

HOUSE RULES



Q Sportsbook House Rules



General

2

Action/Official Results

4

Auto Racing

6

Baseball

6

Basketball

9

Boxing/MMA

10

Football

11

Golf

13

Hockey

14

Soccer

15

Tennis

16

Olympics

16

In-Play House Rules

17

Wager Information

18

Void/Cancellations

19

Calculating Parlay/Teaser

Payout

20

Lost Ticket Policy

22

Parlays & Teasers

22

Mobile Wagering

Accounts

22

Prohibited Participants

25

Patron Questions &

Complaints

25

Acceptance of Disclosed

Terms and Liabilities

26

Q Sportsbook House Rules



I. Q Sportsbook

Updated: 4.15.24

- a. Iowa Law prohibits persons under the age of 21 from wagering, collecting winning wagers, or loitering in and/or about the Sportsbook area.
- b. Q Sportsbook will not accept wagers attempted to be placed by coaches, officials, athletes, and other individuals who participate in an authorized sporting event in which wagers may be accepted or by persons who are employed in a position with direct involvement with coaches, players, and athletic trainers.
- c. Patrons should familiarize themselves with Q Sportsbook House Rules before placing a bet. By placing a bet, the patron acknowledges reading and understanding the House Rules.
- d. Q Sportsbook reserves the right to refuse any wager, delete, or limit selections prior to the acceptance of any wagers.
- e. The Q Sportsbook reserves the right to suspend odds during an event due to failed transmission or other technical related issues or if fraud is suspected and subsequently voids any wagers placed on the affected events and markets.
- f. Please check your tickets for accuracy before leaving the betting window/kiosk. Leaving the window/kiosk with the ticket is deemed an acceptance of the wager by both parties.
 - Tickets will not be altered or voided prior to the start of an event except at the discretion of management and with the approval of both parties.
 - Once both parties accept a wager, tickets will not be altered or voided after an event officially begins.
 - Tickets will expire 90 days from the event's settlement date.
- g. Management will make every effort to ensure the odds displayed on their screen are accurate.
 - Computer generated point spreads / odds shall determine winners, losers, ties, and payout odds.

Q Sportsbook House Rules



- All statistical and other data displayed on the sports book screens, wallboards, scratch sheets, etc. are for the convenience of our patrons only. Maximum care is taken to ensure the accuracy of such information.
 - Wagers may be accepted at other than the posted odds, please check your ticket prior to leaving the window.
- h. Q Sportsbook will determine minimum and maximum wager limits on all sporting events, including on a wager-by-wager basis.
 - i. Q Sportsbook reserves the right to void or amend a wager that is a result of an obvious error (palpable) with a misstated line or misstated odds of a wager or where the terms offered on a wager are materially different from those available to the general market at the time the wager is placed. This applies to individual wagers or wagers that are part of a multi-event, such as a parlay.
 - j. Q Sportsbook reserves the right to add, change or delete the sportsbook payout ratio limits.
 - k. Q Sportsbook is not responsible for lost, stolen, altered or unreadable tickets. Lost or stolen ticket claims will be paid upon presentation of supporting information or documentation. In the absence of such documentation Q Sportsbook reserves the right to wait at least 120 days after the conclusion of the event to make its decision regarding payment.
 - l. Disputes: Q Sportsbook Management will make every reasonable effort to resolve disputes.
 - m. Q Sportsbook reserves the right to prohibit the below sportsbook participants:
 - a. Any patron on the exclusion list
 - b. Self-excluded patrons
 - c. Barred patrons
 - n. Q Sportsbook reserves the right to add, change or delete Q Sportsbook House Wagering Rules, subject to regulatory approval.
 - o. Q Sportsbook does not guarantee a field selection on any Future/Proposition wager.

Q Sportsbook House Rules



p.

