Amendment to the Gambling Act (Class 4) Game Rules – Rules for Cash-In-Ticket-Out Systems

Pursuant to section 367 of the Gambling Act 2003, the following amendment to the Gambling Act (Class 4) Game Rules was prescribed on 31 May 2016.

The amendment takes effect from 10 June 2016.

The Gambling Act (Class 4) Game Rules 2016

1. The following section is added at the end of the game rules:

“Part 4: Rules for De-Centralised Off-Line Cash-In Ticket Out systems

66 Instructions and authorisations

Where any De-Centralised Off-Line Cash-In-Ticket-Out (DOCITO) system is operated at a venue, the corporate society must ensure that:

(a) user manuals or operating instructions and procedures are available at the venue; and

(b) only authorised venue personnel perform any operating or ticket payment requirements.

67 Ticket printing and redemption

(1) A ticket can only be redeemed for payment by the venue cashier where a player presents the ticket within seven days after the day the ticket was printed.

(2) If a player presents a ticket after the day when the ticket was issued, the player must present personal identification before the ticket can be redeemed.

(note: “after the day when the ticket was issued” may be up to 24 hours after the ticket was printed, depending on system configuration).

(3) Tickets older than seven days:

(a) must not be redeemed by the venue cashier; and

(b) may be only redeemed on application to the relevant corporate society.

(4) Tickets older than three months from the date of issue are forfeit and void and can no longer be redeemed.

(5) Tickets of a value of $999 or more are be paid as normal by a cancelled credit procedure.
(6) Venue staff may at any time require proof of the player’s identity before any ticket is redeemed.

(7) Redeemed tickets must be suitably defaced as paid and stored for a period of 90 days.

68 Player notices

There must be sufficient information displayed to the player either by a notice affixed to either the gaming machine or prominently displayed in the gaming machine play area advising the following:

(a) the procedures described in game rules 67(1) to (6) above; and

(b) when the collect button is pressed, the gaming machine will ONLY pay out available credits under $999 by means of a printed ticket; and

(c) there may be a delay of a few seconds and up to a few minutes, depending on the amount of credits on the gaming machine, before a ticket is printed; and

(d) If a ticket is not printed then a malfunction has occurred and the gaming machine attendant should be called for assistance.

69 Malfunctions

(1) The venue manager must ensure that a faults register is kept at the venue.

(2) The venue manager must ensure that any malfunction of a DOCITO system is recorded in the faults register as it occurs or is detected.

70 Player disputes

Where a player claims that a ticket has not been printed or is lost then the procedures as required under the section Player Disputes Rules 38 - 41 must be followed. However, if the issue is with the ticket printer device, a reconciliation of the ticket printer device as detailed in Rule 71 below must be completed.

71 Daily/weekly reconciliation

(1) Prior to the opening of a venue for play on any day, the venue manager must complete a reconciliation of a venue’s Coins Out Meter Total with the value of tickets redeemed.

(2) Where the balance of Coins Out – Total Value of tickets Redeemed is not zero the venue manager must ascertain if the balance is due to tickets older than seven days not having been redeemed.

If the balance is due to unpaid tickets older than seven days the venue manager must:

(a) Record the amount of unpaid tickets by gaming machine serial number/ID; and

(b) Notify the corporate society; and

(c) Bank the unpaid ticket amount as gaming machine profits.

(3) On receiving a notification under Rule 71(3)(b), the corporate society must make a record of the unpaid tickets and make the necessary calculation of the gaming machine profits for the relevant period.
(4) If the ticket is redeemed within three months of the date of issue then any payment made will be an adjustment to gaming machine profits for the period in which the ticket was paid.

72 Loose or unclaimed tickets

If the owner of a loose or unclaimed ticket (not being the corporate society or the venue operator) cannot be determined, the venue manager must ensure the ticket is recorded for the particular gaming machine and treat the ticket as an unpaid ticket under Rule 71(3).”