

INTRODUCTION

The full betting rules follow this introduction, which highlights those rules that are the most restrictive. Fuller details of most of the rules highlighted can be found in the full betting rules.

RESTRICTIVE RULES

1. YOU MUST BE AGED 18 YEARS OLD OR OVER TO PLACE A BET with Chester Bet. Please note that it is a criminal offence for a person under 18 years old to place or attempt to place a bet.
2. Any BETS FOUND TO HAVE BEEN PLACED BY A PERSON UNDER 18 YEARS OLD WILL BE VOID and the stakes returned.
3. Regardless as to the acceptance of stakes for any bet, THE MAXIMUM AMOUNT OF WINNINGS THAT Chester Bet WILL PAY IS £50,000 per bet. YOUR POTENTIAL WINNINGS ARE LIMITED BY THIS RULE.
4. Please check your bet receipt for errors as soon as it is issued to you. ERRORS WILL NOT BE CORRECTED AFTER THE START of a race or event upon which a bet is placed.
5. BETS ON HORSE RACING ARE SETTLED AT THE "RACECOURSE PRICE", which is calculated as winnings at the industry Starting Price (SP) less a maximum 10% (or other specifically advertised deduction rate).
6. Chester Bet RESERVES THE RIGHT TO REFUSE TO ACCEPT ANY BET without providing reasons for refusal.
7. Except as otherwise stated in the betting rules, BETS ACCEPTED ON HORSE RACING AND OTHER SPORTS AND EVENTS ARE SETTLED ACCORDING TO ANY OFFICIAL RULINGS of their relative governing bodies.
8. BET RECEIPTS ARE VALID FOR ONLY SIX MONTHS and can be redeemed at the any betting positions on the racecourse on a race day, on presentation at the racecourse reception during business hours on non-race days or by post.
9. IF YOU HAVE A COMPLAINT, ANY Chester Bet MEMBER OF STAFF WILL BE PLEASED TO ASSIST YOU. If you make a complaint to a member of staff and are dissatisfied with the outcome, you can take your complaint to higher levels by following the dispute resolution procedure set out at the end of these rules.

Chester Bet

Chester Bet means Chester Race Company Limited trading as "Chester Bet"; Chester Race Company Limited is a company with limited liability, registered in England & Wales under company number 37600 with its registered office at The Racecourse, Chester CH1 2LY.

FULL BETTING RULES

CHESTER BET – GENERAL BETTING RULES

1. CHESTER BET ACCEPTS BETS ON

- a. Horse Racing that is run under the Rules of Racing in Great Britain and Ireland
- b. Overseas Horse Racing at selected meetings as advertised by Chester Bet
- c. Greyhound Racing (at NGRC tracks) as advertised by Chester Bet
- d. Sports and Special Event Betting
- e. Selected non-sporting events as advertised by Chester Bet
- i. Any bets accepted in error on sports or events that do not accord with the above list will be void and your stakes will be returned.
- ii. Special rules dealing with the treatment of bets on sports or events other than horse and greyhound racing will be advertised if applied by Chester Bet.
- iii. Bets on Horse Racing are offered at the "Racecourse Price" (see below).
- iv. Bets on all other sports or events are offered at fixed odds.
- vi. Bets are accepted up to "the off" for horse racing or the official start of a race, match or event for other sports and events unless otherwise advertised. Any bets taken by Chester Bet in error after the off, official start or advertised close of betting will be void and your stakes will be returned.

2. MAXIMUM WINNINGS

Horse Racing covered by a full SIS service (where all the selections are in races covered by a full service).

Event or Bet Type	Maximum Winnings
Horse Racing in Great Britain & Ireland (Win or Each Way)	£50,000
Forecast	£15,000
Tricast	£15,000
Sports Betting & Special Events (When applicable)	£10,000
Easy 6	£10,000

3. NON RUNNERS/NON-PARTICIPANTS & VOID SELECTIONS

When a selection is made void or does not run, then in single bets the stake will be returned. In accumulative bets the stake will run on to the remaining selection(s) with a double becoming a single, a treble becoming a double and so on. Unless a specific reference is made in the individual section that covers the sport, abandoned or postponed events are void. A non runner in an Easy 6 will make the bet an Easy 5 i.e. a place accumulator on the remaining 5 runners. A non runner in a forecast or tricast will mean the bet will be void regardless of how the remaining selections run.

