

Dale’s Sportsbook House Rules

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1. Dale's Sportsbook Rules

- a. Please check your tickets for accuracy before leaving the betting window/kiosk. Leaving the window/kiosk and/or the sports wagering area is deemed as acceptance of the wager by both parties.
 - i. Tickets will not be altered or voided prior to the start of an event except at the discretion of management and with the approval of both parties.
 - ii. Once both parties accept a wager, tickets will not be altered or voided after an event officially begins.
- b. Patron must be 21 years of age or older to place a sports wager.
- c. Dale's Sportsbook reserves the right to refuse any wager, delete or limit selections prior to the acceptance of any wagers.
- d. Management will make every effort to ensure the odds displayed on their screen are accurate
 - i. Computer generated point spread / odds shall determine winners, losers, ties, and payout odds.
 - ii. For the protection of all concerned, management will retain a record of all point spreads and odds in case of technical or human error.
 - iii. All statistical and other data displayed on the sports book screens; scratch sheets, etc. are for the convenience of our patrons only. Maximum care is taken to ensure the accuracy of such information.
- e. Dale's Sportsbook will determine the minimum and maximum wagers on all sports events
- f. Winning tickets will be valid for one year after the conclusion of the sporting event. Sportsbook vouchers will be valid for 90 days after date of issuance.
- g. Dale's Sportsbook reserves the right to void or amend a wager that is a result of an obvious error with a misstated line or misstated odds of a wager or where the terms offered on a wager are materially different from those available to the general market at the time the wager is placed. This applies to individual wagers or wagers that are part of a multi-event, such as a parlay.
- h. Dale's Sportsbook reserves the right to add, change, or delete the payout ratio limits
- i. Dale's Sportsbook is not responsible for lost, stolen, altered, or unreadable tickets. Lost or stolen ticket claims will be paid upon presentation of supporting

information or documentation. In the absence of such documentation, the casino reserves the right to wait at least 120 days after the conclusion of the event to make its decision regarding payment.

- j. Management will make every reasonable effort to resolve disputes. Any unresolved dispute arising as the result of wagers accepted by Dale's Sportsbook shall be turned over to the South Dakota Commission on Gaming.
- k. Dale's Sportsbook reserves the right to prohibit the below sports book participants:
 - i. Any patron on the exclusion list
 - ii. Self-excluded patrons
 - iii. Banned patrons
- l. Dale's Sportsbook reserves the right to add, change or delete the house rules, subject to regulatory approval
- m. Patrons should familiarize themselves with Dale's Sportsbook House Rules before placing a bet. By placing a bet, the patron acknowledges reading, understanding, and accepted the house rules

2. Action/Official Rules

- a. All "games"(team contests) must be played on the date scheduled to be considered "action", unless stipulated otherwise on guest wagering information sheets or odds display. Game start or conclusion times delayed or extended beyond midnight are not recognized as date changes for wagering purposes.
- b. "Events", including golf tournaments, boxing matches, mixed martial arts, tennis matches, auto races, track and field, Olympic and international tournaments or events must be held within 7 days of scheduled date to be considered "action", unless stipulated otherwise on guest wagering information sheets or odds display.
- c. Management is not responsible for location changes. If a game or event is moved from original location, all wagers are "no action".
- d. For wagering purposes, unless otherwise stipulated on, matches are official after: all – considered action once the opening bell/buzzer sounds, regardless of the scheduled length of the bout.
- e. All results are deemed final once the official agency (official sports body, commission, sanctioning organization, etc.) has posted the result. Subsequent

inquiries and changes to official result will not affect the bet settlement after one hour or more of the conclusion of the event.

