



Mail In Redemption Instructions

When a player finds themselves with a winning ticket and is unable to visit the Property Sportsbook or Property Casino Cage, they have the option to Mail-In the winning ticket for a check, for winning tickets less than \$3,000 and/or non-taxable transactions.

Players must mail the winning ticket to:

Hard Rock Casino - Cincinnati

Attn: HRSB

1000 Broadway Street

Cincinnati, Ohio 45202

Player must submit the following items:

1. The winning ticket with the words – **MAIL PAY** – and the player's signature written on both sides of the ticket
2. Player's email address and telephone number
3. A self-addressed, stamped envelope (a \$5 administrative fee will be charged if a SASE (self-addressed stamped envelope) is not included.)

Please allow thirty (30) business days for processing. This ticket is a bearer instrument and subject to all applicable laws and regulations. Ticket can only be redeemed at Hard Rock Casino Cincinnati (the "Property"), at designated Sportsbook Windows, Sportsbook Kiosks or at the Casino Cage. The player is responsible for checking this ticket for accuracy, including the date and amounts shown, and must immediately notify Sportsbook personnel of any error. Tickets are invalid if illegible, altered, incomplete, and counterfeit, produced in error or fails any testing. The Property is not responsible for lost, stolen, or damaged tickets. The Property shall be discharged from any and all liability arising from or related to this ticket upon redemption of the first ticket presented with a valid bar code. The Property reserves the right, but is not obligated to, withhold validation and payment pending a determination whether the ticket has been stolen, lost, counterfeited, or duplicated or is otherwise valid. This ticket is valid for a period of three hundred and sixty-five (365) days from the settlement date of the last event, after which ticket has no value.

Must be 21 or older to gamble. Gambling Problem? Call OH: 1-800-589-9966