horses selected to be 1st and 2nd. In such case the placing of the horse selected to be 3rd will have no bearing on the

settlement.

b) Where the selections include a non runner, settlement will be in accordance with Rule 3. In full cover tricasts and other perms, each individual tricast is treated separately for the purpose of Rules 3 & 4.

5. In races where there are only two finishers bets nominating those horses to finish first and second in the correct order will be settled as a straight forecast. Where one horse finishes alone bets nominating that horse to finish 1st will be settled as a win single. In each of these instances all other tricast bets on the race are lost.

### **FULL COVER MULTIPLE BETS**

Simply choose one horse, greyhound, correct score, half-time/full-time or first goalscorer selection in four, five, six, seven or eight races or matches to cover the following bets:-

#### **a) Goliath**

The goliath consists of 8 selections making 28 doubles, 56 trebles, 70 fourfolds, 56 fivefolds, 28 sixfolds, 8 sevenfolds and 1 eightfold accumulator. (247 bets win, 494 bets each way.)

#### **b) Super heinz**

The super heinz consists of 7 selections making 21 doubles, 35 trebles, 35 fourfolds, 21 fivefolds, 7 sixfolds and 1 sevenfold accumulator. (120 bets win, 240 bets each way.)

#### **c) Heinz**

The heinz consists of 6 selections making 15 doubles, 20 trebles, 15 fourfolds, 6 fivefolds and 1 sixfold accumulator. (57 bets win, 114 bets each way.)

#### **d) Canadian**

The canadian consists of 5 selections making 10 doubles, 10 trebles, 5 fourfolds and 1 fivefold accumulator. (26 bets win, 52 bets each way.)

#### **e) Yankee**

The yankee consists of 4 selections making 6 doubles, 4 trebles & 1 fourfold accumulator. (11 bets win, 22 bets each way.)

### **THE FORECAST PATENT**

Simply choose two horse or greyhound selections in each of three races to make 3 forecast singles, 3 forecast doubles and a forecast treble.

#### **1. Stakes**

The Forecast Patent requires 7 stakes straight, 26 stakes reversed.

In the event of non runners, forecasts will be settled in accordance with our Rule 4 e) of the General Betting Rules section of our Fair Deal Rules.

### **THE UNION JACK**

Simply choose one horse or greyhound selection in each of nine races to make eight trebles or patents in the following format:-

123 456 789 147 258 369 159 357

#### **1. Stakes**

a) Union Jack trebles require 8 stakes win, 16 stakes each way.

b) Union Jack patents require 56 stakes win, 112 stakes each way.

## RESPONSIBLE GAMBLING

William Hill wants you to enjoy your telephone gambling experience with us and we advise you to follow these guidelines:

- Set yourself a daily deposit limit.
- Please try and establish limits for purchasing, wagering and even losses before you commence gambling. If you wish to reduce your credit limit please contact Customer Service on 0800 587 0026.
- Remember to take regular breaks when gambling.
- Gambling is not advised if it interferes with your daily responsibilities.
- Gambling is not advised if you are in recovery for any dependency or are under the influence of alcohol or any other substance.
- Gambling is not advised if your primary aim is to recoup your debt with your winnings.
- If you would like further advice or help with responsible gambling, then contact one of the organisations whose details are provided below:

### **Gamblers Anonymous:**

[www.gamblersanonymous.org](http://www.gamblersanonymous.org)

### **Responsibility in Gambling Trust:**

[www.gambleaware.co.uk](http://www.gambleaware.co.uk)

### **Gambling Therapy:**

[www.gamblingtherapy.org](http://www.gamblingtherapy.org)

### **GamCare:**

UK Based Helpline: 0845 600 0133

Or through their website at [www.gamcare.org.uk](http://www.gamcare.org.uk)

If you feel you may have a problem with your gambling, ask yourself the following questions:

- Do you stay away from work or college to gamble?
- Do you gamble to escape from a boring or unhappy life?
- When gambling and you run out of money, do you feel lost and in despair, and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone, even the bus fare home or the cost of a cup of tea?
- Have you ever lied to cover up the amount of money or time you have gambled?
- Have others ever criticised your gambling?
- Have you lied, stolen or borrowed just to get money to gamble or pay gambling debts?
- Are you reluctant to spend 'gambling money' on anything else?
- Have you lost interest in your family, friends or interests?
- After losing, do you feel you must try and win back your

losses as soon as possible?

- Do arguments, frustrations or disappointments make you want to gamble?
- Do you feel depressed or even suicidal because of your gambling?

The more you answer 'yes' to these questions, the more likely you are to have a serious gambling problem.

