

Gaming Machine Act 1991 (S.244)
Gaming Machine Regulation 2002 (S.5 of Sch.3)

Payout Refusal Report

Licensed Premises: _____ GM Licence Number: _____

Date & Time of Refusal: _____ / _____ / _____ a.m./p.m.

Amount of Payment Refused: \$ _____ Amount Bet: \$ _____

Name of Player: _____ Telephone: _____

Address of Player: _____

Machine Serial Number: _____ Game: _____

Machine ID Number: _____ Betting Unit: (1c, 2c, 5c, 10c, 20c) _____

Reason for refusal (and details of last replays if applicable): _____

Was the player given a written notice advising of their right to request a review of the refusal decision to the involved licensee (club/hotel) and that such request must be made, in writing, within 10 days of the date of refusal, stating the grounds for seeking the review?

Yes No

Gaming Employee: _____

Licence Number: _____ Signature: _____
(If applicable)

Necessary action upon completion of this report:

- i) The gaming employee must give a copy of this report to the involved licensee (club/hotel).
- ii) If the payout refusal decision was made as a result of a gaming system malfunction:
 - a) the involved licensee must, as soon as practicable, give a copy of this report to the involved Licensed Monitoring Operator, except where the involved licensee overrules the decision of the gaming employee;
 - b) the involved licensee must, as soon as practicable, give a copy of any request for a review of the payout refusal decision to the involved Licensed Monitoring Operator.
- iii) If the payout refusal decision was due to a breach of the *Rules Ancillary to Gaming* (Sch.3):
 - a) the involved licensee must, as soon as practicable, forward a copy of this report to the Executive Director, Queensland Office of Gaming Regulation, Locked Bag 180, City East, Brisbane Qld 4002.
 - b) the involved licensee must, as soon as practicable, give a copy of any request for a review of the payout refusal decision to the Executive Director, QOGR.