- f. For wagering purposes, the winner of an event or game will be determined on the date and approximate time of the event's conclusion according to house wagering rules. Dale's Sportsbook does not recognize suspended games, result changes one hour or more after the event's conclusion, protests, or overturned decisions, etc.
- g. Minimum play requirements for wagering purposes (unless stipulated otherwise on guest wagering information sheets or odds display, on games are official after):
 - i. Football (professional and college) – 55 minutes of play
 - ii. Basketball (professional) – 43 minutes of play
 - iii. Basketball (college) – 35 minutes of play
 - iv. Hockey (professional, college, amateur) – 55 minutes of play
 - v. Soccer (professional and amateur) – 90 minutes of play
 - vi. Fighting, Mixed Martial Arts (professional and amateur) – When bell (buzzer, etc.) is sounded signifying the start of the opening round the bout is considered official for wagering purposes, regardless of the scheduled length.
 - vii. Baseball (major league, minor league, college, amateur) – In all nine-inning scheduled games, winners and losers are official after nine innings of play, unless the home team is leading after eight and one-half innings. Postponed or suspended games must go a minimum of five innings or four and one-half innings if the home team is ahead (also applies to seven-inning scheduled games). If a game goes past five innings and is subsequently postponed or suspended, the winner is determined by the score after the last full inning of play; except in a case in which the home team scores to tie or take the lead in the bottom half of the inning in which the game is postponed or suspended, the runs do count.
 - viii. All contests not listed above that involve a predetermined length of play, time limit, distance, etc. that are not reached, yet the event is called final by event officials with a winner declared, shall also be considered official for wagering purposes, unless stipulated otherwise on guest wagering information sheets or odds display.
 - ix. All other contests not listed above that involve a scheduled length of play or time limit must play to their conclusion or have five minutes or less

than 10% of scheduled playing time remaining when the contest concludes to be considered official for wagering purposes.

- x. All halftime (1st half and 2nd half), quarter, period, set, etc. wagering propositions must be played to the conclusion of that portion of play to be considered "action", and are independent of the game and other propositions. Soccer 1st half or 2nd half wagers must go at least 4 minutes to be considered "action".
- h. Prop bets must go for the duration for the sports minimum play requirement.
- i. Future wagers will be graded within one calendar year of the official league start date, in the circumstances of delayed future wagers including but not limited to division/conference/finals etc., the date change will be considered action if completed within one calendar year of the official league start date.

3. Football

- a. Games must be played on the date scheduled for "action". If a game is postponed or rescheduled to a later date, it will be deemed "no action".
- b. Overtime will not include wagers that specify specific halves or quarters.
- c. Wagers for all partial-game markets are valid upon the completion of the specified period.
- d. Ties will be posted as a "push" or "refund".
- e. For 2nd half football wagers – For any bets in these markets, unless otherwise stated, overtime will not be counted when determining how the bets are settled.
- f. Future/Season bets – NFL regular season win totals, and matchups are based on teams completing all 17 regular season games, and for CFL all 18 regular season games. College football teams must play all scheduled regular season games for action

4. Baseball

- a. Baseball wagers are accepted in the following manner:
 - i. Action – team against team, regardless of the starting pitchers
 - ii. One Specified Pitcher – A wager on or against one specific pitcher, regardless of another starting pitcher. Specified starting pitcher must throw the first pitch or wager is deemed "no action" and wager will be refunded or "pushed".