### **Parental Controls**

There are a number of third party applications that parents or guardians can use to monitor or restrict the use of their computer's access to the Internet:

Net Nanny filtering software protects children from

inappropriate web content: [www.netnanny.com](http://www.netnanny.com)

CYBERSitter filtering software, allowing parents to add their own sites to block: [www.cybersitter.com](http://www.cybersitter.com)

### **Self-Exclusion**

Whilst most customers are able to enjoy their gambling, William Hill recognises that for a very small number of customers gambling ceases to be fun.

For those customers who wish to restrict their gambling, William Hill provides a self-exclusion facility, which enables customers to close their account or accounts for a minimum period between 6 months and 5 years.

Unless you request self-exclusion, any account that is simply 'closed' can be re-opened by the customer at any time. If you require information relating to this facility please contact Customer Service on 0800 587 0026

We will use our reasonable endeavours to ensure compliance with self exclusion. However, you accept that we have no responsibility or liability whatsoever if you continue gambling and/or seek to place a bet with us and we fail to recognise or determine that you have requested self exclusion in circumstances which are beyond our reasonable control. For example including but not limited to you opening a new account or gambling in an LBO or over a medium which is not your usual form of betting.

# PRIVACY POLICY

## 1. PURPOSE OF THIS PRIVACY POLICY

1.1 The following describes the information gathering and dissemination practices for the Telebetting Service (“the Service”) operated by William Hill PLC and any companies in its group of companies, including William Hill Credit Limited (ICO registration number Z6700548) (individually, and collectively, “William Hill”).

## 2. USE OF YOUR INFORMATION

2.1 Your personal data (meaning any information about You from which You can be personally identified, such as Your name, address, telephone number or email address, and which is referred to in this Privacy Policy as “Your Information”), will be processed by William Hill (which include its agents and employees), and (where appropriate) our partners and subcontractors in order to be able to provide the full range of the Service to You. Your Information is collected when You register to open an account with us; or when You submit a written query to us.

2.2 Not Used.

2.3 By using any of the Service, You acknowledge that You have read, and agree to, the terms of this Privacy Policy and that, where You provide us with Your Information, You consent to the use by William Hill (and our partners and subcontractors) of Your Information for the purposes set out in paragraph 3 of this Privacy Policy.

2.4 If You do not wish to provide Your Information on the basis set out in this Privacy Policy You should not provide any of Your Information to us over the telephone. However if You do not provide such information, You may not be permitted to make full use of the relevant part of the Service.

2.5 As part of the account registration process, We also offer visitors registering with us the opportunity to “opt out” from keeping them informed of future events, offers and promotions from William Hill. Customers who wish to take this option should state this at the appropriate point in the registration process.

## 3. WHAT TYPE OF INFORMATION WE COLLECT AND HOW WE USE IT

3.1 William Hill collects Your Information in order to:

3.1.1 Enable us to set up Your Account so that You can make full use of all of the features of the Service, including crediting Your account with funds and placing bets;

3.1.2 Comply with relevant regulations regarding Your registration, for example completing age verification checks; and

3.1.3 (provided that You do not “opt out” from this option), to keep You informed of future events, offers and promotions from William Hill.

3.2 In addition to the broad purposes identified in paragraph 3.1 above, William Hill will only use Your Information, including sharing Your Information with our third party partners and subcontractors who process data (including, where appropriate, Your Information) on our behalf, for:

3.2.1 setting up, operating and managing Your Account;

3.2.2 providing the Service, and for any proper purpose connected with such provision;

3.2.3 verifying the accuracy of Your Information, including disclosure of such information to third parties (including financial institutions, age verification, and credit reporting agencies) in connection with such purposes (a record of the search will be retained and the third party may use the information to assist other companies for verification purposes);

3.2.4 preparing statistics related to the use of the Service by You and other customers;

3.2.5 to prepare and display appropriate individualised marketing material and content;

3.2.6 periodically sending account holders written communications to announce important service changes, technical issue updates and changes to the Terms of Use (which includes this Privacy Policy);

3.2.7 complying with our regulatory duties, obligations and responsibilities under the Gambling Act 2005 and to the Gambling Commission;

3.2.8 conforming to legal requirements or complying with legal processes or acting to protect the interests of sporting bodies or other qualified bodies;

3.2.9 the investigation of suspected unlawful, fraudulent or other improper activity connected with the Service;

3.2.10 the reporting of a crime or suspected crime, including money laundering or any fraud; and

3.2.11 any other purpose which is necessary for the performance of our contractual obligations to You.

3.3 William Hill will not send You unsolicited information regarding any third party commercial offers or advertisements.

