9. Minimum Betting Limits

9.1 Subject to clause 9.3, the Operator is required to accept any Fixed Odds bet at odds or dividends which are Publicly Displayed by the Operator for any South Australian Race to the maximum amount specified as follows:

(a)	All meetings including a Group One race	$800	Place; or
(b)	All meetings including a Group One race	$2,000	Win, provided that
(c)	All meetings including a Group One race	$2,000	Total Aggregated Risk
(d)	All Thursday evening meetings at Angle Park:	$400	Place; or
(e)	All Thursday evening meetings at Angle Park:	$1,000	Win; provided that
(f)	All Thursday evening meetings at Angle Park:	$1,000	Total Aggregated Risk
(g)	All other meetings:	$200	Place; or
(h)	All other meetings:	$500	Win; provided that
(i)	All other meetings:	$500	Total Aggregated Risk

9.2 The Operator must not do any act or refuse to do any act to avoid complying with clause 9.1, including but not limited to:

(a) refusing to accept a bet;

(b) closing a person's account;

(c) refusing to open a person's account;

(d) placing any restrictions on a person's account in relation to South Australian Race product;

(e) refusing to lay a bet to any person when those odds or dividends are Publicly Displayed;

(f) laying lesser odds or dividends to a person than those Publicly Displayed; or

(g) any other act or refusal to do an act in order to avoid these provisions.

9.3 The Operator will not be required to comply with its obligations under clause 9.1 or 9.2 if at the time of the Betting Transaction:

(a) the Betting Transaction is not a Fixed Odds bet;

(b) the Operator's aggregate Monthly Turnover on South Australian Races for the prior 12 months is less than $2 million;

(c) the Customer is not domiciled in Australia;

(d) the bet is a Betting Transaction on a Betting Exchange;

(e) the Customer has not provided the Operator with sufficient funds to pay for the bet;

(f) the bet is placed more than 2 hours prior to the scheduled start time of the opening race of the meeting/race program or after the scheduled start time of the race.

(g) the bet forms part of a multi bet;

(h) the bet is a retail Betting Transaction;

(i) the Operator reasonably suspects the Customer placing the bet is not the beneficial owner of the bet or the account is being used in violation of the Operator's account terms and conditions, where the suspicion can be reasonably validated by the Operator through the provision of public records, IP address tracking, unique device tracking, or some other verifiable process or source to GRSA (if requested);

(j) the Customer account has not been verified through the required account identification and Know Your Customer processes (either automated or manually);

(k) the Operator reasonably suspects that acceptance of the bet would be in violation of their obligations under The Anti-Money Laundering and Counter- Terrorism Finance Act 2006 and any responsible gambling regulatory requirements;

(i) the Operator has previously closed an account held by the Customer because:

(1) the Customer engaged in activity which breached a material condition of the agreement with the Operator, unless the dominant purpose of such condition was to allow the Operator to avoid complying with GRSA's Minimum Bet Limits;

(2) there were other reasons that in the Operator's assessment, acting reasonably, raised material integrity concerns; or

(3) the Customer had self-excluded or the account was closed for responsible gambling reasons.

(m) the Customer has been warned off or disqualified, engaged in fraudulent activity or there are other reasons that in GRSA's assessment, acting reasonably, raises material integrity concerns;

(n) there has been an official price fluctuation or the Operator's own price fluctuation has legitimately changed, except:

(1) where a customer has attempted to place a bet at the Publicly Displayed price and that bet has been intercepted; or

(2) where a customer is offered a personalised price that is different to the Publicly Displayed price (excluding promotional offers); in which case

(3) the Minimum Bet Limit would apply to the pre-intercept price or the personalised price.

