
Frequently Asked Questions – Minimum Bet Limits for wagering customers

What are the Minimum Bet Limits?

The Minimum Bet Limits require off-course wagering operators to accept a fixed odds bet at odds that are publicly displayed, up to set maximum amounts. The maximum amounts will vary depending on the turnover of the wagering operator and the type of race (e.g. metropolitan or non-metropolitan). For further information on the maximum amounts, please see clause 8.1 of the [General Conditions](#).

What do the Minimum Bet Limits mean for me?

If you make a fixed odd bet (up to the Minimum Bet Limits) on a Queensland Thoroughbred race with an off-course wagering operator, that wagering operator must accept your bet unless an exclusion applies.

The following are examples based on a Minimum Bet Limit of \$1,000:

- a wagering operator must accept a bet of \$100 from a customer on a horse paying \$11 ($\$100 \times \$11 = \$1,100$ including the bet placed); and
- a wagering operator would not be required to accept a bet of \$150 from a customer on a horse paying \$8 ($\$150 \times \$8 = \$1,200$ the including bet placed).

When will the Minimum Bet Limits commence?

The Minimum Bet Limits will commence on 1 January 2018.

Who has to comply with the Minimum Bet Limits?

All off-course wagering operators that are authorised by Racing Queensland to use Queensland race information.

A list of authorised wagering operators is available at <http://www.racingqueensland.com.au/Corporate/Wagering/Overview>.

What type of bets will the Minimum Bet Limits apply to?

The Minimum Bet Limits will only apply to fixed odds bets (i.e. win, place or each way bets) on Queensland Thoroughbred races including telephone and internet bets.

From what times will the Minimum Bet Limits apply?

The Minimum Bet Limits will apply:

- from 9am (AEST) on the day of the Thoroughbred race, for a race meeting commencing prior to 5:30pm (AEST); and
- from 2pm (AEST) on the day of the Thoroughbred race, for a race meeting commencing after 5:30pm (AEST).

Can I download a copy of the Minimum Bet Limit requirements?

Yes, the Minimum Bet Limit requirements are contained in clause 8 of the [General Conditions](#).

Are there any exclusions to the Minimum Bet Limits?

Yes, off-course wagering operators are not required to comply with the Minimum Bet Limits requirements if one of the exclusions in the [General Conditions](#) applies at the time of the bet. For example, Minimum Bet Limits do not apply to betting exchange bets, multi-bets or bets placed in retail outlets (regardless of whether the bet is cash or account betting). For the full list of exclusions, please see clause 8.3 of the [General Conditions](#).

Can I bet more than the Minimum Bet Limits?

Yes. Whilst off-course wagering operators are required to accept a bet up to the Minimum Bet Limit amounts (subject to any exclusions set out in clause 8.3 of the [General Conditions](#)), they may be prepared to accept a bet more than the Minimum Bet Limit. Please note, this decision is at the wagering operator's discretion.

Will the same Minimum Bet Limits apply to on-course bookmakers?

No, Queensland wagering operators that accept on-course bets are subject to the Minimum Bet Limits under Local Rule 76 of the Local Rules (Thoroughbred Racing) – see <http://www.racingqueensland.com.au/corporate/wagering-licencing/race-information>.

Is an off-course wagering operator obliged to extend credit to me to make a bet to the Minimum Bet Limit?

No, if you don't have sufficient funds to pay for the bet, the off-course wagering operator is not required to accept your bet.

What should I do if I feel that the Minimum Bet Limit requirements are not being followed by an off-course wagering operator?

If you believe that an off-course wagering operator has not complied with the Minimum Bet Limit requirements in the [General Conditions](#) (e.g. by refusing your bet), you should try to discuss your complaint directly with the wagering operator as soon as possible after the incident.

If you have been unable to resolve the matter with the wagering operator and the exclusions listed in clause 8.3 of the [General Conditions](#) do not apply, then you may lodge a formal complaint with Racing Queensland. A summary of the formal complaint process can be found at <http://www.racingqueensland.com.au/corporate/wagering-licencing/race-information>.

How do I lodge a formal complaint with Racing Queensland?

You can lodge a formal complaint with Racing Queensland by completing the online complaint form available at <http://www.racingqueensland.com.au/corporate/wagering-licencing/race-information>.

You have 14 days from the date of the incident (e.g. 14 days from the date your bet was rejected or the date your account was closed) to lodge a formal complaint with Racing Queensland. However, this timeframe can be extended if you have contacted the off-course wagering operator and have not received a response within this time period.