- iii. Both Specified (Listed) Pitchers – A wager that specifies both starting pitchers. Any variation to either pitcher constitutes “no action” and wager will be refunded or “pushed”.
 - iv. Note: Each team's starting pitcher is defined for wagering purposes as the pitcher that throws the initial pitch.
 - v. Note: Each team's starting pitcher will be accurately documented on odds display screens or guest wagering information sheets
- b. In the event of a pitcher(s) change prior to the start of a baseball game, money line odds may be adjusted. If one scheduled pitcher starts against an unscheduled pitcher, “action” and any still valid “specified (listed) pitcher” wagers will be computed at the opening price established by management with the new pitcher
 - c. On Baseball 5 Inning wagers, both specified (listed) pitchers must start for “action”. For first 5 inning wagers, if a game is suspended in the bottom of the 5th inning with the home team ahead, all money line bets will be posted as official at the time of suspension, with the total wager being refunded or “pushed”.
 - d. On baseball first inning wagers, the first inning must be completed for “action”.
 - e. When wagering on “totals” (over/under), extra innings, etc., are counted in the final score, unless stipulated otherwise.
 - f. All settlements are based on the results and statistics provided by the relevant league's governing body (e.g. Major League Baseball).
 - g. Called/suspended games must go a minimum of five innings, or four and one-half innings if the home team is ahead.
 - h. If a game goes past five innings and is subsequently called/suspended, the winner is determined by the score after the last full inning of play
 - i. When wagering on baseball “totals” or “run lines”, the game must go at least the regulation nine innings (eight and one-half if the home team is ahead) for a scheduled nine-inning game and seven innings (six and one-half if the home team is ahead) for a scheduled seven-inning game
 - j. If a game is suspended and continues to a conclusion the following day, then all bets will stand. Anything beyond 24 hours will result in a refund or “push”.
 - k. If on the day of the events conclusion no winner is determined, minimum play requirements are not met or if “no contest” is declared, all wagers on that event will be considered “no action” for wagering purposes and wager will be refunded or “pushed”.

5. Basketball

- a. All games must be fully completed for full game basketball wagers to be "action". Pro must play a minimum of 43 minutes to be considered "completed", College must play a minimum of 35 minutes to be considered "completed".
- b. All first and second half, and quarter wagers must be played to their conclusion to be considered "action".
- c. Overtime is counted in the final score, unless otherwise specified.
- d. Unless odds are quoted for a tie, any market where the result is a wagering tie will be refunded or "pushed".
- e. If a match starts on the scheduled start date and is not completed within 24 hours it will be deemed "no action"

6. Hockey

- a. For wagers that specify "including overtime", in the event of a shootout in hockey, the winner of the shootout will have one (1) goal added to its score and this goal will count towards the game total regardless of the number of shootout goals scored.
- b. If overtime includes another period, the first team to score will win the game. This overtime goal scored will be included in the puck line wagers and total wagers that are only specified as "including overtime".
- c. For college hockey wagering purposes, regular season final scores will be determined by the rules of the particular conference. 3 on 3 and shootout results may not count towards the final score.
- d. Wagers for all partial game markets (periods) must be completed in full to constitute "action".
- e. Tie's will be refunded or "pushed" unless the market is a three-way market (where odds are quoted for a tie).
- f. Futures/Season Bets – All bets stand on outright, conference and divisional betting regardless of player movement, team movement, and team name change or season length.
- g. Hockey play proposition wagers do include overtime, but not shootouts unless otherwise specified.

7. Soccer

- a. For all goal line, money line, and total wagers, the score at the end of 90 minutes, plus injury time minutes, will be used to determine winning and losing tickets; extra time and penalty kick shootouts do not count, unless otherwise specified.
- b. A wager on a team "to advance" will include the result of extra time and penalty kick shootouts to determine the winner of the match.
- c. Wagers will be decided based on the score at the referee's final whistle at the match's natural conclusion, whether the match is decided in regular time, extra time, or in a penalty shootout.
- d. Official league data will be used to determine all statistical wagering propositions, play proposition wagers and future book wagers. This may take up to one hour after the conclusion of the match to be settled.

8. Auto Racing

- a. All future book wagers on auto racing are "action" once driver begins event unless stipulated otherwise on guest wagering information sheets or odds display.
- b. All participants in event match-up or driver propositions must start the event, or that proposition is "no action" and wager will be refunded or "pushed".
- c. All auto race wagers are on drivers only; not on a team or car, unless stipulated otherwise on guest wagering information sheets or odds display.
- d. Auto race results will be considered official for wagering purposes one hour after the events conclusion. At that time auto series recognized results and statistics will be used to determine all winners and losers. Subsequent changes will not be recognized.
- e. The field includes any driver who is not listed.

