

WAC 230-15-420 Resolving disputes over player-supported jackpots. (1) If a dispute arises involving the outcome of a player-supported jackpot (PSJ), Class F or house-banked licensees must:

(a) Preserve the video recording, the winning hand and remaining deck, and all records for the game where the dispute occurred; and

(b) Document all information about the dispute, including:

(i) The names, addresses, and phone numbers of all players, card room staff, and any witnesses involved; and

(ii) The amount of the advertised PSJ; and

(iii) A full description of the circumstances surrounding the dispute; and

(c) Notify us within twenty-four hours.

(2) We will investigate complaints involving PSJ disputes and the director may issue a written decision which is final.

(3) During the course of dispute resolution, we may become the temporary custodian of any prize funds.

(4) Class F or house-banked licensees must not award or advertise the prize amount which is in dispute until it is resolved.

[Statutory Authority: RCW 9.46.070. WSR 07-09-033 (Order 608), § 230-15-420, filed 4/10/07, effective 1/1/08.]