

## **CASINO PATRONS AND TORT CLAIMS POLICIES AND PROCEDURES**

Arizona Department of Gaming's ("ADG") responsibility is to ensure compliance with the Arizona Tribal-State Gaming Compacts ("Compacts") and provide regulatory oversight of the 22 Class III tribal casinos in the state. Tribes are sovereign entities and ADG is not authorized to address civil claims against them or their casinos. Because they are sovereign, any claim against them must be in accordance with the procedural requirements founded by that specific tribe.

### **Under Section 13 (c) and (d) of the Compacts, the tribes agree to:**

1. Establish their own procedures for asserting claims
2. Maintain commercial general liability insurance of at least \$2 million/occurrence
3. Agree to not assert sovereign immunity for claims that fall within insurance limits

### **Steps you should take as a patron if you are injured at a tribal casino in Arizona:**

1. Document the incident, including witnesses, location, time, date, etc.
  2. Place a complaint with the Gaming Facility Operator ("GFO"), and ask for a copy of their Tort Claims Policies and Procedures
  3. Forward your documentation to the tribe's respective Tribal Gaming Office ("TGO"). A list of those locations may be found on our website at [www.azgaming.gov](http://www.azgaming.gov)
  4. Consult a legal advisor to determine what remedies may be available to you
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## **CASINO PATRON DISPUTES OVER WINS AND LOSSES**

ADG does not have the jurisdiction to address disputes against the tribes. If you are not satisfied, you may appeal the Tribe's decision by contacting their TGO. Within thirty (30) days after the date of receipt of the written decision, the patron or GFO may file a petition with the TGO requesting a review of the decision.

### **Section 14 (d) (2) of the Compacts:**

Whenever the GFO refuses payment of alleged winnings to a patron or there is otherwise a dispute with a patron regarding that patron's wins or losses from gaming activity, and the GFO and the patron are unable to resolve the dispute to the satisfaction of the patron and the dispute involves:

1. At least \$500, the GFO shall immediately notify the TGO, and the TGO will conduct whatever investigation it deems necessary and determine whether payment should be made; or
2. Less than \$500, the GFO shall inform the patron of their right to request an investigation by the TGO. Upon request, the TGO shall conduct whatever investigation it deems necessary and determine whether payment should be made

### **Steps you should take to dispute alleged winnings:**

1. Document the incident, including witnesses, location, time, date, etc.
2. Place a complaint with the GFO
3. Forward your documentation to the tribe's respective TGO
4. Consult a legal advisor to determine what remedies may be available to you