



Keno Rules 2025

These rules are made by the New Zealand Lotteries Commission (Lotto New Zealand) under section 243 of the Gambling Act 2003 after approval by the Minister of Internal Affairs.

Contents

	Page
1 Title	2
2 Commencement	3
3 Application	3
4 Interpretation	3
5 Transitional, savings, and related provisions	6
6 Keno	6
7 Play types of keno offered by Commission	6

Part 1

Method of play

8 Cost of ticket	6
9 Making selections	7
10 Requirements for marking coupon by hand	7
11 Application of rules 12 to 17	8
12 Entry into a game	8
13 Cancellation of ticket issued in printed form	8
14 Cancellation of ticket issued electronically	8
15 Player responsibility	8
16 Multi-draw selections	9
17 Players' agents	9
18 Advance selections	10

Part 2

Conduct of games

19 General provisions	10
20 Game matrix	10
21 Game design	11

Part 3

Draws and division of prizes

22 Procedure for drawings	12
---------------------------	----

23	Selection of winning numbers	12
24	Amount of prizes for each game	12
25	Division of prizes and allocation of prize pool	12
26	Jackpots	13
27	Prize reserve fund	14
28	No more than 1 prize for a selection	14
29	Results	14
30	Additional prizes	15
31	Extraordinary prizes	15

Part 4

Payment of prizes and ticket validation requirements

32	Payment of prizes	16
33	Determination of prize claims	16
34	Ticket validation requirements	16
35	Certain syndicate tickets invalid	17
36	Consequences of ticket being invalid	18

Part 5

Claiming a prize

37	Prizes won through tickets issued electronically	18
38	Time limit on claims	18
39	Prizes of \$1,000 or less	19
40	Prizes of more than \$1,000	19

Part 6

Withdrawal of keno or play type

41	Commission may cease to offer keno or play type	20
42	Public announcement of withdrawal	20
43	Effect of announcement on advance selections and multi-draw selections	20
44	Payment into prize reserve fund	21

Part 7

General provisions

45	Limitation of Commission's liability	21
46	Decisions of Commission	21
47	Revocation	22

Schedule

23

Transitional, savings, and related provisions

Rules

1 Title

These rules are the Keno Rules 2025.

2 Commencement

These rules come into force on 29 September 2025.

3 Application

- (1) These rules apply to keno tickets, whether they are issued in printed form by a terminal or issued electronically.
- (2) For the purpose of enabling keno tickets to be issued electronically, these rules apply subject to all necessary modifications.
- (3) Despite subclause (2), an act that is described in these rules as being done electronically must be done in accordance with any additional instructions provided by the Commission, including any terms and conditions governing the use of the Commission's internet site.

4 Interpretation

In these rules, unless the context otherwise requires,—

Act means the Gambling Act 2003

advance selection means—

- (a) a player selection; or
- (b) a computer generated selection; or
- (c) a systems selection; or
- (d) a systems computer generated selection—

in a game specified by the Commission (being the game next following or up to such number of games following the game current at the time of the selection as the Commission from time to time determines)

board means any one of the grids of numbers showing all the numbers in the range on a coupon

Commission means the New Zealand Lotteries Commission continued under the Act

computer generated selection means the numbers in the range that, instead of being chosen by the player, are chosen on a random basis by the Commission's computer system

cost of selection means the amount nominated by the player on a coupon in accordance with instructions printed on it for a game or, in the case of a computer generated selection, means the amount nominated by the player and advised to the retailer in accordance with the options available for a game as specified in the game design

coupon, in relation to keno, means a coupon provided by the Commission in printed form or by electronic means for use in making a player's selection, for use in making a player's systems selection, or for indicating that the player

wishes to make a computer generated selection or a computer generated systems selection, as the case may be

drawing means the process used by the Commission to select, on a random basis, the winning numbers, the multiplier, and any extraordinary prizes

