

3770:3-5-03

House rules.

(A) Each type C sports gaming proprietor must have house rules to govern its offerings of sports gaming in accordance with section 3770.25 of the Revised Code. The house rules must be readily available and easily accessible on each sports gaming proprietor's website, mobile application, and at all lottery sports gaming facilities. House rules must address:

(1) Types of wagers accepted;

(2) Method for calculation and payment of winning sports wagers;

(3) Effect of scheduling changes and/or canceled sporting events;

(4) Process for handling incorrectly posted sporting events, odds, or results;

(5) Method of notifying patrons of odds or proposition changes;

(6) Methods of funding a wager or sports gaming account;

(7) Methods for redeeming a winning sports wager;

(8) Lost or damaged ticket policy;

(9) Expiration of any winning ticket 180 days after the date the ticket outcome is determined;

(10) Process for accepting sports wagers at other than posted terms;

(11) Process for canceling sports wagers for obvious errors, including notification;

(12) Process for contacting the sports gaming proprietor to submit questions and/or complaints;

(13) Notification of the patron dispute process;

(14) Notification to patrons of the voluntary exclusion program; and

(15) Any other house rules required by the director.

(B) The current version of each type C sports gaming proprietor's house rules must always be available in a manner prescribed by the director.

(C) A type C sports gaming proprietor must submit its house rules to the director and receive approval from the director prior to offering sports gaming.

(D) Any proposed changes to the house rules must be approved by the director prior to implementation. If the sports gaming proprietor has not received a response from

the director regarding the proposed changes within five days, the changes will be deemed approved.

(E) The director may, at any time, require a change to the house rules in order to ensure compliance with Chapters 3770. and 3775. of the Revised Code or the rules adopted thereunder.