

Frequently Asked Questions - Minimum Bet Limits for off-course wagering operators

What are the Minimum Bet Limits and how do they apply to me?

Off-course wagering operators are required to accept a fixed odd bet at odds that are publicly displayed, up to the maximum amounts for the wagering operator to lose, as set out in the tables below:

Turnover of more than \$100 million where:

- the wagering operator has held a previous Race Information Authority and the wagering operator's assessable turnover exceeded \$100 million on Queensland races for the previous financial year then the amounts specified in the table below apply to the wagering operator for the authority period; or
- the wagering operator has not previously held a Race Information Authority, the amounts specified in the table below apply to the wagering operator from the month after the wagering operator's assessable turnover on Queensland races for the current financial year exceeds \$100 million for the remainder of the authority period.

Queensland Race Type	Bet Type
Metropolitan Thoroughbred Race	In any one Win, Win/Place* or Each-way bet: to lose \$2,000 (* place component \$800)
	In any one Place bet: to lose \$800
Non-metropolitan Thoroughbred Race	In any one Win, Win/Place* or Each-way bet: to lose \$1,000 (* place component \$400)
	In any one Place bet: to lose \$400
Any Harness Race	In any one Win, Win/Place* or Each-way bet: to lose \$500 (* place component \$200)
	In any one Place bet: to lose \$200
Any Greyhound Race	In any one Win, Win/Place* or Each-way bet: to lose \$500 (* place component \$200)
	In any one Place bet: to lose \$200

Turnover of less than \$100 million where:

- the wagering operator has held a previous Race Information Authority and the wagering operator's assessable turnover was less than or equal to \$100 million on Queensland races for the previous financial year then the amounts specified in the table below apply to the wagering operator for the authority period; or
- the wagering operator has not previously held a Race Information Authority, the amounts specified in the table below apply to the wagering operator until the month the wagering operator's assessable turnover on Queensland races for the current financial year exceeds \$100 million (i.e. where the wagering operator's assessable turnover on Queensland races for the current financial year is less than or equal to \$100 million).

Queensland Race Type	Bet Type
Any Thoroughbred Race	In any one Win, Win/Place* or Each-way bet: to lose \$1,000 (* place component \$400)
	In any one Place bet: to lose \$400
Any Harness Race	In any one Win, Win/Place* or Each-way bet: to lose \$500 (* place component \$200)
	In any one Place bet: to lose \$200
Any Greyhound Race	In any one Win, Win/Place* or Each-way bet: to lose \$500 (* place component \$200)
	In any one Place bet: to lose \$200

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

- you are required to accept a bet of \$100 from a customer on a horse paying \$11 (\$100 x \$11 = \$1,100 including the bet placed); and
- you are not required to accept a bet of \$150 from a customer on a horse paying \$8 (\$150 x \$8 = \$1,200 including the bet placed).

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

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

From what times will the Minimum Bet Limits apply?

The Minimum Bet Limits will apply from the moment you release final field markets.

Are there any exclusions to the Minimum Bet Limits?

Yes, you 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 10.3 of the General Conditions.

Can I accept a bet more than the Minimum Bet Limits?

Yes, you can accept a bet more than the Minimum Bet Limits at your discretion.

Where the total liability is above the Minimum Bet Limits, the wagering operator will be required to partially accept a bet where the total liability is above the Minimum Bet Limits.

What price does a wagering operator have to bet each punter?

All punters are entitled to the price publicly displayed in the wagering operator's latest betting market on their website or app. The only time a changed price can be offered after a punter submits a bet is if the Queensland Official Price (QOP) had just changed or another bet has been layed at the original price and the wagering operator is adjusting the price in response to the other bet, which will flow through to their website or app. Time log records can be checked to confirm this process.

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>.

Am I required to extend credit to a customer to make a bet to the Minimum Bet Limits?

No, if the customer does not have sufficient funds to pay for the bet, you are not required to accept the bet.

What happens if a customer has a complaint?

If a customer makes a complaint that you have not complied with the Minimum Bet Limits requirements in the General Conditions, you should try to resolve the complaint with the customer directly.

If you have been unable to resolve the complaint with the customer and the exclusions listed in clause 10.3 of the General Conditions do not apply, then the customer 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 long does a customer have to lodge a formal complaint with Racing Queensland?

A customer must lodge a formal complaint with Racing Queensland within 14 days of the date of the incident (e.g. 14 days from the date the bet was rejected or the date the customer's account was closed) however, this timeframe can be extended if the customer has contacted you and you have not provided a response within this time period.