4. DEAD HEAT

In a DEAD HEAT the stake money on a selection is divided by the number of runners or competitors involved in the dead heat. The full odds are then paid to half the stake.

5. RELATED CONTINGENCIES

Accumulative/multiple bets are not accepted where the outcome of one part of the bet contributes to the outcome of another. If taken in error the stakes will be equally divided where they clash and made into separate bets. However, where the related parts of the bet are resolved at different times, unless 'special double' or 'special accumulative' odds are available, bets will be settled as instructed with the odds for the second or subsequent legs being determined at each individual stage.

6. SPORTS GOVERNING BODIES

- a. You are not prohibited from entering into the bet by any term of your contract of employment or any rule of a Sports Governing Body, which applies to you.
- b. You are not aware of any circumstance which would make the placing of the bet a breach of a rule on betting

applied by a Sports Governing Body.

c. Where the bet is placed on the outcome of a race, competition or other event or process or on the likelihood of anything occurring you do not know the outcome of the event.

d. In the event of any such representation by you proving to be false your stake will be forfeited and we shall not be obliged to pay any winnings which might otherwise have been payable in respect of the bet.

7. DATA SUPPLIED BY A THIRD PARTY

Please be aware that data such as current scores, time elapsed etc. that is displayed on our site or on our text screens is sourced from a 'live feed' provided by a third party and may be subject to time delay and/or be inaccurate. If you rely on this data to place bets, you do so entirely at your own risk and we accept no responsibility for any loss (direct or indirect) suffered by you as a result of your reliance on it.

8. TIME OF ACCEPTANCE

Bets are valid if accepted and placed before the start of any race or event. Any bet found to have been placed after a race or event has started, will be void and all stakes returned. Where the official 'off' of a race or event is not announced bets are accepted up to the advertised start time. If betting in-play is available bets will stand and be settled at the current in-play price at the time the bet was struck. Where betting in-play is not available any bet that is inadvertently accepted after this time will be void, unless we are satisfied that the bet was placed before the actual start of the event.

CHESTER BET – HEADLINE RULES

BET ACCEPTANCE AND SETTLEMENT

Bets are accepted for horse race meetings held under the rules of racing as administered by the BHA and Irish Turf Club. Bets on horse racing are settled on the official result. There is no first past the post winners. Bets will only be settled on the official result. Chester Bet reserve the right to withhold payment until the 'weighed in' announcement has been issued. All bets are deemed to be for races taking place on the day of acceptance unless you stipulate otherwise in your instructions. However, allowances will be made where racecards are printed in advance such as Sunday's racecards printed on a Saturday. All bets on UK and Irish horse racing are settled at 'racecourse price' returns. The racecourse price (RP) is calculated by taking the industry wide Starting Price, less a maximum 10% facility fee. On specific days, or individual races, this facility fee may vary. The RP is available at the 'off' of the race. Where no SP is returned, settlement of bets will be based on the final show of betting transmitted by SIS.

SALES POSITIONS

Bets will be accepted in all Chester Bet/bangorBET sales positions on course and via a courier service (hand held operating machines) in restaurants, hospitality and corporate areas. All bets will be received, outlining the race or event, the stake, the time of the bet and the operator number/name. Chester Bet operate a call-over system, where the customer has to advise of their selection(s) to the sales operator. The operator will then issue a ticket based on this information. It is the customer's responsibility to ensure that this information is correct and all tickets should be checked before the customer leaves the window to ensure any tickets can be rectified. Bets can be cancelled but only up to the start of the race/event and only before the customer leaves the operator. Once the race/event has started, all bets will stand.

LATE WITHDRAWALS

a. Where a horse is withdrawn before coming under starter's orders, or is officially deemed by the starter to have taken no part in the race, stakes will be returned on the withdrawn horse and winning bets will be subject to deductions in accordance with Tattersalls' Rule 4 (which can be found posted adjacent to the main entrance). The rate of deduction will be based on the following scale:

