



FAQ

WHAT IS THE FANDUEL SPORTSBOOK?

The FanDuel Sportsbook is the FanDuel Group's sports betting retail location in partnership with Belterra Casino Resort.

WHERE IS THE FANDUEL SPORTSBOOK RETAIL LOCATION?

The FanDuel Sportsbook retail location is located at the Belterra Casino Resort in Florence, Indiana

Address:

FanDuel Sportsbook
Belterra Casino Resort
777 Belterra Drive
Florence, IN 47020

HOW BIG IS THE FANDUEL SPORTSBOOK AT BELTERRA CASINO RESORT?

Square Footage: 1,230

Tills: 5

TV Screens: 13, plus large video wall

Sports News Tickers: 1

Self-Betting Kiosks: 13

DO YOU HAVE TO BE A RESIDENT OF INDIANA TO PLACE A WAGER AT THE FANDUEL SPORTSBOOK AT BELTERRA CASINO RESORT?

No. To place a wager our retail location you simply need a valid ID showing you are at least 21 years of age.

IF I AM NOT A RESIDENT OF INDIANA AND I HAVE A WINNING TICKET, HOW DO I COLLECT MY WINNINGS?

1. Revisit the FanDuel Sportsbook to redeem your winnings.
2. Fill in the details on the back of the ticket and mail it, along with a copy of your valid photo ID to:

FanDuel Sportsbook
Belterra Casino Resort
777 Belterra Drive
Florence, IN 47020



CAN MY BELTERRA PLAYERS CARD BE USED IN THE FANDUEL SPORTSBOOK?

No. At this time your Belterra Players card cannot be used for Sportsbook wagers.

WHAT IS THE MINIMUM BET?

The minimum bet is \$5.

WHAT TYPES OF WAGERS ARE AVAILABLE AT THE FANDUEL SPORTSBOOK?

There will be something for everyone including Straight Bets, Parlays, Futures, Prop Bets, Teasers and Round Robin Bets.

WHAT SPORTS ARE CUSTOMERS PERMITTED TO BET ON AT THE FANDUEL SPORTSBOOK?

The FanDuel Sportsbook will feature bets on all major U.S. sports including professional baseball, basketball, soccer, football, golf, boxing, motorsports as well as collegiate football and basketball.

ONLINE SPORTS BETTING

Online sports betting coming in 2020. Self-serve sports betting kiosks are now available at the FanDuel Sportsbook retail location inside Belterra Casino Resort.

CAN I PLACE A WAGER ON HORSE RACING?

No. Wagering on Horse Racing is prohibited at this FanDuel Sportsbook although all major Horse Races will be broadcast at this facility.

HOW ARE THE ODDS SHOWN?

Odds are displayed on select televisions located around the room and on the Daily Sheets placed at the entrance to the Sportsbook.

WHAT ARE THE HOURS OF OPERATION AT THE FANDUEL SPORTSBOOK?

The FanDuel Sportsbook will be open to the public at the following times:

Mon – Thurs: 10am – 1am

Friday: 10am – 2am

Saturday: 9am – 2am

Sunday: 9am – 1am



IS THERE PARKING?

Valet and self-parking is available.

IS SMOKING ALLOWED INSIDE THE FANDUEL SPORTSBOOK?

No. Smoking is prohibited inside the FanDuel Sportsbook area.

WHAT TYPE OF FOOD WILL BE SERVED AT THE FANDUEL SPORTSBOOK?

There are plenty of great food options at Belterra Casino Resort and you are welcome to bring food into the room from any on-property restaurant.

WILL THERE BE ALCOHOL SERVED INSIDE THE FANDUEL SPORTSBOOK?

Yes. Alcohol may be served in the sportsbook or brought into the room from any on-property restaurant or bar.

WILL THE FANDUEL SPORTSBOOK BROADCAST PAY PER VIEW EVENTS?

Yes. The FanDuel Sportsbook will show all PPV sporting events at no charge.

CAN I MAKE SEATING RESERVATIONS?

At this time, we are not taking advanced reservations. All seats are first come, first served.

IS THERE A DRESS CODE AT THE FANDUEL SPORTSBOOK?

To ensure a safe and enjoyable visit for all resort guests, security personnel will enforce the following dress code at all locations throughout Belterra Casino Resort, including the FanDuel Sportsbook.

- No shirts with offensive language or symbols
- No hats, hoodies or any other concealment of your face
- No visible undergarments
- No motorcycle club "colors"
- Any clothing item deemed inappropriate at the discretion of management

WHAT SYSTEMS ARE IN PLACE TO PROTECT CONSUMERS AT A RETAIL LOCATION?

There are minimum age requirements and ID checks on anyone looking under 30. The FanDuel Sportsbook has an educated staff that will be available to provide information to consumers on types of wagers, limits. FanDuel Staff will monitor customers placing certain wagers and may collect their name via ID, according to regulatory requirements



CAN YOU IDENTIFY A PROBLEM GAMBLER AT A RETAIL LOCATION?

Yes. The staff at Belterra Casino Resort and the FanDuel Sportsbook are trained to recognize the signs of problem gambling. If signs of problem gambling are recognized, Supervisors are also trained on how to handle the situation.

HOW DOES THE SELF-EXCLUSION SYSTEM WORK AT THE FANDUEL SPORTSBOOK?

Similar to land-based casinos, the Indiana Gaming Commission will distribute a photograph and description of the self-excluded customer to each Casino and Sportsbook. The Casino and Sportsbook will remove the SE from any mailing lists and deem them ineligible for any kind of credit or complimentary services by noting the SE's account in its Casino Management System.

WHAT HAPPENS IF A PERSON ON THE SELF-EXCLUSION LIST WAGERS AT THE FANDUEL SPORTSBOOK?

After being placed on the self-exclusion list, the FanDuel Sportsbook will refuse to accept your wagers. If caught gambling at the FanDuel Sportsbook, the Self Excluded patron will be subject to forfeiture of all winnings and will be escorted from the property by the Indiana State Police.

**If you or someone you know has a gambling problem and wants help,
call 1-800-9-WITH-IT**