



SPORTSBOOK

INFORMATIONAL SHEET

FAQ Last Updated: July 24, 2020

CUSTOMER SERVICE

customer.service-us
@betfred.com

FEATURES

- 1,400 square feet
- State of the art video wall display
- Lounging area with tables and plush chairs
- Multiple betting windows with self-serving kiosks

WAGERED SPORTS

- NFL
- NBA
- NHL
- MLB
- NCAA
- UFC/Boxing
- Tennis
- NASCAR
- Soccer
- Golf

Offer wagers on individual games and outright winners of championships / conferences / divisions

TYPE OF BETS

- Straight Bet
- Point Spread
- Money Line
- Total (Over/Under)
- Parlay
- Teasers
- Futures
- Propositions

SPORTSBOOK INFORMATION

HOURS OF OPERATION

MONDAY – FRIDAY
10 A.M. – 11 P.M.

SATURDAY – SUNDAY
9 A.M. – 11 P.M.



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FREQUENTLY ASKED QUESTIONS

Do you have to be over 21 years old to enter into the Sportsbook?

Yes

Is the Sportsbook non-smoking?

Yes, smoking is prohibited in the Betfred Sportsbook

When will I be able to bet online?

As of right now, web and mobile app are scheduled to launch in September 2020

Can I cash my tickets at the cage or kiosks?

No. Tickets can only be cashed by Sportsbook cashiers at the window or mailed in. Winning tickets are deemed void after 365 days after the conclusion of the event. Mailing address to send winning tickets is:

PO Box 19027 Las Vegas, NV 89132

What's the minimum bet?

\$5 at the window, \$2 at the kiosks

Can I get spreads/lines over the phone?

No. Must be present inside the Sportsbook to receive odds

I am new to betting on sports. Can someone help me?

A Sportsbook staff member can answer any question or you can review our [Sports Betting 101 Guide](#) on the Saratoga Casino Black Hawk website

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FREQUENTLY ASKED QUESTIONS (CONTD.)

Do I need to have a Player Extra Club card to bet?

No. At this time, you cannot earn Player Extra Club points on Sportsbook wagers

Do you have to be a resident of Colorado to place a wager at the Betfred Sportsbook?

No. However, pursuant to Colorado law, persons placing sports wagers must be at least 21 years of age. Any individuals are prohibited from placing wagers on behalf of anyone else, cannot be a coach, athlete, referee or player in or on any sports event overseen by that person's sports governing body, any person who holds a position of authority or influence sufficient to exert influence over the participants in a sporting contest, including coaches, managers, handlers or athletic trainers. Also, any person identified by any lists provided by the person's sports governing body to the Colorado Division of Gaming

If I or someone I know have a gambling problem, what should I do?

Call the Gambling hotline at 1-800-522-4700