electronic includes electrical, digital, magnetic, optical, electromagnetic, biometric, and photonic

game means a game of keno beginning at the time ticket sales for the game commence and ending with a drawing for that game

game design means the game design that, for the purposes of these rules, is determined by the Commission in accordance with rule 21

game matrix means the game matrix that, for the purposes of these rules, is determined by the Commission in accordance with rule 20

issued electronically, in relation to a ticket,—

- (a) means a ticket issued by the Commission by electronic means; but
- (b) does not include a ticket issued by any other retailer

keno has the meaning given to it by rule 6

match means a selection matching all, some, or none of the winning numbers drawn in a game

multiplier means the play type of keno (as described in the game design) in which a player—

- (a) makes a selection in conjunction with selecting the multiplier option; and
- (b) attempts to match their selection with the winning numbers; and
- (c) if successful in matching their selection with the winning numbers, will have their prize for that selection multiplied by the multiplier amount drawn in the game

multiplier amount means the amounts for the multiplier specified in the game design

multiplier option means the election by a player to play the multiplier in a game

multi-draw selection means a selection for 2 or more games of keno

play it again selection means a selection made using a play it again ticket in accordance with these rules

play it again ticket means a ticket that—

- (a) has been issued in printed form by a terminal; and
- (b) the Commission has determined as being valid for the purpose of processing a new ticket

play type means—

- (a) standard keno;
- (b) the multiplier (if offered by the Commission)

player means any person participating in a game

player selection means the numbers in the range selected by a player on a board or boards and marked on a coupon

players' agent means an agent approved by the Commission to undertake, on behalf of players, the services described in rule 17

prize group means each quantity of numbers that may be selected in a game so that where, for example, the maximum quantity of numbers that can be selected is 10, the prize groups may be 1 to 10 (inclusive)

prize reserve fund means the fund of that name continued by the Commission under rule 41 of the Lotto Rules 2025

prize tier means each quantity of numbers (including none) that may be matched within each prize group for which the Commission will pay a prize so that where, for example, the prize group is 6, there may be 4 prize tiers for matching 3, 4, 5, or 6 numbers

range means the numbers between 1 and the number determined by the Commission as being the highest number from which winning numbers will be drawn in respect of a particular game so that a range could be, for example, the numbers between 1 and 80 (inclusive) or the numbers between 1 and 70 (inclusive)

retailer—

- (a) means the Commission; and
- (b) includes any person, company, partnership, or association appointed by the Commission as a selling agent for keno

Secretary means the Secretary for Internal Affairs

selection means the selection of numbers from the range of numbers for standard keno (as specified in the game design), and if the player has selected the multiplier option, includes that selection

standard keno means the play type of keno (as described in the game design) in which a player attempts to match their selection with the winning numbers

syndicate means any combination of persons, whether formal or informal, having as its purpose, or as one of its purposes, participation directly or indirectly in the prizes of any game

systems computer generated selection means the numbers in a range chosen on a random basis by the Commission's computer system and contained in a systems selection ticket

systems selection means—

- (a) the combination of numbers derived from combining the different sets of numbers within a board chosen by way of a player selection or computer generated selection and marked on the coupon in accordance with instructions printed on it or issued by the Commission; or
- (b) the combination of numbers derived from combining the set of numbers on a board chosen by way of a player selection or computer generated selection with the set of numbers selected by a player selection or computer generated selection on any other board of the coupon as directed by the player in accordance with instructions printed on the coupon or issued by the Commission

terminal means the online computer terminal that has been installed or approved by the Commission for the purpose of issuing tickets and entering, receiving, and processing keno transactions

ticket means a ticket that—

- (a) records selections, the game number or numbers, cost, and other information as determined by the Commission; and
- (b) is either issued in printed form by a terminal or issued electronically

winning numbers means the numbers drawn on a random basis from the range at each drawing and used to determine the winning selections.

5 Transitional, savings, and related provisions

The transitional, savings, and related provisions (if any) set out in Schedule 1 have effect according to their terms.