2. Action/Official Results

- a. An abandonment is where a match is halted before the completion of the allocated match time and not played out to the conclusion on the same day. Markets which have been determined at the time of abandonment (i.e., the outcome has already been decided) such as 'First Team to Score', 'First goal scorer', etc. will stand. The market must be fully determined for bets to stand.
- b. Basketball, Boxing, Hockey, Mixed Martial Arts and Soccer must be played on the date scheduled for action. If a game is postponed and/or rescheduled to a later date, said game will automatically constitute no action, unless otherwise specified. Game start or conclusion times delayed or extended beyond midnight are not recognized as date changes for wagering purposes.
- c. Football, if a game is postponed and/or rescheduled to a later date, said game will automatically constitute no action/void, unless played in the same weekly schedule (Thursday – Wednesday local stadium time).
- d. For Baseball and Soccer unless otherwise specified, if a match is suspended/postponed and is continued within 48 hours of the previous scheduled start time, then all bets will be considered action and settled with the final result. If the match is not started within 48 hours, then all undecided bets are considered no action/void. unless stipulated otherwise on guest wagering information sheets or odds display.
- e. Except for boxing, mixed martial arts (all leagues), and tennis – Management is not responsible for location changes. If a game or event is moved from original location, all wagers are No Action unless otherwise stipulated.

Q Sportsbook House Rules



- f. For wagering purposes, unless otherwise stipulated on matches are official after: All – considered action once the opening bell/buzzer sounds, regardless of the scheduled length of the bout.
- g. All results are deemed final once the official agency (official sports body, commission, sanctioning organization, etc.) has posted the result. Subsequent inquiries and changes to official result will not affect the bet settlement after one hour or more of the conclusion of the event.
- h. For betting purposes, the winner of an event or game will be determined on the date and approximate time of the event's conclusion according to house wagering rules. Q Sportsbook does not recognize suspended games, result changes one hour or more after the events conclusion, protests, or overturned decisions, etc.
- i. Minimum play requirements for betting purposes (unless stipulated otherwise on guest wagering information sheets or odds display, games are official after):
 - Baseball (major league, minor league, college, amateur) – In all nine-inning scheduled games, winners and losers are official after nine innings of play, unless the home team is leading after eight and one-half innings. Postponed or Suspended games must go a minimum of five innings or four and one-half innings if the home team is ahead. If a game goes past five innings and is subsequently Postponed or Suspended, the winner is determined by the score after the last full inning of play; except in a case in which the home team scores to tie or take the lead in the bottom half of the inning in which the game is Postponed or Suspended, the runs do count.
 - Basketball (NBA) – 43 minutes of play
 - Basketball (International/Olympic) – 35 minutes of play
 - Basketball (College) – 35 minutes of play
 - Basketball (WNBA) – 35 minutes of play
 - Fighting, Mixed Martial Arts (Professional) – When bell (buzzer etc.) is sounded signifying the start of the opening round the

Q Sportsbook House Rules



bout is considered official for betting purposes, regardless of the scheduled length.

- Football (Professional/College) - 55 minutes of play
 - Hockey (Professional/College) – 55 minutes of play
 - Soccer (Professional) - 90 minutes of play
 - All halftimes (1st half and 2nd half), quarter, period, set, etc. wagering propositions must be played to the conclusion of that portion of play to be considered Action, and are independent of the game and other propositions. Soccer 1st half or 2nd half wagers must go at least 45 minutes to be considered Action.
- j. For all sports except Baseball, for Proposition bets the player must play for Action or all bets for that player will be considered no action/void. For Baseball, the player must start for Action or all bets for that player will be considered no action/void.
- k. Futures wagers will be graded within one calendar year of the official league start date, in the circumstances of delayed future wagers including but not limited to division/conference/finals etc., the date change will be considered action if completed within one calendar year of the official league start date.
- l. Both sides must start in any two-way matchup propositions
- m. Any straight wager deemed no action will be refunded. If a parlay has a leg that is deemed no action, the parlay will reduce by one selection (i.e., 4-team parlay becomes a 3-team parlay, 2- team parlay becomes a straight wager). If a teaser has a leg that is deemed no action, the teaser will reduce by one selection (i.e., 4 team teaser becomes a 3-team teaser, 2- team teaser becomes a refund).
- n. For season long player statistical leader and award futures players must play in at least one regular season game for action.
- o. In the event of a tie or a dead heat the bet amount is divided by the number of players that are tied for that placing while the original odds stand. An example of this would be a \$100 wager placed on

Q Sportsbook House Rules



Golfer A at +200 to finish in the Top 5. If Golfer A ties with 4 other Golfers for 5th place the wager will be calculated by dividing the \$100 stake 5 times per Rules. Calculation: $\$20 \times +200 = \60

1. Auto Racing

- a. All future book wagers on Auto Racing are Action once Driver begins event unless stipulated otherwise on guest wagering information sheets or odds display.
- b. All participants in event match-up or Driver propositions must start the event, or that proposition is No Action and wager will be refunded.
- c. The winner of driver matchups and race propositions will be based on the official finish order.
- d. All auto race wagers are on drivers only; not on a team or car, unless stipulated otherwise on guest wagering information sheets or odds display.
- e. Auto race results will be considered official for wagering purposes upon conclusion of post-race inspection. At that time auto series recognized results and statistics will be used to determine all winners and losers. Subsequent changes will not be recognized.
- f. The field includes any driver who is not listed.
- g. If a specific event is suspended/postponed, then bets will be considered action provided that the event is completed within 72 Hours.