9. Boxing/MMA

- a. In "fighting", a full round is defined as one in which the bell (buzzer, etc.) has sounded signifying the conclusion of such round. If a fighter is counted out or the bout officially stopped prior to the bell, that round is not considered a full

round for wagering purposes. If a half round (one minute and thirty seconds of a three minute round, 2 minute 30 seconds of a five minute round) or other specified time is listed, the official time of the bouts conclusion, as determined by ring officials, will determine proposition winners and losers.

- b. If a boxing or mixed martial arts fight ends at exactly 1:30 of a 3:00 minute round or 2:30 of a 5:00 minute round, whereas the fight lands exactly on the listed total, over/under wagers will be refunded or pushed.
- c. On fighting and mixed martial arts "K.O." proposition wagers, "K.O." includes knockout, technical knockout, disqualification, or any other stoppage.
- d. On fighting and mixed martial arts "Decision" proposition wagers, "Decision" means the fight must go to the judges' scorecards to determine a winner, including a technical decision.
- e. On fighting and mixed martial arts "Draw" proposition wagers, "Draw" means fight must go to the judges' scorecards and be declared a draw; including a technical draw.
- f. All Wagers will be settled according to the official result of the relevant governing body immediately as declared by the ring announcer at the end of the fight.
- g. For settlement purposes, in case the match is interrupted for any reason in between rounds, e.g. retirement before the start of a round, disqualification, failure to answer the bell, the fight will be deemed to have finished at the end of the previous round.

10. Golf

- a. All bets referring to Tournament Performance (Winner, Place, Group Betting, Top Nationality, Individual Final Position, etc.) will be deemed valid as long as 36 holes have been completed by the eligible players, and an official result has been declared by the tournament organization.
- b. Wagers on players who start tournaments but either withdraw or are disqualified will be graded as losing wagers.
- c. Most holes played wins golf matchups. If holes are equal, then low score wins.
- d. If both golfers listed in a "head to head" matchup are involved in a 3-way (or more) playoff, either golfer involved must win the playoff to win that matchup, or proposition is "no action" and wager will be refunded or pushed.

- e. In "Head to Heads" based on the best finishing position in the tournament; in case one player misses the cut then the other player will be settled as the winner. If both participants fail to the cut, the player with the lowest score at the cut will be resulted as the winner
- f. All future wagers on golf are "action" once player begins event unless otherwise specified

11. Tennis

- a. Any retirements or disqualifications before the completion of the match will result in the match being declared "no action".
- b. All future wagers on tennis are "action" once player begins event unless otherwise specified.
- c. If a match is suspended after the match has started, all full game wagers are "action" if completed within 7 days.
- d. For partial-match wagering (e.g. game and set betting), wagers are considered "action" upon the completion of the specified period.
- e. All tennis matches are "action" regardless of a venue change, surface change, court type, or change of scheduling as long as they are fully completed.
- f. In a doubles match, all bets will be declared void if any of the stated players have been replaced at any time

12. Olympics

- a. All events will be settled based on the official International Olympic Committee podium results
- b. Wagering on the championship medal counts will be settled following the final event and according to the podium results
- c. If an event is postponed during the Olympics, wagers will stand as long as the event is completed prior to the closing ceremony
- d. For an event with a time limit, the full time of the game must expire for a wager to be considered "action".
- e. In a head to head match, the best time/score is the winner
- f. Medal winners
 - i. Medal winners are considered "action" when awarded their medal at the podium

13. Rugby

- a. Unless otherwise stated, all rugby league bets are settled on 80 minutes play plus any injury time
- b. All bets on NRL matches will be settled on the official declared result including any extra time
- c. In point spread and totals betting where the value is a whole number and the result lands on that number, then all wagers related to that line number will be refunded.
- d. If a match is postponed or the venue is changed from the one advertised, then all bets on that match are void
- e. If a match starts but is abandoned before its completion, all bets will be void unless an official result is declared by the applicable governing body

