Betting Rules (General)

# GENERAL RULES

### Introduction

The general betting rules set out here are subject to modification at any time at our sole discretion.

**There are exceptions or variations to these rules for certain sports and bets. The customer should therefore always consult the sport-specific rules of each sport, found under *Special Rules*, as the sport-specific rules will take precedence over the general betting rules.**

Where any matter is not covered by these rules Betstation GmbH reserves the right to make a decision on an individual basis and on the basis of equity.

#### Final Authority

Betstation GmbH records shall be the final authority in determining the validity and terms of any bets placed and the circumstances in which they were made.

### **Bet Offer**

The events on this system are offered under the sole discretion of the Betstation GmbH management. Management reserves the right to remove or add events to the bet offer without justification. The absence of a desired event or certain markets of any event do not result in the user's right to file a complaint.

### Cash Pool

For betting without a registered account, simply insert money via the banknote and/or coin acceptors. Funds will instantly show on the balance box on the top of the screen. You can then use the amount you have credited for placing bets or withdraw any remaining balance of that cash pool via the “Cash Out” button on the top right of the screen. The terminal printer will produce a print out (credit note) which you hand over to an operator at the venue. He will verify the payment and you will receive the money you wish to withdraw.

### User Account

In order to open an account, please complete the registration form. Simply click on the “Login/Register” box on the upper screen and then on the “Register” button. After you have filled in all your details please click “Register” again. The system asks for acceptance of Terms and Conditions (T/C). There is a box to be ticked that will enable the “Register” button. You will receive a printout that you can hand over to an operator at the venue. Registration is completed as soon as this operator has activated your account.

You can credit your account by inserting money via the banknote and/or coin acceptors. Funds will instantly show on your account balance box on the top of your screen.

Withdrawals can be processed by clicking on this box while being logged in. The system will transfer you to your account page where the “Cash Money” section is available for several ways of receiving your money. The terminal printer will produce a print out (payment note) which you hand over to an operator at the venue. He will verify the payment and you will receive the money withdrawn.

#### Password

The password you chose at your registration should be kept strictly confidential. You can always change your password when logged in with your account in the section “Change Password”

The password has a limitation of minimum 3 and maximum 35 characters.

#### Please note:

Your password is valid over a period of 6 months. After 3 months you will receive a reminder to change your password. You can change it in the “Change Password” section of your player account. If you press “Cancel” the reminder will return again upon your next logins. At the 3rd time you will receive a warning that a 3rd cancellation will disable your logins. If that is the case you have to turn to an operator to issue a new temporary password for you.

In case you forgot your password, please contact an operator at your shop who will be able to issue a temporary password for you. We strongly recommend to change this temporary password to a new password of your choice within your account section “Change Password”

### User Card

An operator at the venue can also assign a user card (chip card with PIN) to your account that makes logging in much easier and faster for you with the integrated card reader on the terminal. Please ask him once you have registered an account. Some venues offer the option to disable your PIN for faster log-in flow. Please be aware that selecting this option will reduce the security on your account.

In case of a card loss please contact the local support (shop) immediately so your funds are protected.

### Data Security For Registered Users

For registered users we provide our customers with the highest standards of data security available in the internet business. We only require information necessary to ensure the correct payment of winnings and to guarantee the highest possible standard of service.   
Our security system is continually updated in order to provide maximum security for your data and transactions.

### Privacy Policy

The provider Betstation GmbH treats each customer’s personal information as confidential and does not disclose it or use it except as permitted by the member or required by law. We guarantee that your personal data will not be sold, traded or in any way passed on to any third party.

### Contacts

For support please contact the staff at the venue who will take care of your request.

Betstation GmbHsupport@betstation.at

### How To Bet

For special rules for pre match and live betting please go to the respective chapters on this page

#### Single Bet

A single bet contains only one selection of an event that is open for betting. Your selection must be correct for your bet to win. The placed stake amount multiplied by the odds of your selection results in your winnings. The winnings are your returned stake amount plus your profit.

Stake Amount = 100.00 Odds = 1.50 Winnings= 150.00 Profit: = 50.00

#### Multiple Bet (Accumulator, Combo)

A multiple bet contains multiple selections of one or more events that are open for betting. All selections must be winners for your ticket/bet to be a winner. All odds are multiplied to result in total odds. Total odds multiplied by your stake amount results in your winnings.

Example:

* Selection A Odds 1.50
* Selection B Odds 2.00
* Selection C Odds 2.50
* Selection D Odds 4.00

Stake Amount = 10.00 Total Odds 1.50 x 2.00 x 2.50 x 4.00 = 30.00 Winnings = 300.00 Profit= 290.00

#### System Bet

A system bet contains multiple selections of one or more events where you can chose which number of correct selections your ticket has to have for your bet to be deemed as a winner.

Example:

* Selection A Selection B Selection C Selection D
* You choose a system 3 / 4 and a stake amount of 8
* Your ticket wins if at least one the following combinations are correct:

ABC ABD ACD BCD

* Your stake will be split between all possible combinations 🡪 2 each.

#### Removed Selections – Match or Market Cancellation

If a match or a single selection is cancelled or postponed according to special rules in the prematch and live section, your stake will be returned and your selection will be processed as a winner with odds of 1.00

If a game of a multiple bet or system bet is either postponed or cancelled then your bet will stand and the withdrawn selection will be processed as a winner with odds of 1.00. The remaining bet will be evaluated with selections that are left and still have action. For example a 4-selection ticket will automatically become a 3-selection ticket and the odds will be reduced accordingly. If there is any bonus awarded that is bound to a number of selections in a ticket, then your bonus will be adapted accordingly to the reduced number of selections in that ticket.

