

75-15.002 Patron Dispute Process.

(1) An appeal of a decision issued by the Seminole Tribal Gaming Commission in a dispute, disagreement, or other grievance raised by the patron that involves a claim for a prize shall be made in accordance with the process and procedures set forth in the Memorandum of Agreement Between the Seminole Tribal Gaming Commission and the Florida Gaming Control Commission Governing Patron Dispute Procedures, entered into and by the Florida Gaming Control Commission and the Seminole Tribal Gaming Commission effective September 5, 2024, hereby incorporated by reference in this rule (<https://www.flrules.org/Gateway/reference.asp?No=Ref-17064>) (the “Patron Dispute Process”). A copy of the Patron Dispute Process may be obtained at www.flgaming.gov or by contacting the Florida Gaming Control Commission, 4070 Esplanade Way, Suite 250, Tallahassee, Florida 32399.

(2) The Florida Gaming Control Commission will reject a patron’s request for appeal of a decision issued by the Seminole Tribal Gaming Commission if the request for appeal does not comply with the process set forth in the Patron Dispute Process.

Rulemaking Authority 16.712(2)(a) FS. Law Implemented 16.712(1)(a), (f) FS. History—New 10-29-24.