14. Rodeo/Bull Riding

- a. Events must be held within 7 days of the advertised date in the listed city for bets to be action
- b. Should the venue change, but remain in the same city, then all bets stand
- c. If an event does not conclude after the first round begins, then all bets will be void. Any rounds that had been determined will be settled as normal
- d. Event winner wagers
 - i. Bets will be settled on the original classification by the governing body, regardless of any subsequent disqualifications or inquiries. If a competitor does take part in an event then bets placed on that competitor or team will stand
- e. Round winner wagers
 - i. Bets relate to specific rounds only. All bets stand regardless of which bull is ridden. If a competitor does not take part in a round then bets placed on that competitor or team are considered to be losing bets.
- f. Head to heat matchups
 - i. Should one or more competitors not take part in any of the event, then bets on matchups will be deemed void. Should a rider begin the event, but subsequently withdraw, or fail to finish, then the rider with the highest aggregate points will be deemed the winner

15. Wager Information

- a. Funding a wager
 - i. Wagers at Dale's Sportsbook may only be funded in cash, value gaming chips, funds from a winning sportsbook ticket or sportsbook voucher, or funds from a patron's mobile account.
- b. Redeeming a winning bet
 - i. All winning bets can be redeemed at ticket writer stations during normal business hours or at the casino cage when the sportsbook is closed.
- c. Maximum wager limit
 - i. The maximum wager accepted in Dale's Sportsbook is \$1,000 per wager
- d. Cancellation and Voiding Wagers
 - i. Although Dale's Sportsbook works to ensure no errors are made in accepting sports betting wagers, due to technical or human error a bet may be accepted that is an obvious error. An obvious error could be one of the following:
 1. The odds or terms offered are materially different from the general betting market when the bet was placed. In these instances, Dale's Sportsbook reserves the right to correct the odds and pay the winning bet at correct price as determined by Dale's Sportsbook or void any bets placed.
 2. If an event is offered in error, the scheduled start time is incorrect, or for any other reason Dale's Sportsbook may void these erroneous bets at its discretion and will provide explanation of why the decision to void was made after an investigation.
 3. Any other instances due to system or technical issues will be addressed individually.
 4. Patrons shall verify that all information on their ticket is accurate before leaving the writer station or kiosk. Unless agreed upon by both parties, and at the discretion of Dale's Sportsbook, no ticket will be altered or voided prior to the start of the event.
 5. All Future wagers are "action" if winner is officially declared, unless otherwise stated or noted on printed media
 - a. The field includes any participant who is not listed.

16. Voids/Cancellations

- a. Dale's Sportsbook reserves the right, at its own discretion, to declare a bet void, totally or partially, if it is obvious that any of the following circumstances have occurred:
 - i. Bets have been offered, placed and/or accepted due to an error
 - ii. Bets placed while the website was encountering technical problems, that would otherwise not have been accepted.
 - iii. Influence betting
 - iv. Syndicate betting
 - v. A result has been affected by illegal activity – directly or indirectly
 - vi. Any erroneous pre-game wagers accepted after the scheduled start time.
 - vii. Any erroneous live-game wagers accepted at an incorrect price due to delayed or failing of the live coverage.

17. Calculating Parlay Payouts

- a. Straight bets pay 10-11 unless posted or specified otherwise on printed media. In the event of a tie in a straight wager, wager is considered "no action" and money is refunded.
- b. All parlays are based on a true odds format. This is calculated by multiplying the decimal equivalent of each event by the amount wagered
- c. Parlay odds (-110)
 - i. 2 teams – 2.64 to 1
 - ii. 3 teams – 5.95 to 1
 - iii. 4 teams – 12.28 to 1
 - iv. 5 teams – 24.35 to 1
 - v. 6 teams – 47.41 to 1
 - vi. 7 teams – 91.42 to 1
 - vii. 8 teams – 175.44 to 1
- d. Negative odds (odds with a minus sign) are converted in the following way; divide 100 with the odd value (for -110 value is 110) and then add 1 to the result.
 - i. EX: $1 + (100/110) = 1.91$
 - ii. Odds equivalent to one dollar:
 1. $-105 = 1.952$
 2. $-110 = 1.909$
 3. $-120 = 1.833$

