**Section 1900.1170 Cancelled or Void Wagers**

a) A master sports wagering licensee shall not cancel any wager except in accordance with this Section.

b) Cancellation of an otherwise validly placed wager by a master sports wagering licensee shall be nondiscretionary. A master sports wagering licensee shall and shall only cancel a wager under the following circumstances:

1) Any wager where a sports event that is the subject of the wager is cancelled, or postponed or rescheduled to a different date prior to completion of the sports event;

A) In the case of a wager on a portion of a sports event, that wager shall be valid when the event is canceled, postponed, or rescheduled if the outcome of the affected portion was determined prior to the cancelation, postponement or rescheduling.

B) A master sports wagering licensee may establish a timeframe in which an event may be rescheduled or postponed without canceling the wager. This timeframe shall be tied to specific sports events, subject to the approval of the Administrator, and documented in the internal control system.

2) Any tier 1 wager in a non-team event when an individual athlete or competitor fails to participate in a sports event and the outcome of the wager is solely based upon that one individual's performance;

3) Any tier 2 wager when an individual athlete or competitor fails to participate in a sports event and the outcome of the wager is solely based upon that one individual's performance; or

4) A material change in circumstances occurs.

A) What constitutes a material change in circumstances for a given sports event or wager type is subject to the approval of the Administrator, and must be documented in the internal control system.

B) What constitutes a material change in circumstances must be clearly and prominently displayed to a patron at the time of placement of the wager.

5) When ordered by the Administrator pursuant to this Section.

c) A master sports wagering licensee may request the Administrator to order the cancellation of all wagers of a specific type, kind, or subject. A request to cancel shall be in writing, and contain the following:

1) A description of the type, kind, or subject of wager the licensee is requesting to cancel;

2) A description of any facts relevant to the request; and

3) An explanation why cancelling the wagers is in the best interests of the State of Illinois or ensures the integrity of the Illinois sports wagering industry.

d) The Administrator shall issue an order in writing granting or denying the request to cancel. In determining whether to grant or deny the request, the Administrator shall consider any relevant factors, including, but not limited to, the following:

1) Whether the alleged facts implicate the integrity of the sports event subject to the wager or the Illinois sports wagering industry;

2) Whether the alleged facts implicate possible illegal activity relating to the sports event or the Illinois sports wagering industry;

3) Whether allowing the wager would be unfair to wagering patrons; or

4) Whether allowing the wager is contrary to public policy.

e) No wager subject to the request to cancel shall be redeemed until the Administrator issues an order granting or denying the request to cancel.

f) If the Administrator grants the request to cancel, the master sports wagering licensee shall make commercially reasonable efforts to notify patrons of the cancellation.

g) The Administrator has discretion to order all master sports wagering licensees to cancel all wagers on a specific sports event or wagers of a specific type or kind on a specific sports event. In exercising his or her discretion, the Administrator shall apply the same factors described in subsection (b).

h) Any cancelled wager shall be refunded upon request by a patron. The request must be made prior to the expiration of the original redemption period, and shall be deducted from adjusted gross sports wagering receipts.

i) At the expiration of any outstanding cancelled wager which has not been refunded, the original amount of the outstanding wager shall be deducted from adjusted sports wagering receipts and remitted to the Sports Wagering Fund.

j) A wagerer may request that the Administrator or his or her designee review any wager declared void by a master sports wagering licensee. If the Administrator or his or her designee concludes there is no reasonable basis to believe there was obvious error in the placement or acceptance of the wager, the Administrator or his or her designee may order the master sports wagering licensee to honor the wager.

k) A master sports wagering licensee may declare a wager to be void if the licensee has reasonable basis to believe there was obvious error in the placement or acceptance of the wager. Those errors include, but are not limited to:

1) The wager was placed with incorrect odds;

2) Human error in the placement of the wager;

3) The ticket does not correctly reflect the wager; or

4) Equipment failure rendering a ticket unreadable.

l) If a wager is declared void pursuant to subsection (g), the wager shall be refunded to the patron and that amount shall be deducted from the adjusted gross sports wagering receipts.

m) A wager shall not be declared void pursuant to subsection (g) without the approval of a supervisory employee of the master sports wagering licensee.

n) All voided or cancelled wagers and all refunds of any voided or cancelled wager pursuant to this Part shall be logged at the time they occur.

o) A master sports wagering licensee shall provide a monthly summary report to the Board of all cancelled, voided, and refunded wagers in a manner or on the form as prescribed by the Administrator.

(Source: Amended at 45 Ill. Reg. 10979, effective August 27, 2021)