



**WESTERN CAPE BOOKMAKERS' ASSOCIATION**  
**P.O. BOX 631, BETTY'S BAY, 7141**  
**TEL: (084) 337 9517 FAX: 086 514 6105**

10 July 2017

## **CIRCULAR TO MEMBERS**

Dear Member

### **NEWLY PUBLISHED WESTERN CAPE BOOKMAKERS OPERATIONAL RULES**

In our circular dated 20 June 2017, members were advised that the Western Cape Gambling and Racing Board ("the Board") has approved a new set of Operational Rules for Bookmakers ("the Rules"), which was published in the *Provincial Gazette* on 15 June 2017.

The Rules have been scrutinized with a view to informing members of the most significant amendments, which are set forth below for your information and further actioning.

#### **NEW DEFINITIONS INSERTED:**

**"account"** means an account opened in the name of the Customer by the bookmaker for the purposes of betting;

**"Cash out bet"** means a bet which allows you to take a return on a bet before the selection closes. The return amount is determined by the bookmaker.

**"event"** means any sporting contest or other event or contingency in respect of which betting is offered by the bookmaker;

**“in-running betting”** refers to circumstances where quotes or prices on selected events, outcomes or contestants are updated during the progress of the event on which wagering is accepted, in such a manner that betting may occur after the official start but before the official end of an event;

**“limits”** means such minimum or maximum amounts as may be stipulated by the bookmaker in respect of stakes, betting markets, specific bet types, odds or payouts, as the case may be as approved by the Board.

#### **AMENDED DEFINITIONS:**

**“match play”** – ‘any sporting event or contingency limited to two participants or markets with two or three possible outcomes’.

**“starting price win”** – The starting price of a horse shall be the last fixed odds laid or displayed by the bookmaker on that horse, prior to the start of the race. In the event of a late withdrawal, where no new betting is displayed before the start of the race, then the starting price shall be the last price displayed, subject to a deduction as per Rule 8

#### **AMENDMENTS TO EXISTING RULES:**

**Rule 2(1)** has been amended to create an exception to the requirement that betting should be closed at the commencement of an event or component thereof, in cases where the relevant event is an in-running event.

**Rule 5** has been amended to provide that related Bets adjustments should be settled within 48 hours after the results. It should be noted that retrospective adjustments after 48 hours to the detriment of the punter are prohibited.

**Rule 7** has been amended by the insertion of the following additional paragraph:

*If a customer opens an online account with the bookmaker the user name, account number and password must be kept confidential and secret by the customer. All transactions where the customer's user name and password have correctly been entered will be deemed to have been placed and accepted by the customer and shall be for the customer's account. It is the customer's responsibility to advise the bookmaker of any changes of address or contact details.*

**Rule 10** has been amended by the insertion of the following new sub-rules (4) – (7):

*(4) For a bet to be accepted, it must be a valid bet*

*(4)(1)(a) valid bet is:*

- (i) one which has been offered by the bookmaker;*
- (ii) in respect of which the bookmaker has issued a transaction code or ticket;*
- (iii) taken by a person of 18 years or older;*
- (iv) not fraudulent;*
- (v) has been placed with the bookmaker using any one of the prescribed methods used by the bookmaker from time to time to offer bets to punters, and*
- (vi) is not a void bet as may be determined elsewhere in the operational rules or the individual bookmaker's terms & conditions.*

*(5) Telephone Betting – It is the punters responsibility to ensure that the details of all bets are correct when called to and confirmed by a call centre operator. For a bet to be accepted the bookmaker must issue a ticket in respect of each bet. A bet is not accepted on call back confirmation of the content of the bet by the operator but only on the issue of a ticket.*

*(6) The maximum amount that any single customer (directly or indirectly) may win from any bet or bets finalised with the bookmaker on any one day, may be determined by the bookmaker and such limits must be displayed and made available on the premises.*

*(7) If a number of bets containing the same selections are placed by more than one customer, and the bookmaker has reason to believe that these bets originated from or were placed on behalf of the same customer, syndicate of customers or any group of people acting in conjunction with each other as may be determined by the bookmaker and with support of substantive evidence, the bookmaker reserves the right to limit the total winnings payable in respect thereof. This provision is also applicable to licensed website online operators.*

**Rule 11** (previously Rule 10) has been amended by the insertion of the following new sub-rules (3) – (5):

*(3) Should a bookmaker misstate any sports betting handicap as a result of a computer malfunction, feed error or the bet or selection will be deemed to have taken place on the correct handicap which was available in the general market at the time the bet was struck.*

*(4) Should a bookmaker process any result incorrectly, such result shall be corrected and processed correctly. Any and all accounts which have been incorrectly credited with incorrect winnings as a result will be adjusted to reflect the corrected position or where customers are incorrectly paid in cash with incorrect winnings, then the incorrect winnings may be deducted from customers' bookmaker account (should one exist).*

*(5) Notice to be displayed providing adequate time to verify the correctness of the ticket and bring it for changes should need arise. This provision excludes in running.*

Members are encouraged to note the above and to ensure that the notice referred to in the new sub-rule (50 is developed and displayed.