2. Baseball

- h. Baseball wagers are accepted in the following manner:
 - i. All bets are action, team against team regardless of starting pitcher. There are no listed pitchers.
 - j. On baseball first inning wagers, the first inning must be completed for Action.

Q Sportsbook House Rules



- k. On baseball first 5 inning Money Line wagers the game must go 5 complete innings or 4 ½ innings with the home team winning for action.
- l. When wagering on totals (over/under), extra innings, etc., are counted in the final score, unless stipulated otherwise.
- m. All settlements are based on the results and statistics provided by the relevant league's governing body (e.g., Major League Baseball).
- n. Called/suspended games must go a minimum of five innings, or four and one-half innings if the home team is ahead.
- o. If a game goes past five innings and is subsequently called/suspended, the winner is determined by the score after the last full inning of play. Except in a case in which the home team scores to tie or take the lead in the bottom half of the inning in which the game is Postponed or Suspended; the runs do count.
- p. When wagering on baseball full game totals or run lines, the game must go at least the regulation nine innings (eight and one-half if the home team is ahead) for a scheduled nine-inning game. For baseball first 5 innings totals or run lines the game must go 5 complete innings for action.
- q. For all non-US professional leagues and college baseball and softball, wagers are action regardless of starting pitchers. Totals and run line wagers are subject to the same game length rules as professional US baseball. The bottom team that is listed, does not necessarily bat last.
- r. If a game is final for betting purposes, all player prop bets are Action; however, if the game is suspended/postponed/abandoned before the game is official for betting purposes, all undecided player prop bets for that game will be "No Action/Void."
- s. When wagering on softball totals or run lines, the game must go at least the regulation seven innings (six and one-half

Q Sportsbook House Rules



innings if the home team is ahead). i. If the game goes past regulation innings into extra innings and is subsequently suspended or postponed, it is considered to have action and the winner and loser shall be determined by the score at the time the game is called/suspended. In the case where the home team does not complete their turn at bat in the bottom half of an extra-inning game, the score reverts to the previous full inning of play, unless the home team scores to tie the game, in which then the score will be determined at the point of suspension.

- t. For the World Baseball Classic or any other games that are called due to the mercy rule, totals and run lines are considered action.
- u. Unless odds are quoted for a tie, any market where the result is a tie, those bets will be refunded.
- v. For pro baseball regular season wins wagers, please check customer sheets for the minimum required games to be played for action.
- w. In the event that the All-Star Game does not go into extra innings but is decided by a Home Run Derby the Winner of the Derby will have one (1) run added to its score and this run will count towards the game total. Example of the Home Run Derby scenario: If the score is 3-3 after nine (9) innings the team winning the Home Run Derby will win the game 4-3.
- x.
- y.

3. Basketball

- a. All games must be fully completed for full game basketball wagers to be action. NBA must play a minimum of 43 minutes to be considered completed. College, WNBA and International

Q Sportsbook House Rules



- must play a minimum of 35 minutes to be considered completed.
- b. All first and second half, and quarter wagers must be played to their conclusion to be considered action.
 - c. Any part-game wagers are action upon completion of the specified period. For example, a 1st quarter wager in a game postponed in the 2nd half is action; whereas a 3rd quarter wager in a game postponed during the 3rd quarter is void.
 - d. Overtime is counted in the final score, unless otherwise specified. Overtime will count in halftime wagers, unless otherwise specified. Overtime will not count in any bets involving specific quarters.
 - e. Unless odds are quoted for a tie, any market where the result is a tie will be refunded.
 - f. If a match starts on the scheduled start date and is not completed within 24 hours, it will be deemed no action.
 - g. For 2nd Half Basketball Bets - For any bets in these markets, unless otherwise stated, Overtime will be counted when tallying the score.
 - h. For pre-season, summer league and pro basketball All-Star games, games are action if the league determines a result, no matter what the rule changes are pertaining to the individual games.
 - i. For pro basketball regular season wins wagers, please check customer sheets for the minimum required games to be played for action.