6 Keno

Keno is a New Zealand lottery in which each player endeavours to win prizes by selecting not more than a specified quantity of numbers from a given range of numbers and by matching with the winning numbers all or some or none of the numbers selected.

7 Play types of keno offered by Commission

- (1) The Commission must offer standard keno.
- (2) In addition, the Commission may offer the multiplier.

Part 1 Method of play

8 Cost of ticket

The cost of each ticket is the sum of the cost of the selections for that ticket.

9 Making selections

The Commission may, but is not required to, permit a player to make a selection by any 1 or more of the following means:

- (a) for a ticket issued in printed form by a terminal,—
 - (i) by marking a coupon by hand, submitting that coupon to a retailer for processing, and requesting that the retailer—
 - (A) issue a ticket recording the selection marked on the coupon; or
 - (B) modify the selection recorded on the coupon in a manner permitted by the Commission's computer system and issue a ticket that records the modified selection:
 - (ii) by requesting from a retailer a computer generated selection or a systems computer generated selection:
 - (iii) by submitting a play it again ticket to a retailer for processing and requesting that the retailer—
 - (A) issue a ticket that records a selection that is identical to the selection recorded on the play it again ticket; or
 - (B) modify the selection that is recorded on the play it again ticket in a manner permitted by the Commission's computer system and issue a ticket that records the modified selection:
 - (iv) by making the selection in an electronic manner permitted by the Commission and using that selection to request a ticket from the Commission's computer system at a retail outlet:
- (b) for a ticket issued electronically,—
 - (i) by making the selection electronically on a coupon and electronically submitting the coupon:
 - (ii) by making the selection electronically in any other manner permitted by the Commission:
 - (iii) by indicating electronically, in a manner permitted by the Commission, that the player wants a computer generated selection or a systems computer generated selection.

10 Requirements for marking coupon by hand

- (1) A player who marks a coupon must mark, by hand, 1 or more boxes on a board on the coupon with a line that does not extend beyond the outline of the box of the number marked.
- (2) A board on a coupon that is not marked by hand in accordance with subclause (1), but is marked by a machine or some other means, is invalid and must not be processed by the retailer.

11 Application of rules 12 to 17

- (1) Rules 12, 13, and 15 to 17 apply to a ticket issued in printed form by a terminal.
- (2) Rules 12, 14, 15(1) and (3), and 16 apply to a ticket issued electronically.

12 Entry into a game

- (1) Each selection made for a game is a separate entry for that game.
- (2) A ticket is the only proof of a selection and is accordingly the only valid basis for claiming a prize or prizes.
- (3) The following items have no monetary or prize value and do not in any circumstances constitute evidence of a ticket or a selection:
 - (a) a coupon:
 - (b) a selection made in an electronic manner.

13 Cancellation of ticket issued in printed form

- (1) Subject to rule 17(7), a ticket issued in printed form by a terminal for a game may be cancelled only if, on the same day as the day on which it was purchased, it is returned to the issuing retailer before the earlier of—
 - (a) the close-off time for the returning of tickets that are to be cancelled for that game; or
 - (b) the close of ticket sales on that day.
- (2) On cancellation of a ticket issued in printed form by a terminal, the player is entitled to a refund from the retailer equal to the cost of the ticket.
- (3) If a ticket issued in printed form by a terminal for a game is cancelled, all selections recorded on the ticket are cancelled.

14 Cancellation of ticket issued electronically

- (1) A ticket issued electronically may be cancelled only by the Commission and only if—
 - (a) the Commission considers on reasonable grounds that the ticket was incorrectly or fraudulently issued; or
 - (b) the ticket was issued for the purposes of system testing undertaken by the Commission.
- (2) If a ticket issued electronically is cancelled, all selections recorded on the ticket are cancelled.

