

# SPORTSBOOK

## INFORMATIONAL SHEET

FAQ Last Updated: December 15, 2020

**BETFRED  
SUPPORT**

### 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
- Daily Betfred Boost

#### EMAIL

[support.co@betfred.com](mailto:support.co@betfred.com)

#### CALL

855.769.4878

#### TEXT LINE

720.640.4033

### 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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**BETFRED  
SUPPORT****FAQS (RETAIL)**

**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?**

The app can be downloaded in the Apple store for iOS, betfredsports.com for Android users. Bets can also be placed on desktop at co.betfredsports.com.

**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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### FAQS (RETAIL CONTINUED)

#### 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

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**BETFRED  
SUPPORT****FAQS (ONLINE)**

### ACCOUNT MANAGEMENT

#### What information is required to open a Betfred Sports online account?

To register for a Betfred Sports account, you are required to provide your full name, address, date of birth, email address, telephone number, and the last 4 of your SSN. Upon registration, you may be required to submit additional documentation which may include your valid state-issued ID card.

#### Can I create more than one account?

Betfred Sports allows for one account per person, to uphold the integrity of our product. If you need assistance accessing an existing account, contact the Betfred Support Team.

Please Note: Any accounts that are set up illegitimately will be deactivated and winnings forfeited in accordance with our Terms of Use.

#### How do I self-exclude or permanently close my account?

If you wish to close your account, contact the Betfred Support team.

Self-Exclusion is when sports bettors choose to ban themselves from a sportsbook, usually related to some type of irresponsible gambling habits. If you feel that you or someone you know has developed a gambling problem, please call 1-800-522-4700.

The bettor is the one who imposes the self-exclusion, and this is then

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SUPPORT****FAQS (ONLINE CONTINUED)**

enforced by Betfred Sports. Once a player has excluded themselves, they will not be able to revoke this status on their account. There are other options besides self-exclusion for people who are having problems controlling their gambling habits

**DEPOSITS/WITHDRAWALS****How do I deposit funds into my Betfred Sports account?**

Once you have registered for an online account and are logged on to the Betfred Sports app, click the Head and Shoulders icon located on the top right-hand side of the screen. The menu screen will open with a "Deposit" button in the lower right corner of the screen.

**What are the current deposit options?**

Once you hit deposit, you will see the following options: VIP Preferred eCheck, Play+, and PayNearMe.

**Cash deposit at the Sportsbook**

Simply visit our Sportsbook in located inside the Saratoga Casino in 101 Main Street, Black Hawk, Colorado. Provide your online account details to one of our Sportsbook staff and deposit cash. Your Betfred Sports account will be funded immediately!

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You can enroll for the VIP preferred E-check option to have the convenience of cashing checks electronically. You may be asked to send in your ID for verification. Within minutes, you will be provided your 7-day cashing limit. For more information, you may contact our Betfred Support team.

**Pay+**

Sign up for a Betfred Sports Play+ account by logging into your Betfred Sports account and choosing the 'Play+' Deposit option. You will need to input your Social Security Number and Date of Birth to complete the enrollment process. Verify your mailing information is correct on the form, click agree to Terms and Conditions, and then click 'Enroll'.

Upon successful registration, you will have the opportunity to add funds to the account immediately using a bank card, eCheck, or Paypal. You will be mailed a personalized Play+ card to the address on file within 10-14 days of funding the account. Play + provides a fast and easy way to deposit and cash out while playing online.

**PayNearMe**

For the PayNearMe option, choose the amount you would like to deposit, and then choose a location. Authorized PayNearMe locations include 7-Eleven, Family Dollar, and CVS locations. Once you have chosen a store to

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deposit at, you will receive a barcode that you can scan at the ATM, this will allow you to deposit cash, with a limit of \$500 per transaction.

**How can I increase my Deposit Limit?**

If you have any questions related to Deposit Limits, contact the Betfred Support Team.

**How long do withdrawals take?**

The withdrawal period is dependent on the method you choose.

When receiving an electronic bank transfer, please allow 3-5 business days for the withdrawal to process. If you are receiving a paper check, this process may take a little longer.

**Can I receive a physical check?**

Yes, you can request a paper check to be mailed to you! We will mail the check to the registered address on your account. The turnaround time to process a paper check is usually 5-7 business days. On top of the processing time, the rest is up to your postal carrier to deliver the check to your address.

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We're definitely working on having an exclusive VIP program where you will have access to exclusive perks, generous bonus offers, and rewards. Keep checking our website, betfredsports.com, for updates!

**CONTACT US****How do I contact Customer Support?**

Our customer support team is available from Mon – Thurs: 8 am to 10 pm MT, Fri – Sun: 8 am to 11 pm MT. We are available via phone, email, and live text chat for your convenience!

**Phone:** 855-769-4878

**Live Text Chat:** 720-640-4033

**Email:** support.co@betfred.com

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**STEP INTO  
THE FAN ZONE**



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