

WESTGATE LAS VEGAS
SUPERBOOK®
MOBILE SPORTS APP FAQ'S

1. Where can I sign up for the Westgate SuperBook mobile sports app?

- You may sign up in person at the Westgate LV SuperBook

2. What information is needed to sign up for the mobile sports app?

- You would need to fill out an application in person, have a valid government issued photo ID, and provide a Social Security card or complete a W9 form.

3. What is the minimum deposit?

- Minimum deposit is one hundred dollars (\$100.00) to open up an account and fifty dollars (\$50.00) to replenish an account. We accept cash or Westgate gaming chips. All deposits and withdrawals are made at the Westgate LV SuperBook during normal operating hours.

4. What devices can I use?

- Our mobile sports app supports iPhone 4, 5, and 6 as well as Android OSV2.4 and higher.
- Additionally, it is also available for iPad's as long as WiFi is disabled.

5. Do I need a certain cell carrier?

- No, however access is required through a cellular connection. WiFi, Bluetooth, and any USB connection must be disconnected while using the app.

6. How do I install the Westgate SuperBook mobile sports app?

iOS

Once you have signed up for an Account and deposited the minimum funds, the sports book team will provide you with an Account username and password. You can change the password when inside the application to something more suitable. Search for Westgate SuperBook mobile sports app in the Apple Store.

ANDROID

Visit the Westgate website or <http://media.miomni.com/download/Westgate/3.5/Android/WestGate.apk> to install.

7. Where can I place wagers from?

- You may place wagers anywhere within the State of Nevada. The application will automatically disable itself if you are outside Nevada.

8. What can I wager on?

- You may wager all major sporting events offered by the Westgate SuperBook including straight wagers, parlays, round robins, teasers and future wagers.

9. Can I void a wager?

- You cannot void a wager within the mobile sports app. Please review wager before you confirm.

10. What are the betting limits?

- Limits will be set by Westgate SuperBook management and will vary from sport and sporting event.

11. How can I view my pending wagers?

- You need to be logged into the app. Login is situated on the bottom bar (\$).
- Enter your username and password (this will be provided by the SuperBook at sign up). You will be requested to change your password on first installation of the application. This can be changed to something more suitable to meet your personal preferences.
- Once you are logged into the app, you will be taken to the Account Section where you can see "My Account". Within this area there are wagering summary, pending, and history options.

12. Why does my application keeps telling me to turn off WiFi?

- There are geographic wagering restrictions within the app required by the Nevada Gaming Control Board. You must turn off your WiFi, Bluetooth and make sure you are not connected by USB to a computer or charging your device. You will be notified by the application to turn these off. These restrictions allow the app to verify your physical location is within the State of Nevada.

13. Who do I contact for assistance concerning my account?

- Please visit the Westgate SuperBook for assistance with your account during normal business hours. You may also send an email to: SuperBookMobile@WGResorts.com We will respond as soon as possible during normal sports book operation hours.