**Section 1800.1420 Redemption of Tickets Following Removal or Unavailability of Ticket Payout Devices**

a) If a licensed video gaming location changes terminal operator providers, and/or changes ticket payout systems, such that unredeemed tickets issued under the previous terminal operator or ticket payout system are no longer redeemable by the new ticket payout device at the licensed video gaming location, the licensed video gaming location shall provide facility payments to the patrons for the tickets issued under the previous terminal operator.

b) If a licensed video gaming location closes or ceases doing business, ceases its video gaming operation, changes locations, has its video gaming license or liquor license suspended or revoked, or is otherwise unavailable or inaccessible for patrons to redeem unredeemed tickets for more than 10 consecutive days, the licensed video gaming location shall:

1) place a sign prominently at the location (so long as the video gaming location licensee still has possession or control of the location) no less than 21 x 13" that reasonably informs patrons of the name and phone number of the terminal operator from which patrons can seek payment for unredeemed tickets; and

2) prominently post a notice on any internet site and/or social media outlet under its operation or control that reasonably informs patrons of the name and phone number of the terminal operator from which patrons can seek payment for unredeemed tickets.

c) When patrons cannot redeem outstanding tickets of a terminal operator at the video gaming location from which they were issued because of the reasons stated in subsection (a) or (b), the terminal operator shall promptly maintain and secure a list or database of all issued and unredeemed tickets from the video gaming location. The list or database must be maintained for no less than one year.

(Source: Added at 37 Ill. Reg. 18843, effective November 8, 2013)