

Online Games

Ticket Cancellation Rules



This information sheet provides guidelines to Online Ticket Cancellation.

The following Online Games are eligible for Ticket Cancellation:



When:

Online Tickets must be cancelled:

- On the same business day that it is printed; and
- Before the draw, or first draw on an Advance Buy ticket, has taken place. Including Keno.

Where:

Online Tickets must be cancelled at the same **Retail Location** where the Ticket was purchased.

- Tickets can be cancelled on any Lottery Terminal in the same location and Retailer ID.
- Retailers with Lotto Express Terminals may cancel Lotto Express Tickets on a full-service Lottery Terminal at Customer Service at the same location.
- Tickets from a Self-Service Terminal in Hospitality Network may be cancelled at a full-service Lottery Terminal at the same location.

Exceptions:

The following Tickets **cannot be cancelled**:

- **Free Play Prize** Tickets
- Exchange Tickets
- **Pacific Hold'em Poker** Tickets sold in the Hospitality Network.



For Step-by-Step Instructions How to Cancel Online Tickets



Text or Call Lottery Retail Support:
1-800-667-1649



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Questions & Answers

A Player presented a Keno Ticket to be cancelled but the Terminal is not processing the cancellation, what do I do?

Keno Tickets, like all other Online Games Tickets, must be cancelled before the first draw on the Ticket occurs. Keno Tickets can no longer be cancelled after the first draw has taken place. Keno draws happen every 3.5 minutes, as a result a Player would need to cancel their Ticket immediately after purchasing or risk the first draw occurring before the cancellation is processed.

I cancelled a Ticket, what is next?

Attach the Cancel Slip to the Ticket and hold the Ticket for 30 days after the last Draw Date on the Ticket.

I cancelled a Ticket in error, and the Player wants to play those numbers, can I reactivate it?

To play the same numbers on a cancelled Ticket, use the Replay button. Place the cancelled Ticket in the Ticket Tray, when the Tickets Home Screen opens, select the Replay tab, select the Replay button and a Ticket with the same play numbers will be added to the Cart.

A Player presented an old Ticket from an Altura Terminal, can it be cancelled?

Only Tickets printed from the new Terminals may be cancelled.



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