**Rule 12(1)(b)** has been amended to include “*final whistle*” and “*official result*” as events which precede the payout of winning bets in respect of sports/events other than horseracing (i.e. which mark the final conclusion and result of the event in question).

**Rule 13** has been amended by the insertion of the following additional paragraph:

*Bookmakers may supplement these Operational Rules with additional clauses in their own Terms & Conditions/Sports Betting Rules, provided such clauses are consistent with and not in conflict with these Rules. Where applicable Such Terms & Conditions/Sports Betting Rules must be approved by the relevant Gambling Board.*

**NOTE:** The current Racing and Betting Rules in force in the Western Cape do not require the Board to approve a licensed bookmaker's Terms & Conditions (see Rule 37 of the Racing and Betting Rules, which merely requires these T's & C's to be displayed on the website).

**Rule 27** has been amended by the insertion of the following two paragraphs:

*Individual bookmakers may vary the deduction table at their own discretion but such variances may not place the punter in a worse position than if the tabled deductions were used.*

*In the event of a withdrawal, the amount deducted from winnings will be based on the price of the withdrawn horse, **at the time when the bet was struck**, according to the following table:*

In addition, Rule 27(4) has been amended to provide that in the case of starting price bets, deductions shall not apply unless a late withdrawal occurs **and there is insufficient time to reform the market**.

**Rule 21(3)** has been amended to require that where open bets are offered, a visible board should be displayed for tote dividends and the related limits.

**Rule 26(1)** has been amended to clarify that in respect of the settlement of soccer bets, the expression “*full time*” means regulation time played plus referee's optional extra time.

**Rule 26(9)** has been amended to provide that selections on soccer bets shall become void if the match is postponed by more than **36 hours** (previously 24 hours) of the advertised date.

In the context of bets relating to time, **Rule 26(2)** has been amended to clarify that when such bets are settled using information published on the internet, this refers to the official websites, either of the league in question or of the relevant live data provider.

Rule **34(2)** has been amended to provide that in bets related to tennis matches which are postponed and rescheduled, bets shall become void if the match is not played within **72 hours** (previously 24 hours) of the originally scheduled time.

Also in relation to bets on tennis, **Rule 34(3)** has been amended to provide that if the surface on which a match is to be played changes, all selections become void.

#### **NEW RULES INSERTED:**

**Rule 6** headed "Cash out bet", provides as follows:

*Returns listed for cash out bets that are the result of a computer malfunction, feed error or any other reason whatsoever that influences the underlying prices of the selections involved in the bet, will be deemed to have taken place at the correct underlying price in the general market at the time the bet was struck.*

A new **Rule 29(2)** has been inserted in relation to betting on limited overs cricket, which provides as follows:

#### **(2) Innings Runs/Innings Sixes**

*ODIs - Bets on the total runs (overs/unders) and total sixes (overs/unders) in an innings will be void if the intervention of rain or any other delay results in the number of overs being reduced by 5 overs or more than that scheduled when the bets were struck; unless settlement of bets is already determined. This applies to both ante-post and In-Running betting.*

*T20s - Bets on the total runs (overs/unders) and total sixes (overs/unders) in an innings will be void if the intervention of rain or any other delay results in the number of overs being reduced by 2 overs or more than that scheduled when the bets were struck; unless settlement of bets is already determined. This applies to both ante-post and In-Running betting. In matches of 10 overs or less, bets will be void if the entire innings is not completed, unless settlement of bets is already determined.*

A new **Rule 30(7)** has been inserted in relation to betting on golf, which provides as follows:

*(7) The following applies to 'miss the cut' betting:*

*If a player starts and withdraws before the cut is made then he is deemed to have missed the cut.*

Members are urged to take cognisance of the above amendments to the Rules and to ensure that they take such steps as are necessary to ensure compliance with the newly introduced requirements.

Sincerely

**TYRONE DOBBIN**  
**CHAIRPERSON**