15 Player responsibility

- (1) It is the sole responsibility of a player to verify that the player selections or system selections recorded or displayed on the player's ticket correspond with those that the player made or requested and that the game number and date of drawing are correct, either, as the case may be,—

- (a) by checking the ticket issued in printed form by a terminal; or
 - (b) before confirming the purchase of the ticket that is to be issued electronically.
- (2) By accepting a ticket issued in printed form by a terminal, the player is taken to have accepted that the player selections or the systems selections recorded on the ticket correspond with those marked on the coupon.
- (3) Neither the Commission nor any other retailer is in any circumstances liable for any errors or omissions in respect of the information recorded on the ticket (whether details of selection, game numbers, or otherwise).
- (4) Cancellation of a ticket pursuant to rule 13 constitutes a player's or other person's sole and exclusive remedy where there is an error or omission on a ticket.

16 Multi-draw selections

- (1) The Commission may, but is not required to, permit a player to make a multi-draw selection for 2 or more games by—
 - (a) marking by hand, or indicating electronically, the appropriate multi-draw box on a coupon to indicate the number of games for which the player's selections have been made; or
 - (b) advising the retailer of, or indicating electronically, the number of games for which the player wishes the player's selections to apply.
- (2) In all other respects, the selections must be made in accordance with these rules.
- (3) If, when making a selection, the player has selected the multiplier option with that selection and the player also wishes to make that selection a multi-draw selection, the Commission may require the player to select the multiplier option for the multi-draw selection.
- (4) If a ticket for a multi-draw selection that is issued in printed form by a terminal entitles the bearer of the ticket to be paid a prize, the bearer of the ticket must, on surrender of the ticket, be issued with a substitute ticket for any games entered that have not been drawn at the time the ticket is surrendered.

17 Players' agents

- (1) A players' agent may, at premises approved by the Commission, accept completed coupons on behalf of a player, forward the coupons to a retailer for the issue of a ticket, and then forward the ticket to the player.
- (2) A ticket issued in accordance with subclause (1) is for the game that, in the retailer's opinion, is most likely to take place in the period immediately after the retailer expects the ticket to be returned to the player.

- (3) In addition to receiving from the player the cost of the selections, the players' agent is entitled to charge the player a fee for having the coupon processed and for returning the ticket to the player.
- (4) The amount of the fee charged in accordance with subclause (3) is the amount approved by the Commission.
- (5) If, at the time of processing a coupon, any selection is found to be invalid or deficient, the person authorised by the Commission to process the coupon must,—
 - (a) where there are too many numbers marked, delete the highest number or numbers from that selection:
 - (b) where there are too few numbers marked, select 1 or more numbers at random to complete the selection:
 - (c) in any other case, at the discretion of the person authorised by the Commission to process the coupon, either remedy the error and process the coupon or refer the error back to the player for correction.
- (6) A player who uses a players' agent must bear and accept (without recourse to either the Commission or the players' agent) the consequences of any failure to win a prize or prizes due to delays, errors, or omissions on the part of a players' agent in processing entries or arising from loss of entries or tickets in transit.
- (7) Tickets issued to players using the services of a players' agent may not be cancelled.

18 Advance selections

- (1) The Commission may, but is not required to, permit a player to make an advance selection by advising a retailer, or indicating electronically, that the player wishes to make an advance selection.
- (2) In all other respects, the selection must be completed in accordance with these rules.

Part 2 Conduct of games

19 General provisions

- (1) Games must be conducted in accordance with the Act, and these rules, and at times and places, and pursuant to methods, policies, and procedures, determined by the Commission.
- (2) The frequency and duration of games may be determined from time to time by the Commission.

20 Game matrix

- (1) Every game must be conducted in accordance with a game matrix.

- (2) The game matrix must specify—
 - (a) the quantity of numbers that a player may select from a range; and
 - (b) the quantity of numbers that,—
 - (i) at each drawing, is to be drawn from the range on a random basis; and
 - (ii) is to be used to determine the winning selections; and
 - (iii) could, for example, be 15; and
 - (c) the highest number in a range so that where, for example, that highest number is 80, the numbers in a range would be between 1 and 80 (inclusive).