4. Boxing/MMA

- a. In Fighting, a full round is defined as one in which the bell (buzzer, etc.) has sounded signifying the conclusion of such round. If a fighter is counted out or the bout officially stopped prior to the bell, that round is not considered a full round for wagering purposes. If a half round (one minute and thirty

Q Sportsbook House Rules



seconds of a three-minute round, 2 minute 30 seconds of a five-minute round) or other specified time is listed, the official time of the bouts conclusion, as determined by ring officials, will determine proposition winners and losers.

- b. If a boxing or mixed martial arts fight ends at exactly 1:30 of a 3:00 minute round or 2:30 of a 5:00 minute round, whereas the fight lands exactly on the listed total, over/under wagers will be refunded.
- c. On fighting and mixed martial arts K.O. proposition wagers, K.O. includes knockout, technical knockout, disqualification, or any other stoppage.
- d. For pick the knockout round wagers, if a fighter doesn't answer the bell for the next round, the previous round will be declared the winner. Knockout includes a technical knockout and disqualifications.
- e. On fighting and mixed martial arts Decision proposition wagers, Decision means the fight must go to the judge's scorecards to determine a winner, including a technical decision.
- f. On fighting and mixed martial arts Draw proposition wagers; Draw means fight must go to the judges scorecards and be declared a draw; including a technical draw. In the event of a draw, wagers on who will win are no action.
- g. All straight win wagers will have action regardless of any changes in weight class, scheduled length of the bout, or championship sanction unless otherwise stipulated. All round, knock-out (K.O.) or decision proposition wagers are no action if the scheduled length of the bout is changed.
- h. All wagers will be settled according to the official result of the relevant governing body immediately as declared by the ring announcer at the end of the fight.
- i. For settlement purposes, in case the match is interrupted for any reason in between rounds, e.g., retirement before the start of a round, disqualification, failure to answer the bell,

Q Sportsbook House Rules



the fight will be deemed to have finished at the end of the previous round.

- j. In the event of a fight being declared a no-contest, all wagers (including totals) on that fight will be considered no-action, regardless of when the fight is stopped.

5. Football

- a. Games must be played at the venue specified for action.
- b. In case of abandoned or postponed matches all undecided markets are considered void unless the match continues within the same weekly schedule (please note, that weekly schedule does not mean a timeline of a "week"). For example, for NFL the weekly schedule would be the timeline of Thursday through Wednesday local stadium time.
- c. Wagers for all full-game markets stand providing at least 55 minutes of play have taken place and an official result is declared, unless otherwise specified.
- d. Overtime counts unless otherwise specified. Overtime will count in halftime wagers, unless otherwise specified. Overtime will not count in any bets involving specific quarters.
- e. Wagers for all partial-game markets are action upon the completion of the specified period. For example, a 1st half wager is action if a game is postponed in the 2nd half; whereas a 4th quarter wager is void if the game is postponed in the 4th quarter.
- f. Ties will be posted as a refund.
- g. For 2nd Half Football Bets - For any bets in these markets, unless otherwise stated, Overtime will be counted when determining how the bets are settled.
- h. Futures/Season Bets - NFL regular season win totals, and matchups are based on teams completing all 17 regular season games, and for CFL all 18 regular season games, College Football teams must play all scheduled regular season games for action.

Q Sportsbook House Rules



- i. When wagering on football regular season win totals (college and professional), teams must play the exact number of games on their schedule for. If there is a change in opponent, if the team plays the originally scheduled number of games, those bets are still declared as action. For college football regular season wins, conference championship and bowl games do not count towards the win total.
- j. Professional Award Wagers- All wagers are considered action unless the award is not given, in which case wagers will be considered no action.
- k. Settlement of wagers placed on professional awards such as Most Valuable Player, Defensive Player of the Year, etc. are based on official results recognized by the league and governing body.

6. Golf

- a. All bets referring to Tournament Performance (Winner, Place, Group Betting, Top Nationality, Individual Final Position, etc.) will be deemed valid as long as 36 holes have been completed by the eligible players, and an official result has been declared by the tournament organization.
- b. If a golfer withdraws before the start of a tournament all futures bets will be action unless otherwise specified
- c. Most holes played wins golf matchups. If holes are equal, then low score wins.
- d. If both golfers listed in a head-to-head match-up are involved in a 3-way (or more) playoff, either golfer involved must win the playoff to win that matchup, or proposition is No Action and wager will be refunded.
- e. In Head to Head based on the best finishing position in the tournament, in case one player misses the cut then the other player will be settled as the winner. If both participants fail to make the Cut the player with the lowest score at the Cut will be resulted as the winner.