(o) the Operator has already accepted Betting Transactions up to the relevant limit specified in clause 9.1 on that greyhound from that eligible Customer;

(p) the Customer placing the bet is, or is associated with, an employee of an unrelated Australian Wagering Operator and there is a reasonably held belief by the Operator that the bet is based on betting information (including but not limited to betting trends and bets placed with that unrelated Australian Wagering Operator) that is not publicly available;

(q) the bet being placed is by or on behalf of an unrelated Australian Wagering Operator where there is a reasonably held belief by the Operator that the bet is based on betting information (including but not limited to betting trends and bets placed with that unrelated Australian Wagering Operator) that is not publicly available and, further that the bet is not an Authorised Bet Back;

(r) the Customer has been restricted to betting via a specified platform (e.g. telephone) arising from reasonably held concerns by the Operator as to robotic or systematic use via other platforms/channels;

(s) the bet is contrary to the Australasian Greyhound Rules of Racing and/or GRSA Local Rules and Betting Rules;

(t) the situation where there are systematic multiple identical (or similar) bets from related/connected parties or from the same IP address;

(u) where a Customer is betting from, or a bet is received from, a proxy server;

(v) the bet was a promotional bet such as a bonus bet or free bet, where the Customer has not provided payment for the stake; or

(w) GRSA publishes other exclusions or changes its Minimum Bet Limits framework on its website which will be amended as required.

9.4 Customer complaints in relation to an alleged bet refusal are to be handled in the following manner:

(a) In the first instance, Customers who believe that an Operator has refused their bet or excluded them in contravention of these conditions should contact the Operator to ascertain the reason for the refusal or exclusion.

(b) If the Customer (Complainant) remains unsatisfied with the reason provided by the Operator, and they do not fall within one of the exclusions listed at clause 9.3, then they may lodge a formal Complaint (Complaint) with GRSA on the pro forma provided on GRSA's website.

(c) In its assessment of whether an Operator has complied with the conditions or applied one or more of the exclusions provided in clause 9.3, GRSA may request the Operator provide documentary evidence to support the application of an exclusion.

9.5 The Operator has the following obligations in relation to clause 9.4:

(a) The Operator must provide GRSA with all information that GRSA requests for the purposes of its investigations and determination of a Complaint.

(b) The Operator agrees, subject only to compliance with laws relating to privacy or data protection, to use its best endeavours to comply promptly with a request received from GRSA under clause 9.4(b)9.4(a).

(c) GRSA agrees to provide any relevant information provided to GRSA by the Complainant to the Operator against whom a Complaint has been made.

(d) All requests by GRSA under clause 9.4(b) shall be kept strictly confidential and shall not be divulged by GRSA to any third party (other than the Complainant) except:

(1) where required by law;

(2) where expressly permitted by these conditions;

(3) with the prior written consent of the Operator and the Complainant; or

(4) where a Complainant has submitted one or more separate Complaints against other Operators which are consistent with the subject Complaint, GRSA may provide non-specific information, subject to compliance with laws relating to privacy or data protection, to assist Operators to respond to the Complainant consistently.

(e) GRSA's obligations under clause 9.5 do not apply where the confidential information has been made public through no fault of GRSA.

9.6 Where there is a determination of non-compliance with clause 9.4 :

(a) GRSA will provide an Operator against whom a Complaint has been made written notice giving the Operator an opportunity to make written submissions to GRSA in relation to the Complaint within 14 days.

(b) The Operator agrees GRSA's determination to uphold any Complaint is final and binding on the Operator.

(c) Where, in relation to a Complaint that has been upheld by GRSA and GRSA has determined that the Operator has failed to comply with its obligations under this Clause 9.6, GRSA may in its discretion:

(1) notify the Operator with regards to its Minimum Bet Limit obligations;

(2) reprimand the Operator;

(3) issue a letter of rectification which may include a direction to the Operator to rectify within a specified time any matter giving rise to the Complaint; and/or;

(4) order the Operator to make financial compensation or restitution of a specified amount to the Complainant with respect to the Complaint that has been upheld by GRSA.

(d) The rights of GRSA under this clause 9.6 are in addition to, or without limitation to, the rights of GRSA at law.

(e) Where an Operator receives a notice, declaration, suspension, revocation or order from GRSA under this clause 9.6, the Operator will promptly take all necessary steps to address and comply with such notice, declaration, suspension, revocation or order as is required by GRSA and will keep GRSA advised of its progress.

9.7 An Operator must publish fixed odds in relation to South Australian Races no later than two hours prior to the first race of each applicable race meeting.

9.8 An Operator must display the relevant Minimum Bet Limits to which they are bound, unless GRSA agrees otherwise in its absolute discretion.