21 Game design

- (1) Every game must also be conducted in accordance with a game design determined, from time to time, by the Commission and approved by the Secretary and the Auditor-General.
- (2) The game design must specify—
 - (a) the game matrix for the game; and
 - (b) the play type that a player may choose by way of a selection for the game (for example, the multiplier); and
 - (c) the range and odds for the multiplier; and
 - (d) the combination of numbers a player may choose by way of a systems selection or a systems computer generated selection; and
 - (e) any restrictions on the making of a selection; and
 - (f) the close-off time for the returning of tickets that are to be cancelled for the game; and
 - (g) the cost options to be offered in the game; and
 - (h) any minimum cost of entry to the game; and
 - (i) any minimum number of selections necessary for entry to the game; and
 - (j) the prize groups for the game; and
 - (k) the prize tiers for the game; and
 - (l) the maximum liability of the Commission in respect of—
 - (i) any particular prize group; or
 - (ii) any particular prize tier; or
 - (iii) the game; and
 - (m) the proportion or amount, if any, of money to be paid from sales of tickets from the game in respect of a jackpot for that game or a future game; and
 - (n) the maximum size of a jackpot; and

- (o) the odds of winning a prize in the game; and
- (p) the number of games that may be played or the dollar amount that may be reached before the jackpot or any part of it is paid into the prize reserve fund under rule 26(6); and
- (q) any other information that the Commission thinks fit.

Part 3

Draws and division of prizes

22 Procedure for drawings

Drawings must be conducted in accordance with the Act, at times and places and pursuant to methods, policies, and procedures determined by the Commission.

23 Selection of winning numbers

- (1) Drawings must be made using the equipment determined for the purpose by the Commission.
- (2) At each drawing, the following must be selected, on a random basis, by that equipment:
 - (a) the winning numbers; and
 - (b) the multiplier (if offered).

24 Amount of prizes for each game

- (1) The prizes for each game (including the prize tiers and prize groups) must be determined by the Commission.
- (2) To avoid doubt, there may be included in the available prizes for any game or, as applicable, in respect of any particular number or numbers matched in a game,—
 - (a) any additional (jackpot) amounts in accordance with rule 26; and
 - (b) any allocations made by the Commission from the prize reserve fund.
- (3) The Commission may, at its discretion, set aside from ticket sales for a game, up to a maximum amount of 5% of ticket sales for that game, to be paid into the prize reserve fund under rule 27(1)(a).

25 Division of prizes and allocation of prize pool

- (1) Where all, some, or none of the numbers of a player selection, computer generated selection, systems selection, or systems computer generated selection match the winning numbers, the player will be entitled to the prize (if any) determined by the Commission as being payable for that prize tier.

- (2) For the purposes of subclause (1), a player may be entitled to an extraordinary prize, in accordance with rule 31, that does not depend on matching the winning numbers.
- (3) Subject to subclauses (4) and (8), the prize payable to a player will be the prize derived as follows:
 - (a) if the player has not selected the multiplier option with that selection, by multiplying the prize for that prize tier by the cost of the selection:
 - (b) if the player has selected the multiplier option with that selection, by multiplying the prize for that prize tier for standard keno by the cost of the selection and then multiplying that total by the multiplier drawn in the game.
- (4) If the prizes payable for a game exceed the Commission's maximum liability for a particular prize group, prize tier, or game in accordance with the game design, then the Commission may effect a pro rata reduction of some or all prizes in that prize group, prize tier, or game.
- (5) All prizes so reduced will be decreased in value by the same ratio, which will be the ratio by which the prizes have to be reduced to make the total amount of the prizes won equal to the Commission's maximum liability for that particular prize group, prize tier, or game.
- (6) All pro rata reduced prizes will be rounded down to the nearest dollar multiple.
- (7) Where pro rata reduced prizes are rounded down under subclause (6), the Commission may, at its discretion, pay into the prize reserve fund all money left over after the rounding down.
- (8) When prizes in a draw are subject to a pro rata reduction, the Commission may decide that the jackpot for any particular prize tier will not be augmented in the next game.
- (9) To avoid doubt, if the prize determined by the Commission is a jackpot allocated under rule 26 or an extraordinary prize provided under rule 31, subclauses (3) and (4) do not apply to those prizes.