Q Sportsbook House Rules



- f. In the event of a tie or a dead heat the bet amount is reduced by the number of players tied for that placing while the original odds stand. An example of this would be a \$100 wager placed on Golfer A at +200 to finish in the Top 5. If Golfer A ties with 4 other Golfers for 5th place the wager will be calculated by dividing the \$100 stake 5 times per Rules. Calculation:
$$\frac{\$100}{5} \times +200 = \$40$$
- g. Tournament Group Betting: Winning bets must select the player who achieves the highest tournament placing from a selected group. In the event of any player in the group not teeing off, bets will be refunded. Players missing the cut will be eliminated unless all of the players in the group miss the cut. If this occurs the lowest score at that stage will determine the winner. Dead heat rules apply if two or more players are tied at the end of the tournament, unless the result is determined by a playoff in which case the playoff winner is considered the group winner.
- h. Round Leader Markets: Bets will be settled after the specific round has been completed. Dead heat rules apply.

7. Hockey

- a. For wagers that specify Including Overtime, In the event of a shootout in Hockey, the winner of the shootout will have one (1) goal added to its score and this goal will count towards the game total regardless of the number of shootout goals scored. For player yes-no goal scoring props, shootout goals do not count
- b. Wagers for all full-game markets stand providing at least 55 minutes of play have taken place and an official result is declared, unless otherwise specified.
- c. If overtime includes another period, the first team to score will win the game. This overtime goal scored will be included in

Q Sportsbook House Rules



the puck line wagers and total wagers that are only specified as including overtime.

- d. For college hockey wagering purposes, regular season final scores will be determined by the rules of the particular conference. 3 on 3 and shootout results may not count towards the final score.
- e. Wagers for all partial game markets are action upon the completion of the specified period. For example, a 1st period wager is action if a game is postponed in the 3rd period; whereas a 2nd period wager is void if the game is postponed in the 2nd period.
- f. Ties will be refunded unless the market is a three-way market (where odds are quoted for a tie)
- g. Futures/Season Bets – All bets stand on Outright, Conference and Divisional betting regardless of player movement, team movement, team name change or season length.
- h. Hockey player proposition wagers do include overtime, but not shootouts unless otherwise specified.
- i. For pro hockey regular season points wagers, please check customer sheets for the minimum required games to be played for action.

8. Soccer

- a. For all goal line, money line, and total wagers, the score at the end of 90 minutes, plus injury time minutes, will be used to determine winning and losing tickets; extra time and penalty kick shootouts do not count, unless otherwise specified. For all first half goal line, money line and total wagers, the score at the end of 45 minutes, plus injury minutes, will be used to determine winning and losing wagers.

Q Sportsbook House Rules



- b. A wager on a team To Advance will include the result of extra time and penalty kick shootouts to determine the winner of the match.
- c. Wagers will be decided based on the score at the referee's final whistle at the match's natural conclusion, whether the match is decided in regular time, extra time or in a penalty shootout.
- d. For 3-way wagering propositions: sides must win, lose or draw (each is a separate wagering interest).

If the wagering offer on a match includes the draw as a third option and the match ends in a draw, wagers on the draw will be paid, while wagers on both teams will be considered losing propositions.

Three Way wagers will be decided based on the score after 90 minutes of play and any added injury time.

- e. "1st Goal scorer and correct score" – Any player who doesn't score will be settled as "other", as well as if any team scores more than 4 goals. "Anytime Goal scorer and correct score" – Any player who doesn't score will be settled as "other", as well as if any team scores more than 4 goals.
- f. Yellow and Red Cards for non-players (already substituted players, managers, players on the bench) are not considered as well as cards shown after the final whistle.
- g. Official league data will be used to determine all statistical wagering propositions, player proposition wagers and future book wagers. This may take up to one hour after the conclusion of the match to be settled.

9. Tennis

- a. If there is a walkover, retirement, disqualification, or abandonment at any time after the start of the match, the player progressing to the next round will be deemed the

Q Sportsbook House Rules



winner. If a match is abandoned before the match has begun, all bets are no action.

