

BEST PRACTICES

BREAK OPEN TICKETS (ONTARIO)

This document provides a quick reference summary of best practices to correctly execute the Break Open Ticket Program. Please ensure these steps are correctly followed.

Regulatory Requirements

- Prominently display a copy of the Lottery License on the wall behind your container with any other licenses you have displayed.
- Every ticket in each deal will have the same serial # printed on the bottom face of the ticket.
- If you are a 3rd party retailer, make sure you have your Lottery Seller Registration readily available for inspection if requested by a gaming inspector.
- Customers must be 18 years of age or older to purchase Break Open Tickets.
- Customers cannot handle or physically select their own tickets at the time of purchase.
- **Cash or Debit Cards Only** – Credit Card purchases are not permitted. Prizes must be paid in cash.

Ticket Sales

- Only redeem tickets that were sold from your own container or Dispenser. Before, redeeming any winners, ALWAYS CONFIRM that the serial number on the bottom of the ticket MATCHES the serial numbers sold at your location.

NOTE: You must refuse to redeem tickets that were NOT purchased from your site.

Winning Tickets

- Retain all winning tickets. After you have reconciled your cash, \$1.00 winners may be destroyed and discarded. All other prize tickets must be retained for 90 days after your BOT Lottery Report has been submitted.
- \$1.00 Winning tickets must be destroyed by tearing them in half.
- All Winning tickets must be defaced by punching a hole in the winning window. Be sure not to deface any security numbers.

Ordering Tickets

- Your container or dispenser must be half full of tickets at all times.
- Be sure to have extra deals on hand to load into your container or ticket dispenser once your container becomes less than half full. Remove the old tickets and load the new tickets into the container, then place the old tickets on top of the new tickets so the old ones are the first to be sold. FIRST IN FIRST OUT.

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New Break Open Ticket License

- If needed, you may sell out the tickets on the last deal of your License in order to reconcile your BOT sales.
- If you have run out of tickets before the expiry date on your License, you may obtain a new License. Your BOT License ends when you run out of tickets or reach the expiry date.
- If you realize that you will not be able to sell out of your tickets before the expiry date of your License, you may apply to your municipality for an extension.

NOTE: You must obtain your extension before the expiry date on your current License. If you miss this date, your License is effectively ended and your municipality will not provide an extension. If this is the case, you will be instructed to stop selling the expired tickets. A new License will be needed and the expired tickets will need to be kept for audit purposes.

- When you are selling the last deal of tickets on your license, begin the process to re-apply for a new license. Once you receive the new license, you may continue to sell opened deals from the previous license, as long as you record these unsold tickets on your BOT Lottery Report. Simply follow the same process as point two above in the Ordering Tickets section.
- Your Lottery Report is due within 30 days after your License has ended.

NOTE: Your License ends when:

- 1) the Expiry Date is reached,**
- 2) you have run out of tickets,**
- 3) you have obtained a new BOT License.**



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