

Frequently Asked Questions

OTB & Simulcasting

Are the on-track and off-track payoffs the same?

Yes.

Do the restaurants that host Off-Track Betting (OTB) receive any revenue from the betting handle?

No. All dollars wagered off-track are treated exactly as those wagered on-track. A percentage goes to the track, another portion to the State and another to the owners of the animals that race.

How does the OTB establishment benefit from off-track betting?

The establishment relies on increased patronage that should in turn mean more food and beverage consumption.

Are the owners of a restaurant that is an OTB site permitted to levy cover and/or or minimum eating/drinking charges?

Yes.

Why do the OTBs not carry all of the simulcast signals that are carried on-track?

There is a limitation to the number of channels that can be wired at these places. Generally there are only two channels and it is difficult to fit more than two signals at any one time on each channel because the races will interfere with one another.

Who controls the wagering and the television signals?

The track that sends the signal controls these aspects of OTB.

Who does the pari-mutuel teller (the seller of the tickets) work for?

The track that controls the signal hires the mutuel clerk.

How can I make a complaint?

If you have a complaint about the pay-off, customer service at the racetrack or the facility, and any other complaint regarding the racetrack or the facility, the teller has complaint forms to fill out. Do not throw away any tickets that are related to the dispute.

If you have a complaint about the teller, first contact the track that employs that individual. If you are dissatisfied with a racetrack response to your complaint, you may submit your complaints to the Department. Please click "Complaints" on the Home Page of our website for additional information.

Why do some OTBs carry both horse and greyhound signals while others do not?

The OTBs have a contractual relationship with the tracks that provide them the signals. Both the track and the establishment have to agree to the signal at that location.

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Who should I contact if I would like to see a simulcast signal from tracks not currently shown.

You should call the General Manager or Simulcast Coordinator at the race track that controls the signal. The phone numbers are: Turf Paradise (602-942-1101); Yavapai Downs (928-775-8000); Phoenix Greyhound Park (602-273-7181); and Tucson Greyhound Park (520-884-7576).

Who has jurisdiction over the results and payoffs in simulcast races?

Since all wagers made in Arizona are commingled with the out-of-state track providing the signal, the out-of-state track makes the decisions as to disqualifications, official results and payoffs. If the race is run in Arizona, Arizona officials make these determinations.

On some occasions, there have been races declared a “No Race” even when I had the winner and I saw the prices flash on the out-of-state screen. How can that happen?

In rare situations simulcast technology has failed and this has prevented the wagering information to be transmitted from Arizona to the out-of-state track in a timely manner. When this occurs, the non-Arizona track has the authority to reject Arizona wagers. The Arizona Administrative Code [R19-2-522(B)(6)] offers alternatives to the tracks in handling this situation. All of the Arizona tracks currently chose to refund all wagers when this happens.