Price of non runner at time of withdrawal	Amount deducted from winnings
1/9 or longer odds on	90p in the £
2/11 to 2/17	85p in the £
1/4 to 1/5	80p in the £
3/10 to 2/7	75p in the £
2/5 to 1/3	70p in the £
8/15 to 4/9	65p in the £
8/13 to 4/7	60p in the £
4/5 to 4/6	55p in the £
20/21 to 5/6	50p in the £
Evens to 6/5	45p in the £
5/4 to 6/4	40p in the £
13/8 to 7/4	35p in the £
15/8 to 9/4	30p in the £
5/2 to 3/1	25p in the £
10/3 to 4/1	20p in the £
9/2 to 11/2	15p in the £
6/1 to 9/1	10p in the £
10/1 to 14/1	5p in the £
Over 14/1	No deduction

b. In the event of two or more horses being withdrawn before coming under starter's orders, the total deductions shall not exceed 90p in £. Should a horse be withdrawn and a new market formed, then any bets laid at show prices prior to the new show will be subject to the above deductions. In the event of a further withdrawal after the market has been re-formed, bets placed at show prices in the original market will be subject to a further deduction based on the price of the withdrawn horse in the original market. Bets placed in the new market will be subject to a deduction based.

FAVOURITE BETTING

- a. The favourite is the horse that is returned at the shortest odds. Bets nominating the favourite may be accepted on horse and greyhound races at racecourse price only.
- b. Where you nominate the favourite and two or more runners start at the shortest odds, then our stake is divided equally over the joint or co-favourites created. For example, where two are returned at the shortest odds, then these two are joint first and second favourites and the next shortest price runner is the third favourite.
- c. Win and each way bets for first and second favourites are accepted on horse racing.
- d. Where a horse is withdrawn not under starters orders but is still returned favourite then bets on that favourite are void. Bets will not transfer to the second favourite.

DOUBLE ENGAGEMENTS/IDENTICAL NAMES

Where you time a horse which is doubly engaged (entered for two races) it will be considered a bet for the race timed only. If the selection runs in the other race, it will be treated as a non runner.

RE-RUNS

In the event of a false start etc. resulting in a race being re-run, 'under orders' is negated and stakes will be refunded on horses taking no part in the re-run, with returns on the remaining runners subject to Tattersalls' Rule 4 (see Rule 2 for the scale of deduction). Each-way and place terms are governed by the number of runners taking part in the re-run.

ABANDONED, VOID HORSE RACES AND WALK-OVERS

ABANDONED, VOID RACES AND WALK-OVERS count as races but any horse so involved will be treated as a non runner for settling purposes. If a race, other than ante post, is postponed to another day and overnight declarations stand, then bets stand, provided the venue is not altered.

EACH WAY BETTING

a. An each way bet consists of two stakes, one for the win part of the bet and one for the place part. If your selection finishes first both the win and place bet is successful. Bets are settled to win unless each way is clearly stated. The place part of each way bets on horse racing is settled as per the following place terms.

Runners	Non-handicaps	Handicaps
2-4	WIN ONLY	WIN ONLY
5-7	¼ odds, 1, 2	¼ odds, 1, 2
8-11	½ odds, 1, 2, 3	½ odds, 1, 2, 3
12-15	¾ odds, 1, 2, 3	¾ odds, 1, 2, 3
16 or more	¾ odds, 1, 2, 3	¾ odds, 1, 2, 3, 4

Where there are an insufficient number of finishers for the place terms advertised, only those runners officially placed will be treated as successful selections and bets on non-finishers will be lost.

- b. For the purpose of calculation, each way doubles, trebles, etc. are settled as two distinct bets, i.e. win on to win and place on to place.
- c. If you place a bet each way for a race or event that is win only, the total stake will be invested for a win.
- d. Each way bets are accepted on unnamed favourites,
- e. For settlement of each-way bets, the win element will be settled at racecourse price and the place element will be settled at either 1/4 or 1/5 of racecourse price as per the table above

LATE PAY

BET RECEIPTS ARE VALID FOR ONLY 6 MONTHS and can be redeemed at the any betting position on the racecourse on a race day, on presentation at the racecourse reception during business hours on non-race days or by post. Please send your winning ticket to:

**Customer Services,
Chester Race Company Ltd,
The Racecourse,
Chester,
CH1 2LY,**

DISPUTE RESOLUTION PROCEDURE

If a problem arises, Chester Bet staff will make every effort to resolve the matter. To ensure a speedy resolution, Chester Bet have set out a process for dealing with complaints and would ask that you follow it:

Step 1

Please try to resolve any complaint with the betting assistant that sold you your bet. If you cannot find that person (or cannot remember where you placed the bet) any Chester Bet betting assistant at a betting position will be able to help you.