26 Jackpots

- (1) The Commission may, in accordance with the game design, in addition to the prize payable under rule 24(1), allocate to the prizes for a game (or for any prize group or prize tier) a sum known as the **jackpot**.
- (2) Despite subclause (1), if a drawing for a game results in no player having correctly selected, by way of a player selection, computer generated selection, systems selection, or systems computer generated selection, the numbers entitling a player to a prize, the Commission may pay an amount up to the value of that prize in a future game or games (also known as the **jackpot**) for the correct matching of those or any other numbers.
- (3) Jackpots will be payable in accordance with subclauses (2), (4), and (6).

- (4) On a sharing of the jackpot, the amounts payable to each player entitled to share in the jackpot must be rounded down to the nearest dollar multiple.
- (5) All money left over after rounding down may, at the Commission's discretion, be added to a jackpot for the next game or paid into the prize reserve fund.
- (6) If the jackpot reaches the maximum size or is not won within the number of games specified by the game design, the Commission may pay an amount equal to the jackpot, or a proportion of it, into the prize reserve fund and the jackpot must be reduced accordingly.

27 Prize reserve fund

- (1) The Commission must pay into the prize reserve fund—
 - (a) those amounts that the Commission may set aside for payment into the fund pursuant to rule 24(3), 25(7), or 26(5) or (6); and
 - (b) prize money in respect of tickets that do not comply with the requirements contained in rule 34 and any provision of subpart 2 of Part 3 of the Act; and
 - (c) prize money unclaimed after 12 months from the date of the drawing in which the prize was won.
- (2) The Commission may from time to time, at its discretion, allocate from the prize reserve fund any sum or sums of money as it sees fit to—
 - (a) the total available prizes for any game:
 - (b) some or all of the prize tiers in a game:
 - (c) any jackpot in a game:
 - (d) another purpose in relation to a game:
 - (e) additional prizes provided in accordance with section 246 of the Act.
- (3) These rules allow the payment into the prize reserve fund of sums of money, and the allocation from the prize reserve fund of sums of money, but do not otherwise affect the provisions of the Lotto Rules 2025.

28 No more than 1 prize for a selection

Each selection is eligible for 1 prize only.

29 Results

- (1) The results of each drawing must be displayed by retailers in their premises in the area designated for keno sales as soon as practicable after each drawing and may also be published or broadcast in such other manner as the Commission determines.
- (2) The information displayed and published must include—
 - (a) the number of the game:
 - (b) the winning numbers:

- (c) any other information that the Commission determines.
- (3) The Commission must maintain a record of results for 12 months after each drawing.
- (4) The Commission may publish the name of any prize winner who, on the keno prize claim form, authorises the publication of their name as a prize winner.

30 Additional prizes

- (1) If the Commission determines under section 246 of the Act that additional prizes be distributed to a game of keno, a sum of money for those prizes must be allocated from the prize reserve fund.
- (2) This rule is not affected by rule 28 (which provides that each selection is eligible for 1 prize only).