- b. A tennis match is deemed to have started with the first serve of the match.
- c. All future book wagers on Tennis are Action once player begins event unless stipulated otherwise on kiosks or sports book sheets.
- d. If a match is suspended/postponed after the match has started, all full game wagers are action if completed within 48 Hours.
- e. For partial-match wagering (e.g., game and set betting), wagers are considered action upon the completion of the specified period; for example, 1st set wagers are action upon the completion of the 1st set.
- f. All tennis matches are action regardless of a venue change, surface change, court type, or change of scheduling as long as they are fully completed.

10. Olympics

- a. All events will be settled based on the official International Olympic Committee podium results.
- b. Wagering on the Championship Medal Counts will be settled following the final event and according to the podium results.
- c. If an event is postponed during the Olympics, wagers will stand as long as the event is completed prior to the closing ceremony.
- d. For an event with a time limit, the full time of the game must expire for a wager to be considered action.
- e. In a head-to-head match, the best time/score is the winner.
- f. Medal Winners are considered action, when awarded their medal at the podium

Q Sportsbook House Rules



11. In-Play House Rules

- a. If games do not finish in their entirety, Handicap and Total In-play wagers will be refunded.
- b. Once an in-play wager is submitted, it will be considered action and will not be voided.
- c. For partial-game wagering, wagers are considered action upon the completion of the specified proposition.
- d. Football
 - Overtime periods count towards the point line, total, and money line for full game wagers, unless otherwise specified.
 - Ties will be refunded.
- e. Basketball
 - Overtime periods count towards the point line, total, and money line for full game and second half wagers, unless otherwise specified.
 - Ties will be refunded.
- f. Baseball
 - The event needs to go at least 8 ½ innings for the spread and totals markets to be action.
- g. Hockey
 - For In-play period wagers, the period must be played to its conclusion to have action.
- h. Soccer
 - Wagers for all full-game propositions are valid providing at least 90 minutes of play plus added injury time by the officials has occurred, unless otherwise specified. Extra time or penalty kicks are not included.
- i. Tennis
 - If a player retires or is disqualified from a match before its completion; all wagers placed will be refunded.

12. Wager Information

Q Sportsbook House Rules



- a. Funding A Wager
 - Wagers at Q Sportsbook may only be funded in cash or with funds from a winning ticket or voucher.
- b. Redeeming a winning bet
 - All winning bets must be redeemed at the Sports Counter/Cashier's Cage during normal hours of operation.
- c. Maximum Wager Limit
 - The maximum wager accepted at the sports betting kiosk is \$500 per wager.
- d. Cancellation & Voiding Wagers
 - Although Q Sportsbook works to ensure no errors are made in accepting sports betting wagers, due to technical or human error a bet may be accepted, that is an obvious error. An obvious error could be one of the following:
 - The odds or terms offered are materially different from the general betting market when the bet was placed. In these instances, Q Sportsbook reserves the right to correct the odds and pay the winning bet at correct price as determined by Q Sportsbook or void any bets placed.
 - If an event is offered in error, the scheduled start time is incorrect, or for any other reason Q Sportsbook may void these erroneous bets at its discretion and will provide explanation of why the decision to void was made after an investigation.
 - Any other instances due to system or technical issues will be addressed individually.
 - Patrons shall verify that all information on their ticket is accurate before leaving the Sportsbook Counter/Kiosk. Unless agreed upon by both parties,

Q Sportsbook House Rules



and at the discretion of Q Sportsbook, no ticket will be altered or voided prior to the start of the event.

- All future wagers are action if winner is officially declared, unless otherwise posted or noted on printed media.
 - The field includes any participant who is not listed.

13. Voids/Cancellations

- a. Q Sportsbook reserves the right, at its own discretion, to declare a bet void, totally or partially, if it is obvious that any of the following circumstances have occurred:
 - Bets have been offered, placed and/or accepted due to an Error.
 - Bets placed while the website was encountering technical problems, that would otherwise not have been accepted.
 - Influence Betting.
 - Syndicate Betting.
 - A result has been affected by illegal activity- directly or indirectly.
 - Any erroneous pre-game wagers accepted after the scheduled start time.
 - Any erroneous live-game wagers accepted at an incorrect price due to delayed or failing of the Live coverage.

14. Calculating Parlay Payout

STRAIGHT BETS PAY 10-11 unless posted or specified otherwise on printed media. In the event of a tie in a straight wager, wager is considered no action and money is refunded.

