

Ticket Cancellation Rules

Know the cancellation rules for lottery games to help prevent missed opportunities and ensure accurate transaction corrections and reporting.

Best practice: cancel the ticket promptly while the customer is present.

	Game Type	Can cancel?	Time Limit
	Scratch & Win Activation		Up to 5 minutes after Checkout
	Free Ticket Prize		N/A
	Online Tickets, includes Keno		Before 1st draw Note: Keno draws every 3.5 mins
	Free Play Prize		N/A
	Pacific Hold'em Poker		N/A
	PROLINE		Up to 5 minutes after purchase
	TOTO		Up to 60 minutes after purchase or before first event begins whichever comes first

Ticket cancellations must be done at the same location the ticket was purchased.



Contact your **Territory Manager** or
Lottery Hotline: 1-800-667-1649

