

TITLE 11—DEPARTMENT OF PUBLIC SAFETY
Division 45—Missouri Gaming Commission
Chapter 20—Sports Wagering

PROPOSED RULE

11 CSR 45-20.470 Cancelled and Voided Wagers

PURPOSE: This rule addresses standards for cancelled and voided wagers for Retail and Mobile licensees.

(1) Retail licensees and Mobile licensees shall not cancel any wager except in accordance with this rule.

(2) Cancellation by a Retail licensee or Mobile licensee of an otherwise validly placed wager shall be nondiscretionary. A licensee shall only cancel a wager under the following circumstances:

(A) Any wager where an event that is the subject of the wager is cancelled, or postponed or rescheduled to a different date prior to completion of the event.

1. In the case of a wager on a portion of an event, that wager shall be valid and not cancelled when the event is cancelled, postponed, or rescheduled if the outcome of the affected portion was determined prior to the cancellation, postponement, or rescheduling.

2. A licensee may establish a timeframe in which an event may be rescheduled or postponed without cancelling the wager. This timeframe shall be tied to specific events, subject to the approval of the commission, and documented in the internal control system;

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

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

(D) A material change in circumstances occurs.

1. What constitutes a material change in circumstances for a given event or wager type shall be documented in the internal control system.

2. What constitutes a material change in circumstances shall be clearly and prominently displayed to a patron at the time of placement of the wager;

(E) The licensee's approved house rules otherwise provide for the cancellation; or

(F) When ordered by the commission pursuant to this rule.

(3) Retail licensees and Mobile licensees may request the commission to order the cancellation of all wagers of a specific type, kind, or subject not otherwise identified in section (2). A request to cancel shall be in writing, and contain the following:

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

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

(C) An explanation why cancelling the wagers ensures the integrity of the Missouri sports wagering industry.

(4) The commission shall issue an order in writing approving or denying the request to cancel. In determining whether to approve or deny the request, the commission may consider any relevant factors, including, but not limited to, the following:

(A) Whether the alleged facts implicate an issue with the integrity of the event subject to the wager or the Missouri sports wagering industry;

(B) Whether the alleged facts suggest possible illegal activity relating to the event or the Missouri sports wagering industry;

(C) Whether allowing the wager would be unfair to wagering patrons; and

(D) Whether allowing the wager is contrary to public policy.

(5) No wager subject to the request to cancel shall be redeemed until the commission issues an order approving or denying the request to cancel.

(6) If the commission approves the request to cancel, the Retail licensee or Mobile licensee shall make commercially reasonable efforts to notify patrons of the cancellation.

(7) The commission has discretion to order all Retail licensees and Mobile licensees to cancel all wagers on a specific event or wagers of a specific type or kind on a specific event.

(8) Any cancelled wager shall be refunded automatically for mobile wagers and upon request by a patron for retail wagers. The request shall be made prior to the expiration of the original redemption period and the amount of the refunded cancelled wager shall be deducted from adjusted gross revenue.

(9) 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 gross revenue and remitted to the Gaming Commission Fund.

(10) A Retail licensee or Mobile 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:

(A) Human error in the placement of the wager;

(B) The ticket does not correctly reflect the wager; or

(C) Equipment failure rendering a ticket unreadable.

(11) Retail licensees and Mobile licensees shall not void a wager solely because the wager was placed with incorrect odds without prior approval of the commission.

(12) If a wager is declared void, the wager shall be refunded to the patron and that amount shall be deducted from adjusted gross revenue. For a printed ticket, the ticket shall be marked void. If there are any winnings from the voided wager, the winnings shall be nullified.

(13) A wager shall only be declared void with the documented approval of a supervisory or compliance employee who is independent of the initial transaction.

(14) A wagerer may request that the commission review any wager declared void by a Retail licensee or Mobile licensee. If the commission concludes there is no reasonable basis to void the wager, the commission may order the licensee to honor the wager.

(15) When a wager is voided or cancelled, the sports wagering system shall clearly indicate that the ticket is voided or cancelled and make an entry in the system indicating the voiding or cancellation of the wager and the identity of the ticket writer or automated process completing the void or cancellation.

(16) All voided and cancelled wagers and all refunds of any such wagers shall be logged at the time they occurred.

(17) Retail licensees and Mobile licensees shall provide a monthly summary report of all cancelled, voided, and refunded wagers to the commission.

AUTHORITY: section 39(g) of Article III, Mo. Const., section 313.004, RSMo 2016, and sections 313.800–313.850, RSMo 2016 and Supp. 2024. Original rule filed May 14, 2025.