



FAQ

WHAT IS THE FANDUEL SPORTSBOOK?

The FanDuel Sportsbook is the FanDuel Group's sports betting retail location in partnership with Belterra Casino Resort.

WHERE IS THE FANDUEL SPORTSBOOK RETAIL LOCATION?

The FanDuel Sportsbook retail location is located at the Belterra Casino Resort in Florence, Indiana

Address:

FanDuel Sportsbook
Belterra Casino Resort
777 Belterra Drive
Florence, IN 47020

HOW BIG IS THE FANDUEL SPORTSBOOK AT BELTERRA CASINO RESORT?

Square Footage: 1,230

Tills: 5

TV Screens: 13, plus large video wall

Sports News Tickers: 1

Self -Betting Kiosks: 4

DO YOU HAVE TO BE A RESIDENT OF INDIANA TO PLACE A WAGER AT THE FANDUEL SPORTSBOOK AT BELTERRA CASINO RESORT?

No. To place a wager our retail location you simply need a valid ID showing you are at least 21 years of age.

IF I AM NOT A RESIDENT OF INDIANA AND I HAVE A WINNING TICKET, HOW DO I COLLECT MY WINNINGS?

1. Revisit the FanDuel Sportsbook to redeem your winnings.
2. Fill in the details on the back of the ticket and mail it, along with a copy of your valid photo ID to:

FanDuel Sportsbook
Belterra Casino Resort
777 Belterra Drive
Florence, IN 47020

Mail in tickets may take up to two weeks to be processed.



CAN MY BELTERRA PLAYERS CARD BE USED IN THE FANDUEL SPORTSBOOK?

No. At this time your Belterra Players card cannot be used for Sportsbook wagers.

WHAT IS THE MINIMUM BET?

The minimum bet is \$5.

WHAT TYPES OF WAGERS ARE AVAILABLE AT THE FANDUEL SPORTSBOOK?

There will be something for everyone including Straight Bets, Parlays, Futures, Prop Bets, Teasers, Round Robin Bets, and Live In-Game Bets.

WHAT SPORTS ARE CUSTOMERS PERMITTED TO BET ON AT THE FANDUEL SPORTSBOOK?

The FanDuel Sportsbook will feature bets on all major U.S. sports including professional baseball, basketball, soccer, football, golf, boxing, motorsports as well as collegiate football and basketball.

ONLINE SPORTS BETTING

Download the FanDuel Sportsbook app from the App Store or visit fanduel.com to place online sports bets 24/7. Online sports betting only available while in the state of Indiana.

CAN I PLACE A WAGER ON HORSE RACING?

No. Wagering on Horse Racing is prohibited at this FanDuel Sportsbook although all major Horse Races will be broadcast at this facility.

HOW ARE THE ODDS SHOWN?

Odds are displayed on select televisions located around the room and on the Daily Sheets are available upon request.

WHAT ARE THE HOURS OF OPERATION AT THE FANDUEL SPORTSBOOK?

The FanDuel Sportsbook will be open to the public at the following times:

Mon – Fri: 3pm – 11pm

Sat & Sun: 10am – 12am

Winning tickets may be cashed at the Casino Cage Monday - Friday, from 9:30am - 3pm.



IS THERE PARKING?

Self-parking is available.

IS SMOKING ALLOWED INSIDE THE FANDUEL SPORTSBOOK?

No. Smoking is prohibited inside the FanDuel Sportsbook area.

WHAT TYPE OF FOOD WILL BE SERVED AT THE FANDUEL SPORTSBOOK?

Food is available at the Sideline Bar and welcomed in the Sportsbook area.

WILL THERE BE ALCOHOL SERVED INSIDE THE FANDUEL SPORTSBOOK?

Alcohol is available at the Sideline Bar and welcomed in the Sportsbook area.

WILL THE FANDUEL SPORTSBOOK BROADCAST PAY PER VIEW EVENTS?

PPV events are currently unavailable at the FanDuel Sportsbook.

CAN I MAKE SEATING RESERVATIONS?

Seating in the FanDuel Sportsbook is first come, first served, however reservations are available via the Sportsbook Manager/Supervisor. To reserve, call 812-427-7777, ext. 7070.

IS THERE A DRESS CODE AT THE FANDUEL SPORTSBOOK?

To ensure a safe and enjoyable visit for all resort guests, security personnel will enforce the following dress code at all locations throughout Belterra Casino Resort, including the FanDuel Sportsbook.

- Face coverings are required for entry and must be worn at all times unless actively eating or drinking. Mask or face shield provided upon request.
- No shirts with offensive language or symbols.
- No visible undergarments.
- No motorcycle club "colors".
- Any clothing item deemed inappropriate at the discretion of management.

WHAT SYSTEMS ARE IN PLACE TO PROTECT CONSUMERS AT A RETAIL LOCATION?

There are minimum age requirements and ID checks on anyone looking under 30. The FanDuel Sportsbook has an educated staff that will be available to provide information to consumers on types of wagers, limits. FanDuel Staff will monitor customers placing certain wagers and may collect their name via ID, according to regulatory requirements.



CAN YOU IDENTIFY A PROBLEM GAMBLER AT A RETAIL LOCATION?

Yes. The staff at Belterra Casino Resort and the FanDuel Sportsbook are trained to recognize the signs of problem gambling. If signs of problem gambling are recognized, Supervisors are also trained on how to handle the situation.

HOW DOES THE SELF-EXCLUSION SYSTEM WORK AT THE FANDUEL SPORTSBOOK?

Similar to land-based casinos, the Indiana Gaming Commission will distribute a photograph and description of the self-excluded customer to each Casino and Sportsbook. The Casino and Sportsbook will remove the SE from any mailing lists and deem them ineligible for any kind of credit or complimentary services by noting the SE's account in its Casino Management System.

WHAT HAPPENS IF A PERSON ON THE SELF-EXCLUSION LIST WAGERS AT THE FANDUEL SPORTSBOOK?

After being placed on the self-exclusion list, the FanDuel Sportsbook will refuse to accept your wagers. If caught gambling at the FanDuel Sportsbook, the Self Excluded patron will be subject to forfeiture of all winnings and will be escorted from the property by the Indiana State Police.

If you or someone you know has a gambling problem and wants help,
call 1-800-9-WITH-IT