



FREQUENTLY ASKED QUESTIONS

Where is the sportsbook located?

We have 14 kiosks located in our designated Sportsbook area on the gaming floor and directly outside T.McC's Sports Bar. You can also visit the Island Cashier to place bets.

Are cash and credit accepted?

Cash only.

What kind of bets can I make?

TwinSpires Sportsbook offers Straight Bets, Parlay and Teaser Bets, Live Betting, Future and Proposition Bets.

Can I request to watch a certain game?

Please ask to turn on the game you are interested in watching and we absolutely will do our best to accommodate.

How do I register?

The TwinSpires Sportsbook at Island Resort & Casino does not require players to register.

What are the sportsbook hours?

The sportsbook is open 24/7.

What sports can I bet on?

TwinSpires offers odds on all major U.S and International sports including, football, soccer, basketball, baseball, hockey, tennis, MMA, boxing, golf, cricket, rugby and many more!

Can I use promo cash or slot vouchers to place a wager?

Promo cash and slot vouchers cannot be used to place a wager.

What happens if a game is cancelled or postponed?

If a game is cancelled or postponed you will receive a refund when you bring the ticket in or you can use the ticket for future bets.

What is the minimum and maximum betting limit?

There is a \$1 minimum betting limit. Maximum betting limits vary by sport, league and wager types.

How do I cash in a winning ticket or voucher?

Redeem winning tickets and vouchers with the Island Cashier or use your winning ticket to place bets at the kiosk. Winning tickets can also be redeemed via mail by following the instructions on the back of the ticket.

Am I able to bet on Horse Racing?

No.

When will be the odds become available?

Odds availability varies by sport.

How many teams can I bet on a parlay?

Up to 12 on a ticket.

Can I cancel or get a refund on my wager?

No, not if the bet has already been placed.

How long does it take the bets to settle after completion of the game?

Bets are settled within a few minutes after completion of the game.

How long are winning tickets honored?

Winning tickets are honored up to one year from conclusion of the event.

When do the cash vouchers expire?

Cash vouchers expire 60 days from the date of issuance.

What happens if I lose my ticket?

TwinSpires Sportsbook at Island Resort & Casino is not responsible for lost or stolen tickets.

Can I earn points on my Island Club card?

No, you cannot currently earn points on your Island Club card.