Q Sportsbook House Rules



All parlays are based on a TRUE ODDS format. This is calculated by multiplying the decimal amount wagered.

PARLAY ODDS (-110)

- 2 TEAMS 2.64 - 1
- 3 TEAMS 5.95 - 1
- 4 TEAMS 12.28 - 1
- 5 TEAMS 24.35 - 1
- 6 TEAMS 47.41 - 1
- 7 TEAMS 91.42 - 1
- 8 TEAMS 175.44 - 1

Negative odds (odds with minus sign) are converted in following way; divide 100 with the odd value (for -110 value is 110) and then add 1 to the result.

Example: $1 + (100/110) = 1.91$

Odds equivalent to one dollar

American odds	Decimal odds
-105	1.952
-110	1.909
-120	1.833
-130	1.769
-140	1.714
-150	1.667

If the odds are positive (odds with a plus sign) the formula is as follows (divide positive odd value with 100 and then add 1 to the result.

Example: $(+110/100) + 1 = 2.100$

American odds	Decimal odds
+105	2.050
+110	2.100

Q Sportsbook House Rules



+120	2.200
+130	2.300
+140	2.400
+150	2.500

A maximum payoff limit of 299-1 is paid on parlays off the board. In the event of a tie or no action, parlay is reduced to next lower number of parlays. Acceptance of all parlays is at the discretion of management.

Calculating Teaser Payout

6 Point Football Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-125	+150	+250	+400	+600	+900	+1250	
TIES REDUCE TO NEXT LEVEL							
6.5 Point Football Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-140	+140	+200	+350	+500	+800	+1100	
TIES REDUCE TO NEXT LEVEL							
7 Point Football Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-150	+120	+180	+300	+425	+650	+900	
TIES REDUCE TO NEXT LEVEL							
5 Point Basketball Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-120	+140	+200	+350	+500	+700	+1000	
TIES REDUCE TO NEXT LEVEL							
5.5 Point Basketball Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-125	+135	+190	+300	+450	+650	+900	
TIES REDUCE TO NEXT LEVEL							
6 Point Basketball Teaser Pay Table - Totals Included							
2	3	4	5	6	7	8	
-140	+120	+180	+280	+400	+600	+800	
TIES REDUCE TO NEXT LEVEL							

15. Lost Ticket Policy

- Q Sportsbook is not responsible for lost or stolen tickets. If the rightful owner of a lost ticket can be confirmed by Q Sportsbook a payment may be processed.

16. Parlays & Teasers

Parlays

- a. All parlay bets placed are subject to the sportsbook house rules that apply to each individual sport that relates to any leg of any parlay bet.
- b. Off-the-board maximum parlay payoff limit is cap at 299/1

Teasers

- c. Pushes and refunds in an off-the-board teaser wager cause the wager to reduce to the payoff bracket representing the number of remaining teams, if only 1 team remains the bet becomes a refund.

17. Mobile Wagering Accounts (When Applicable)

- a. Account holder must be at least 21 years of age.
- b. Q Sportsbook posted House Rules and regulations are applicable to Mobile Wagering Accounts. House Rules are available to view in the Support area of Mobile Wagering App.
- c. For an individual account, the patron must provide Q Sportsbook with valid proof of identification and social security number prior to activating an account.
- d. Mobile Wagering Account transactions through the Mobile Wagering App cannot be accepted from any individual who does not have a valid Mobile Wagering Account which is in good standing.
- e. Management reserves the right to refuse any application.
- f. Management reserves the right to suspend an account for reasons it deems sufficient.
- g. Management reserves the right to terminate and settle the account balance with the patron for reasons it deems sufficient.
- h. Management shall keep all wagering account information and transactions confidential except from the patron, affiliates or as a result of any state and/or federal law or legally sufficient

Q Sportsbook House Rules



subpoena or other court document that require the book to provide any and all information related to any and all accounts.