- 4. $-130 = 1.769$
- 5. $-140 = 1.714$
- 6. $-150 = 1.667$
- e. Positive odds (odds with a plus sign) are converted in the following way; divide positive odd value (for +110 value is 110) with 100 and then add 1 to the result
 - i. EX: $(110/100) + 1 = 2.100$
 - ii. Odds equivalent to one dollar:
 - 1. $+105 = 2.050$
 - 2. $+110 = 2.100$
 - 3. $+120 = 2.200$
 - 4. $+130 = 2.300$
 - 5. $+140 = 2.400$
 - 6. $+150 = 2.500$
- f. A maximum payoff limit of 299 to 1 is paid on parlays "off the board". In the event of a tie or "no action", parlay is reduced to the next lower number of parlays. Acceptance of all parlays is at the discretion of management.
- g. Calculating Teaser Payouts

6 Point Football Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-125	+150	+250	+400	+600	+900	+1250	
TIES REDUCE TO NEXT LEVEL							
6.5 Point Football Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-140	+140	+200	+350	+500	+800	+1100	
TIES REDUCE TO NEXT LEVEL							
7 Point Football Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-150	+120	+180	+300	+425	+650	+900	
TIES REDUCE TO NEXT LEVEL							
5 Point Basketball Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-120	+140	+200	+350	+500	+700	+1000	
TIES REDUCE TO NEXT LEVEL							
5.5 Point Basketball Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-125	+135	+190	+300	+450	+650	+900	
TIES REDUCE TO NEXT LEVEL							
6 Point Basketball Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-140	+120	+180	+280	+400	+600	+800	
TIES REDUCE TO NEXT LEVEL							

18. Lost Ticket Policy

- a. Dale's Sportsbook is not responsible for lost or stolen tickets. If the rightful owner of a lost ticket can be confirmed by Dale's Sportsbook, a payment may be processed.

19. Parlays

- a. Tickets consisting of all money line wagers, that are not -110, are determined using standard money line calculations
- b. Combination parlays are figured by first referring to the pay table, then applying the result to the standard money line calculations when not the standard -110
- c. All parlay bets placed are subject to the sportsbook house rules that apply to each individual sport that related to any leg of any parlay bet

20. Mobile Wagering Accounts

- a. Account holder must be at least 21 years of age
- b. Dale's Sportsbook posted house rules and regulations are applicable to mobile wagering accounts. House rules are displayed in the sportsbook and on our website.
- c. For an individual account, the patron must complete registration and verification process completed either on the mobile application or in person prior to activating an account.
- d. To use mobile wagering accounts on the mobile application, the individual holding the mobile wagering account must be on the premises of Dale's Sportsbook and/or Deadwood Mountain Grand Casino.
- e. Mobile wagering account transaction through the mobile application cannot be accepted from any individual who does not have a valid mobile wagering account which is in good standing.
- f. Management reserves the right to refuse any mobile application registration
- g. Management reserves the right to suspend an account for reasons it deems sufficient.
- h. Management reserves the right to terminate and settle the account balance with the patron for reasons it deems sufficient.
- i. Management shall keep all wagering account information and transactions confidential except from the patron, affiliates or as a result of any state and/or

