



TITO - Frequently asked questions

Q: What does TITO stand for?

A: Ticket in, ticket out.

Q: Why are you changing your process?

A: TITO has become very popular in Queensland since its introduction, due to the quick and convenient way members can process transactions. From the 19th of July, when you collect your credits please ensure you remove your TITO ticket before visiting another machine, our cash redemption terminal or our cashier.

Q: What is the benefit of this new process?

A: To provide our valued members with an additional method of funds collection that is very popular among players in venues across Queensland.

Players are able to deposit up to \$499 via TITO, rather than \$199 via CARD-IT, should they be comfortable doing so.

Q: What do I do if I lose my ticket?

A: Please treat tickets like you would cash. If lost, please notify a friendly gaming host team member immediately.

Q: What do I do with my ticket?

A: Simply use your TITO ticket as a cash alternative as you move between your favourite gaming machines.

Q: Where can I collect my ticket?

A: You can collect a ticket automatically from the machine when claiming your remaining credits.

Q: Where can I collect my credit?

A: You can collect at one of our Cash Redemption Terminals (CRT) or at our friendly cashier.

Q: How do I know if I have transitioned to TITO?

A: Anyone with a zero balance on their loyalty card overnight on Tuesday 18th of July was/ will be automatically transitioned to the new TITO system on Wednesday morning the 19th of July.

Q: My gaming machine didn't print out a ticket, what do I do?

A: Place your machine on RESERVE and notify a friendly gaming host team member by pressing the service button.

Q: Can I please have my credits transfer back on to my membership card again?

A: You certainly can, please visit our friendly team members at the cashier who can assist with this.