Step 2

If a betting assistant could not resolve the complaint to your satisfaction initially, they will either have referred the complaint to a manager or informed you about this procedure in order that you could do so. To raise your complaint with a manager, contact Chester Bet:

- **In person** at the racecourse reception and explaining to the receptionist that you would like to discuss a betting complaint with a manager.
- **By post** – quoting "complaint – manager review".
- **By email** – quoting "complaint – manager review".

If making contact in writing, you should set out the complaint in detail in order that the manager may review it having spoken to the staff concerned if needs be. At this level, all decisions will be made in writing and sent to the address you provide.

Step 3

If the manager could not resolve the complaint to your satisfaction, you can raise your complaint with a director by contacting Chester Bet.

- **By post** – quoting "complaint – director review".
- **By email** – quoting "complaint – director review".

You should set out the complaint in detail in order that the director may review it having spoken to the staff and manager concerned if needs be. At this level, all decisions will be made in writing and sent to the address you provide. You must have followed step 2 before asking for review under step 3.

Step 4

If the director could not resolve the complaint to your satisfaction, you can raise your complaint with the Independent Betting Adjudication Service (IBAS). They can be contacted as follows:

- **By telephone** – 0207 347 5883
- **By post** – IBAS, P O Box 62639, London EC3P 3AS
- **By email** – postmaster@ibas.co.uk
- **Website** – www.ibas-uk.com

Chester Bet Win

PICK THE WINNER OF THE RACE

Minimum spend £2
Operates on all UK and Irish races.

Chester Bet Each Way

A WIN AND A PLACE BET ON THE SAME HORSE

Minimum total spend £4 (£2 each way)
Operates on all UK and Irish races with five or more runners. two actual bets – half the stake on the win element and half on the place.

Chester Bet Place

PICK A HORSE TO BE PLACED

Minimum total spend £2
Operates on all UK and Irish races with five or more runners. You are choosing one horse to finish placed in a race as per Each Way terms. If your selection wins, you will only receive the place dividend.

Chester Bet Easy Six

PICK A HORSE TO BE PLACED IN THE LAST SIX RACES

Minimum total spend £2 | 50p perms accepted
Effectively a placed accumulator on the last six races at Chester. Normal place rules apply.

Chester Bet Straight Forecast

PICK THE 1ST AND 2ND IN THE CORRECT ORDER

Minimum total spend £2
Operates on races of three or more declared runners. All bets will be void if the number of runners falls below three. Bets with selections that are subsequently non-runners will be void; see Rule 3.

Chester Bet Reverse Forecast

PICK THE 1ST AND 2ND IN EITHER ORDER

Minimum total spend £2
Operates on races of three or more declared runners. All bets will be void if the number of runners falls below three. Bets with selections that are subsequently non-runners will be void; see Rule 3.

Chester Bet Combination Forecast

PICK THE 1ST AND 2ND IN ANY ORDER FROM 3 OR MORE SELECTIONS

Minimum total spend £3 (6x 50p)
Operates on races of three or more declared runners. All bets will be void if the number of runners falls below three. Bets with selections that are subsequently non-runners will be void; see Rule 3.

Chester Bet Straight Tricast

PICK THE 1ST, 2ND AND 3RD IN THE CORRECT ORDER

Minimum total spend £2
Operates on all handicap races with eight or more advertised runners. If the actual number of starters is less than six then the bet is settled as a forecast. Bets with selections that are subsequently non-runners will be void; see Rule 3.

Chester Bet Combination Tricast

PICK THE 1ST, 2ND AND 3RD IN ANY ORDER

Minimum total spend £3 (6x 50p)
Operates on all handicap races with eight or more advertised runners. If the actual number of starters is less than six then the bet is settled as a Combination Forecast.

RULES ISSUED

These rules for Chester Bet supercede all previous issues and are effective from 31 March 2018. Chester Bet reserves the right to alter any of the rules and conditions listed from time-to-time by republishing them in the usual manner.



IBAS acts as an impartial adjudicator on betting complaints that arise between betting/gambling operators and their customers. IBAS provides an effective complaint-resolution process ensuring that operators abide by their betting rules and deal fairly with their customers. IBAS also ensure that operators have complied with the standards set by the Gambling Commission. You should note that IBAS will only adjudicate on complaints after you have exhausted steps 1 to 3 above and you do accept Chester Bet's final decision. Chester Bet will treat any decision of IBAS as binding. You may choose not to do so once a decision has been made, but there are no further internal mechanisms to deal with a complaint beyond step 4, so it will be in your hands to seek any further redress through ordinary legal channels.