31 Extraordinary prizes

- (1) The Commission may—
 - (a) determine to conduct a draw for extraordinary prizes in a game; and
 - (b) determine—
 - (i) the value of the extraordinary prizes to be distributed in accordance with the draw; and
 - (ii) the class of player, or classes of players, that may enter the draw; and
 - (c) conduct the draw.
- (2) In subclause (1), **draw** means a draw that—
 - (a) may be entered by members of—
 - (i) a particular class of players; or
 - (ii) particular classes of players; or
 - (iii) all classes of players; and
 - (b) determines the players entitled to extraordinary prizes—
 - (i) by lot; or
 - (ii) on a random basis; or
 - (iii) wholly by chance.
- (3) Any sum or sums of money for an extraordinary prize must be allocated from the prize reserve fund.
- (4) This rule is not affected by rule 28 (which provides that each selection is eligible for 1 prize only).

Part 4

Payment of prizes and ticket validation requirements

32 Payment of prizes

Prizes that are won through tickets issued in printed form by a terminal must, subject to the provisions of these rules, be available for payment in accordance with these rules as soon as practicable following the drawing but no later than the day following the drawing, at any time when the terminal and the Commission's online gaming computer system are operating.

33 Determination of prize claims

- (1) In all cases, the determination of prize entitlement is subject to the ticket validation requirements set out in rule 34.
- (2) A ticket must, in all circumstances, be regarded by the Commission and by retailers as being owned by the physical possessor (the **bearer**) of the ticket determined in accordance with these rules.
- (3) The person named on a duly completed keno prize claim form must be treated as the bearer of the ticket accompanying the keno prize claim form.
- (4) If more than 1 person is named on a keno claim form, the person first named must be treated as the bearer of the accompanying ticket.
- (5) Even though a ticket bears the name or other identification of any person or syndicate, the Commission and retailers must recognise only the bearer of the ticket as the owner and, except as ordered by a court of competent jurisdiction, are not bound to take notice of any trust (express, implied, or constructive) to which any ticket or prize money may be subject.
- (6) The surrender of a ticket to the Commission or to a retailer, and the receipt by the bearer of the ticket of any prize money payable in respect of the ticket, is a good and complete discharge of the Commission's obligations, despite any notice the Commission may have of the alleged right, title, interest, or claim of any other person or persons to the prize money.
- (7) Neither the Commission nor any other retailer is responsible or liable as a result of the payment of a prize to the bearer of any lost or stolen ticket, whether or not advice of the loss or theft has been reported or notified to the Commission before payment of the prize.

34 Ticket validation requirements

- (1) In addition to any other requirements in these rules, the requirements in subclause (2) or, as the case may be, subclause (3) apply before a ticket is regarded as a valid prize winning ticket.
- (2) For a ticket issued in printed form by a terminal,—
 - (a) the ticket must have been issued on behalf of the Commission through a terminal at a retail outlet in the authorised manner:

- (b) the ticket must be intact and must not be mutilated, altered, unreadable, reconstituted, or tampered with in any manner:
 - (c) the information recorded on the ticket must correspond with the Commission's computer record of prize winning tickets:
 - (d) each number and letter on the ticket, whether a selection number, game number, or other number, must be fully legible:
 - (e) the ticket must not be defectively printed or produced in error to an extent that it cannot be processed by the Commission or any other retailer:
 - (f) the ticket must not be false, counterfeit, or cancelled:
 - (g) the ticket must not appear on the Commission's computer record of cancelled tickets:
 - (h) all information appearing on the ticket must appear in the Commission's official computer record of winning tickets, and another ticket with identical data must not have already been paid:
 - (i) the ticket must pass all additional confidential validation tests and security criteria established by the Commission:
 - (j) the ticket must not have been issued for a machine-completed coupon.
- (3) For a ticket issued electronically,—
- (a) the information recorded on the ticket must correspond with the Commission's computer record of prize winning tickets:
 - (b) the ticket must not be false or counterfeit:
 - (c) the ticket must not appear on the Commission's computer record of cancelled tickets:
 - (d) all information appearing on the ticket must appear in the Commission's official computer record of winning tickets, and another ticket with identical data must not have already been paid:
 - (e) the ticket must pass all additional confidential validation tests and security criteria established by the Commission.

