













# Game 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 <b>5 minutes</b> after Checkout
	Free Ticket Prize		N/A
	Online Tickets, includes Keno		Before <b>1<sup>st</sup> draw</b> Note: Keno draws every 3.5 mins
	Free Play Prize		N/A
	Pacific Hold'em Poker		N/A
	PROLINE		Up to <b>5 minutes</b> after purchase
			Live Betting selections are not eligible for cancellation
	TOTO		Up to <b>60 minutes</b> 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**

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