

PROLINE Sports

Live Betting in Retail – January 30, 2026



What is Live Betting?

Live Betting – also called in-play betting, is wagering on a sporting event after it has already started, with odds that continuously update as the event is in play.

Unlike traditional pre-game bets, Live Betting starts once the event has started and wagers can be placed at any point during the game.

Live Betting odds update continuously to reflect what is happening in the game in real time.



Live Betting tickets CANNOT be cancelled once printed

Due to the real-time nature of Live Betting, odds and outcomes are continuously updated as events unfold. To maintain fairness and integrity for all players, cancellation or voiding of tickets is not permitted after purchase.

If you attempt to cancel a Live Betting ticket, an error message will appear on the Lottery Terminal, indicating the action is not allowed.



Live Betting wagers are not eligible for cancellation.

Close



Collect payment prior to printing tickets.

Retailer Action

1. Tap **Close** on pop-up
2. Inform player that PROLINE Live Betting tickets cannot be cancelled.



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



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Suspended Live Betting Tickets

Live Betting may occasionally be suspended. This occurs when a significant in-game event takes place that could substantially impact the odds. When a Live Betting selection is suspended, wagering is temporarily halted – players cannot place new bets or adjust existing wagers until the market reopens.

If a player's QR Code is scanned during a suspension, an error message will appear on the Lottery Terminal to indicate that Live Betting selection is temporarily unavailable.



One or more of the markets/selections in this betslip is no longer valid

Close

Retailer Action

1. Tap **Close** on pop-up
2. Inform player that their ticket cannot be processed at this time.

*Please note that nothing will be added to the Lottery Terminal Cart



Once the odds are updated or the situation stabilizes, the market usually re-opens and the existing bets remain valid.



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For instructions on how to sell
PROLINE



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Frequently Asked Questions

How can I tell the difference between PROLINE and PROLINE Live Betting?

There is no visual difference between PROLINE and PROLINE Live Betting tickets. On the lottery terminal cart, Player Display Unit (PDU), and printed ticket, both ticket types appear the same.

How does the Player know that they are placing a PROLINE Live Bet?

On desktop browser and in the PROLINE app, the betslip will display a **LIVE** indicator next to the Live Bet.

How long does a Player have to complete their purchase once they receive their QR Code for PROLINE Live Betting?

There is no fixed time limit. The wager remains available as long as the market is open and odds have not changed. If either changes, an error message will appear on the lottery terminal, and the ticket cannot be processed.

What are the PROLINE cancellation rules?

Terminal	Game Type	Can Cancel?	Time Limit
Lottery Terminal	PROLINE		Up to 5 minutes after purchase, before the ticket is printed
	PROLINE Live Betting		N/A
Self- Serve Terminal	PROLINE		N/A
	PROLINE Live Betting		N/A

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



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