#### Odds Change During Bet Acceptance

If the odds on a selection in your basket have changed in the system after you have pressed the bet placement button the system will give you two options:

1. You can tick the box “Accept odds changes” and hence accept all odds changes after the button is pressed
2. You do not tick the box and will automatically accept all higher odds than in your basket and will be asked in a pop up message if you want to accept any lower odds than shown in your basket

#### Results

Bets will be settled in accordance with the official results after the completion of the event. For resulting purposes we do not accept protests or overturned decisions.

The results in this system are provided by Sportradar Fixture Service

**Payout Limits per Ticket**

This system is using payout limits per ticket, depending on the rating of the tournaments/leagues where the involved matches derive from. The limits apply before the bet/ticket is placed and hence avoids an actual placement before the ticket is confirmed.

The limits are not fixed but subject to a dynamic process in which the management can evaluate certain events and their limits upon own discretion.

If multiple bets are combined on one ticket , the payout limitation of this ticket derives from the bet on the event belonging to the lowest rated tournament/league.

**Rounding Rules**

For the purpose of giving you exact money values in your betting transactions, our system is rounding using all digits of the odds you select and combine. In order to display these odds in a proper and readable way, we are showing them with two digits behind the comma only. However, the full number of digits is used for the calculation of your ticket values.

After the total odds are calculated with your stake amount, including all potential bonuses and fees, we take the liberty to make a final rounding to two digits behind the comma, that means we are rounding down to for 1 Cent in € currency.

The system is using mathematical rounding:

1. If the last digit we keep is 0, 1, 2, 3 or 4 then rounding is downwards
2. If the last digit we keep is 5, 6, 7, 8 or 9 then rounding is upwards

Example:

The total odds displayed in your basket are 44,86. These odds are displayed in a cropped format, as our system is using the actual odds of 44.868975 for calculation purposes. If the stake amount you want to place on this ticket is 5 €, then the calculation of your ticket results in a potential win of 224.344875. If there is a bonus of e.g. 2 % applying for this ticket, then the system is still using all digits which results in 228.8317725. Only now the system is using the rounding rule which finally results in value of 228.83

Total Odds44.868975 X Stake Amount 5 = 224.344875

224.344875 X 2% = 228.8317725

228.8317725 rounding = 228.83

**Bonus**

The system can offer you a bonus under certain circumstances and on discretion of the management. This can be a permanent offer or temporary only.

The bonus scheme is usually bonus percentage of your winnings and mostly depending on the number of selections you combine on one ticket. It will be awarded in case your ticket wins only.

Your potential bonus is shown in the shopping basket of your ticket as “Superbonus” and is calculated as a percentage of your actual winning amount. The actual bonus can be lower than your potential bonus at the time of your bet placement, as in case of a system bet, where only parts of your selections are winning, you might not win the full amount of your potential winnings initially shown in the basket.

Please Note: In case a selection on your ticket becomes void , it will not count for the number of selections combined on one ticket. The number of valid selections for the bonus will be reduced accordingly.

Example 1 – Multiple Bet

Stake amount 100,00

Total Odds 25,00

Number of selections 5

Bonus percentage on a ticket with 5 combined selections 10%

Calculation

Standard Calculation Stake x Odds 100,00 x 25,00 = 2500,00

x Bonus ´% 2500,00 x 0,10 = 250,00

Bonus + Winnings = Total Winning 2500,00 + 250,00 = 2750,00

Example 2 – System Bet

Stake amount 100,00

Total Odds 25,00

Actual Winning Odds (not all selections won) 20,00

Number of selections 5

Bonus percentage on a ticket with 5 combined selections 10%

Calculation

Standard Calculation Stake x Odds 100,00 x 20,00 = 2000,00

x Bonus ´% 2000,00 x 0,10 = 200,00

Bonus + Winnings = Total Winning 2000,00 + 200,00 = 2200,00

Example 3 Multiple Bet with 1 selection voided with odds of 1.0

Stake amount 100,00

Total Odds 25,00

Total Odds after void selection 15,00

Number of selections 5

Bonus percentage on a ticket with 5 combined selections 10%

Bonus percentage on a ticket with 4 combined selections 5%

Calculation

Standard Calculation Stake x Odds 100,00 x 15,00 = 1500,00

x Bonus ´% 1500,00 x 0,05 = 75,00

Bonus + Winnings = Total Winning 1500,00 + 75,00 = 1575,00

# RESPONSIBLE GAMING #RG#

Betting has to be done in moderation in the same way as eating, drinking alcohol or any other kind of consumption.

Please follow the guidelines below

* Gambling is for entertainment and not to make money or replace an income from a job
* Only gamble the amount of money you can afford to lose
* Monitor how much time you spend with gambling
* Monitor if your gambling frequency rises after losses

People who have problems controlling their desire to place bets or have in any way problems to control the financial risk of betting have to refrain from using this or any other sports betting system.

If you feel that you are one of these people, we recommend that you turn to an institution that delivers professional assistance against gambling addiction.

**\*Enter weblinks of institutions players can turn to in case they need help\***

In this case we also recommend you to block your account. The account can be blocked by the local support in your betting shop. They support will make sure that this process is documented and you cannot re-open a new account again.

### Under 18 Warning

People under the age of 18 are not allowed to place any bets on this system as it is against the law of this jurisdiction. This system is only permitted for operation at venues which are restricted for people under 18 or at venues where operators verify your age during the registration process.

If you are below the age of 18 stop using this system.