

## SST CANCELLATION POLICY SURVEY

*Summary:* The TRA membership was surveyed on whether they permit the cancellation of tickets at self-service terminals (SSTs) or Self-Serve Automated Machines (SAMs) and, if so, any restrictions. A slight majority of the 29 responses (55%) do not allow cancellations at SSTs. The 13 tracks that do permit cancellations have restrictions varying from the amount of the cancellation to the time at which a ticket may be cancelled and, in some cases, a combination of both. Individual responses follow below in table format and are sorted first by those who allow SST cancellations.

TRACK	SST Cancellation Policy	SST Restrictions	Cancellation Site	Authority	Additional Information
Arlington Park	Permitted	\$500 daytime, post; \$50, night til 5 MTP	N/A	Commission	For SSTs, racing board set maximum dollar amounts and track can be more restrictive. The night time restrictions are track policy for concern of pool manipulation.
Canterbury Park	Permitted	\$100.00	N/A	Track	
Colonial Downs	Permitted	\$100.00	N/A	Track	
Hastings	Permitted	Within 40 seconds	N/A	CPMA	
Monmouth Park	Permitted	\$100.00	N/A	Track	
NYRA	Permitted	\$50	N/A	Commission	
Penn National	Permitted	\$100	N/A	Track	
Portland Meadows	Permitted	\$100	N/A	Track	
Prairie Meadows	Permitted	\$99.00; 60 seconds	N/A	Track	
Sam Houston	Permitted	\$500.00	N/A	Track	Commission Rules specify \$500, but track policy limits SST cancellations at \$250.
Woodbine	Permitted	Within 40 seconds	Mutuel Tellers	CPMA	At windows, over \$200 requires customer name and contact information.
Beulah Park	Not Permitted	N/A	Mutuel Tellers	Commission	At windows, amounts over \$50 require clerk to fill out form as to reason for cancellation.
Calder Race Course	Not Permitted	N/A	Mutuel Tellers	Track	At windows, supervisor approval needed over \$500.
Delaware Park	Not Permitted	N/A	Mutuel Tellers	Track	
Ellis Park	Not Permitted	N/A	Mutuel Tellers	Track	
Finger Lakes	Not Permitted	N/A	Mutuel Tellers	Statutes	
Gulfstream Park	Not Permitted	N/A	Mutuel Tellers	Track	At windows, supervisor approval needed over \$500.
Harrah's La. Downs	Not Permitted	N/A	Mutuel Tellers	Track	
Horsemen's Park	Not Permitted	N/A	Mutuel Tellers	Track	
Keeneland	Not Permitted	N/A	Mutuel Tellers	Track	At windows, over \$200 requires immediate bet back in the amount and/or supervisor approval on a case by case basis.
Kentucky Downs	Not Permitted	N/A	Mutuel Tellers	Track	
Lone Star Park	Not Permitted	N/A	Mutuel Tellers	Track	Texas Racing Commission currently is addressing the issue of SST cancellations.
MJC	Not Permitted	N/A	Mutuel Tellers	Track	
Thistledown	Not Permitted	N/A	Mutuel Tellers	Commission	
Zia Park	Not Permitted	N/A	Mutuel Tellers	Track	