- federal law or legally sufficient subpoena or other court document that require the book to provide any and all information related to any and all accounts.
- j. Only the person named and identified as the account holder for an individual account can conduct transactions on the account. No agents or representatives will be permitted to access the account.
 - k. Mobile wagering account transactions are accepted either through the mobile application or at a ticket writer's station.
 - l. Wagers placed through the mobile application are binding when the patron verifies and confirms purchase of wager displayed on the screen.
 - m. Wagers will not be accepted if they exceed the balance in the account.
 - n. Any mobile wagering account withdrawals and subsequent deposits must be authorized by individual holding the mobile wagering account.
 - o. Mobile wagering account winnings are subject to IRS reporting and/or withholdings.
 - p. Wagers placed through the mobile application are the sole responsibility of the account holder. Management is not responsible for unauthorized access to the account.
 - q. History of transactions placed through the mobile application will be available for a minimum of 60 days.
 - r. If you do not place any wagers for 365 days consecutively your account will be suspended from play and classified as dormant. To reactivate the account, you must appear in person at Dale's Sportsbook to re-validate your identity. Dale's Sportsbook may close the dormant account at our own discretion at any time.
 - s. Unless otherwise stated, all rules apply to both wagers made in person and to wagers made using the mobile application.
 - t. For wagers made through the mobile application, the terms of your wager are displayed before you confirm purchase of the wager. The action of confirming purchase is deemed an acceptance of the wager terms by you.
 - u. Payment of winning wagers will be made when results of sporting event are confirmed and results posted in the sports wagering system.
 - v. Changes to betting lines will automatically be updated within the mobile application. Any changes on bet selections will require your acceptance of the revised change before you wager can be confirmed.
 - w. Mobile wagering accounts are subject to an audit at the discretion of management at any time. If it is determined that account balances are inaccurate or in error as a result of posting errors, late decision adjustments,

modifications mandated by notification or decisions of the gaming commission or other system errors, the mobile wagering account will be adjusted to reflect the findings of the audit. An account may also be adjusted as a result of the resolution of a customer dispute. In the event an adjustment would result in a negative balance in the account, all activity in the account will be suspended until agreement on the adjustment is reached between the account holder and system operator. If the parties are unable to agree on the adjustment the matter will be submitted to the gaming commission for resolution of a customer dispute.

- x. Mobile wagering account rules and regulations are subject to change by management at any time
- y. Due to possible delays or inaccuracies, the live scoreboard may not be reflecting of actual live scores and therefore should not be solely relied upon in determining whether to place a bet or not.

21. Prohibited Persons

- a. Persons under 21 years old
- b. Persons placing a wager as an agent or proxy
- c. Any person who is an athlete, coach, referee, player in or on any sports event overseen by that person's sport's governing body.
- d. Any person who holds a position of authority or influence to persuade the participants in a sporting contest, including, but not limited to coaches, managers, handlers, or athletic trainers.
- e. Any person with access to certain types of exclusive information on any sports event overseen by that person's sport's governing body based on publicly available information or based on a list provided to the South Dakota Commission on Gaming by a sport's governing body.

22. Patron Questions and Complaints

- a. In the event that a patron has a dispute involving a placed wager, or the way in which a bet or market type has been settled, Dale's Sportsbook is responsible for receiving and addressing any patron disputes.
- b. Patron questions or complaints can be referred to sportsbook management. In addition, patrons may call 605-559-1154 and ask to make a sportsbook question

or complaint request. All requests will be responded to within ten (10) business days.

- c. Dale's Sportsbook will attempt to resolve any disputes with the patron, however if a resolution cannot be reached or the dispute involves at least \$1000, the sportsbook will notify the South Dakota Commission on Gaming.

23. Acceptance of Disclosed Terms and Liabilities

- a. You hereby accept that by using Dale's Sportsbook's services, there is a risk that you may, as well as winning money, lose money. You agree that your use of the services is at your own risk and Dale's Sportsbook and affiliated parties accept no responsibility and shall not be liable for any consequences that are alleged to have occurred through your use, or misuse, of the services.
- b. Dale's Sportsbook and affiliated parties are not liable for any failure of equipment/software and or loss by any act of God, power failure, disputes that may affect the placing of wagers/bets.
- c. Dale's Sportsbook and affiliated parties reserve the right to cancel or suspend the services without incurring any liability.
- d. Patrons agree that these house rules have been read and accepted prior to the submission of any wagers.
- e. The sports and/or markets listed in these house rules may not be currently available in your jurisdiction, therefore will not be available for wagering

24. Responsible Gambling

- a. Dale's Sportsbook encourages responsible gambling. If you or someone you know has a gambling problem, please contact the National Council on Problem Gambling at 1-800-522-4700

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