- i. Only the person named and identified as the account holder for an individual account can conduct transactions on the account. No agents or representatives will be permitted to access the account. For a business entity account the designated individual(s) of the business entity may conduct transactions and be permitted access to the account.
- j. Mobile Wagering Account transactions are accepted through the Q Sportsbook Mobile Wagering App.
- k. Wagers placed through the Q Sportsbook Mobile Wagering App are binding when the patron verifies and confirms purchase of wager displayed on the screen.
- l. Wagers will not be accepted if they exceed the balance in the account.
- m. Mobile Wagering Account withdrawals and subsequent deposits made at Q Sportsbook during Q Sportsbook business hours must be signed and authorized by the account holder.
- n. Mobile Wagering Account winnings are subject to IRS reporting and/or withholdings.
- o. Wagers placed through the Q Sportsbook Mobile Wagering App are the sole responsibility of the account holder. Management is not responsible for unauthorized access to the account.
- p. If you do not place any wagers for 365 days consecutively your account will be suspended from play and classified as dormant. To reactivate the account, you must appear in person at any location which is available for account opening to re-validate your identity. We close dormant accounts after no activity for three years.

Q Sportsbook House Rules



- q. Unless otherwise stated, all rules apply to both wagers made in person and to wagers made using the Q Sportsbook Mobile Wagering App.
- r. For wagers made through the Mobile Wagering App, the terms of your wager are displayed before you tap Place Bet, which action is deemed an acceptance of the wager terms by you. Our acceptance of the wager request is displayed in a confirmation message on your mobile device and can be reviewed in the My Wagers section of the Mobile Wagering App at any time.
- s. Wagers may only be accepted from within the state of Iowa. Q Sportsbook are prohibited by law from accepting wagers originating from outside the state of Iowa.
- t. Changes will automatically be updated within the Mobile Wagering App. Any changes on bet-selections will require your acceptance of the revised change before your wager can be confirmed.
- u. Mobile Wagering Accounts are subject to an audit at the discretion of Q Sportsbook management at any time. If it is determined that account balances are inaccurate or in error as a result of posting errors, late decision adjustments, modifications mandated by notifications or other system errors, the Mobile wagering Account will be adjusted to reflect the findings of the audit. An account may also be adjusted as a result of the resolution of a customer dispute. In the event an adjustment would result in a negative balance in the account, all activity in the account will be suspended until agreement on the adjustment is reached between the account holder and Q Sportsbook Management.
- v. Mobile Wagering Account rules and regulations are subject to change by management at any time.
- w. The Q Sportsbook Mobile provides information for disputes and complaints. A link to an email address and telephone number is available to allow direct communication from the device. If a patron wants to notify the Iowa Racing and Gaming Commission of complaints that have not been or

Q Sportsbook House Rules



cannot be addressed by Q Sportsbook and our technology providers, a link is provided to an email address, telephone number and mailing address for the Iowa Racing and Gaming Commission.

- x. Due to possible delays or inaccuracies, the LIVE scoreboard may not be reflective of actual LIVE scores and therefore should not be solely relied upon in determining whether to place a bet or not.

18. Prohibited Participants

- a. Persons under 21 years old.
- b. Persons placing a wager as an agent or proxy.
- c. Any person who is an athlete, coach, referee, player in or on any sports event overseen by that person's sport's governing body.
- d. Any person who holds a position of authority or influence to persuade the participants in a sporting contest, including, but not limited to coaches, managers, handlers, or athletic trainers.

19. Patron Questions and Complaints

- e. In the event that a customer has a dispute involving a placed wager, or the way in which a bet or market type has been settled, Q Sportsbook is responsible for receiving and addressing any patron disputes.
- f. Patron questions or complaints can be sent to sb@qcasinodbq.com. In addition, patrons may call 563-585-2970 and ask to make a Sportsbook question or complaint request. All requests will be responded to within ten (10) business days.
- g. Q Sportsbook will attempt to resolve any disputes with the patron, however if a resolution cannot be reached, the patron

Q Sportsbook House Rules



has the option to file complaints with the Iowa Racing and Gaming Commission.

20. Acceptance of Disclosed Terms and Liabilities

- a. You hereby accept that by using the services, there is a risk that you may, as well as winning money, lose money. You agree that your use of the services is at your own risk and Q Sportsbook and affiliated parties accept no responsibility and shall not be liable for any consequences that are alleged to have occurred through your use, or misuse, of the services.
- b. Q Sportsbook and affiliated parties are not liable for any failure of equipment/software and or loss by any act of God, power failure, disputes that may affect the placing of wagers/bets.
- c. Q Sportsbook and affiliated parties reserve the right to cancel or suspend the services without incurring any liability.
- d. Patrons agree that these house rules have been read and accepted prior to the submission of any wagers.
- e. The sports and/or markets listed in these house rules may not be currently available in your jurisdiction, therefore will not be available for wagering.

Updated 4/15/24.