3.4 William Hill may use Your username and/or first name and region for advertising or promotional purposes.

3.5 Telephone calls to and from our Customer Services Department are recorded for training and security purposes.

3.6 We may transfer Your Information in the event of that we transfer or sell our business or any part of it; including in the

event of insolvency.

3.7 If at any time You wish us to stop processing Your Information for the above purposes, then You must contact us and we will take the appropriate steps to stop doing so. Please note that this may mean that Your Account will have to be closed.

#### **4. OVERSEAS TRANSFER OF YOUR INFORMATION**

4.1 In connection with the provision of its Service, William Hill may need to transfer data (including Your Information) to:

4.1.1 other companies in the same group of companies as William Hill, including (without limitation) WHG (International) Limited and WHG Trading Limited (both incorporated in Gibraltar) and William Hill Malta Limited (incorporated in Malta); and

4.1.2 our partners and subcontractors who are based outside the European Economic Area, including (but not limited to) the Mohawk Territory of Kahnawake; Canada; Israel; Cyprus; and the Philippines.

#### **5. UPDATING YOUR INFORMATION**

5.1 You may update or delete Your Information at any time by contacting Customer Services.

5.2 You may obtain a copy of Your information held by William Hill by contacting Customer Services. We do require up to forty (40) days' notice to enable us to comply with such a request.

#### **6. CONTACTING US**

If at any time You believe that William Hill has not adhered to the principles contained within this Privacy Policy, please notify us by contacting Customer Services and we will use all commercially reasonable efforts to promptly determine and correct the problem.

This Privacy Policy is effective from **5th August 2009**

# TERMS AND CONDITIONS OF USE FOR THE WILLIAM HILL TEXT BETTING SERVICE

## 1. INTRODUCTION

1.1 These terms and conditions ("Text2Bet Rules") are supplemental to the Fair Deal Telephone Betting Rules and cover bets placed with William Hill Credit Limited via the William Hill text betting service ("Text2Bet"). The Text2Bet rules are incorporated into the Fair Deal Telephone Betting Rules pursuant to clause 3 of the General Terms and Conditions ("Clause 3 of the General T&Cs").

1.2 The Fair Deal Telephone Betting Rules can be viewed at [www.williamhillplc.com](http://www.williamhillplc.com) or You can request a copy to be sent to You by calling 0800 587 0026

1.3 As stated in Clause 3 of the General T&Cs, by using Text2Bet You will be deemed to have read and accepted these Text2Bet Rules in addition to the Fair Deal Telephone Betting Rules and Your continued use of Text2Bet will constitute acceptance of the Text2Bet Rules and the Fair Deal Telephone Betting Rules which are in force from time to time.

## 2. ACCOUNT SECURITY

2.1 You are responsible for all bets placed on Your Account using Text2Bet.

2.2 You may be asked to input Your date of birth for verification purposes when using the text betting service. If You have any reason to believe that a third party may be in possession of Your mobile telephone and Your date of birth, You must contact us by telephone on 0800 587 3925 and we will suspend Your Account.

2.3 Prior to such a suspension request being received by us, all transactions will be regarded as valid, whether or not authorised by You, and we shall not be liable for any claims in the event that You disclose your details or allow use of Your mobile telephone (whether deliberately or accidentally) to anyone else.

## 3. TEXT2BET OPERATION

3.1 You will receive a text message confirming the bet You have placed with us. This is Your bet receipt and it is Your responsibility to check the details shown on Your bet receipt. If the details shown do not reflect the bet You believe You placed, it is Your responsibility to call us on 0800 587 3925

and raise the matter with us before the event upon which You have placed Your bet takes place.

3.2 Your bet is accepted when we send Your bet receipt to Your mobile telephone. We are not liable for any delays You experience in receiving Your bet receipt or for any failure to receive Your bet receipt. Our records or the records of our telecom service provider relating to the timing of the dispatch of Your bet receipt shall be conclusive evidence of the bet placed and the time at which Your bet was accepted.

3.3 Any problem You experience relating to delayed bet receipts should be taken up with Your telecoms provider.

3.4 All funds in Your account will be held by William Hill Credit Limited. To make a withdrawal, call us on 0800 587 0026 or text 'withdraw' followed by the number of GBP to 60609.

## 4. MAXIMUM WINNINGS

4.1 Maximum winnings for "Text2Bet" £25,000 in any one day's play unless a lower value is stated in our Fair Deal Telephone Betting Rules at [www.williamhillplc.com](http://www.williamhillplc.com)

## 5. CANCELLATION OF YOUR ACCESS TO THE TEXT2BET FACILITY

5.1 If You decide that You no longer require access the Text2Bet service from Your mobile telephone, You should text STOP to the short code 60609 or contact us by telephone on 0800 587 3925



*William* **HILL**