35 Certain syndicate tickets invalid

- (1) Any ticket purchased by or on behalf of a syndicate in or for which any person—
- (a) obtains direct or indirect financial gain for forming, conducting, assisting in forming or conducting, or promoting that syndicate (a **commercial syndicate**); or
 - (b) advertises by any means that they will receive money for a commercial syndicate; or
 - (c) publicly advertises for persons to join, form, conduct, or assist in the forming or conducting of a syndicate—

is void and ineligible for any prize.

- (2) For the purposes of subclause (1)(c), a person will be regarded as having publicly advertised in terms of that rule if, among other things, the person advertises by means of television, radio, newspaper, magazine, or direct marketing.
- (3) Any ticket that is void and ineligible under subclause (1) for any prize may not be cancelled.
- (4) The Commission must not replace a ticket that under subclause (1) is void and ineligible for any prize.
- (5) For the purposes of this rule, a person does not obtain a financial gain by receiving any payment that represents the person's proportional share (based on the amount the person paid towards the tickets purchased by or on behalf of the syndicate) of any prize.

36 Consequences of ticket being invalid

- (1) If a ticket fails to pass all the criteria set out in rule 34, the ticket is void and ineligible for any prize.
- (2) The Commission may, solely at its discretion, replace an invalid ticket with a ticket of equivalent sales price for any subsequent game.

Part 5 Claiming a prize

37 Prizes won through tickets issued electronically

- (1) Despite anything in this Part, the following provisions apply to all prizes won through tickets issued electronically:
 - (a) prizes cannot be claimed from a retailer:
 - (b) monetary prizes will be credited to the purchaser of the ticket:
 - (c) the purchaser must comply with the Commission's terms and conditions for prizes:
 - (d) non-monetary prizes will be delivered to the purchaser's nominated address.
- (2) Rule 40 does not apply to prizes won through tickets issued electronically, but the rest of the rules in this Part apply to those prizes.

38 Time limit on claims

All prizes must be claimed within 12 months from the date of the drawing at which the winning numbers were drawn. Any prize not claimed within the 12-month period and in the manner specified in these rules is forfeited, and the unclaimed prize money must be paid into the prize reserve fund.

39 Prizes of \$1,000 or less

- (1) Where the prize, or the aggregate of the prizes, that may be claimed on any one ticket is \$1,000 or less, a claimant may either present the ticket to any retailer or submit a claim to the Commission for payment.
- (2) Retailers are authorised to pay any prize money up to 12 months from the date of the drawing at which the winning numbers were drawn.
- (3) Retailers must pay the bearer of a ticket winning \$1,000 or less, presented within the 12-month period, if all the ticket validation criteria and other requirements set forth in these rules have been satisfied and all other procedures required of a retailer by the Commission have been properly followed.
- (4) In the event that the retailer is for any reason unable to validate the claimant's ticket, or is not authorised to pay the prize, or the claimant decides to submit the claim direct to the Commission, the claimant must make the claim to the Commission in the manner and on the basis specified in rule 40.

40 Prizes of more than \$1,000

- (1) Where the prize, or the aggregate of the prizes, that may be claimed on any one ticket is more than \$1,000, a claimant may make a claim for payment either directly to the Commission or through another retailer.
- (2) The payment of the prize may be made only by the Commission.
- (3) Claims for prizes submitted directly to the Commission may be submitted either by mail (with a stamped self-addressed envelope) or by personal presentation to the office of the Commission.
- (4) The procedure for prize claims made through a retailer (other than the Commission) is as follows:
 - (a) the claimant must sign the back of the ticket and present it to the retailer, who must then process the ticket through the terminal to register the claim and then provide the claimant with a keno prize claim form:
 - (b) the claimant must immediately complete and return the keno prize claim form to the retailer:
 - (c) the retailer must endorse the keno prize claim form and return to the claimant 1 copy of the endorsed form as receipt for the surrender of the ticket:
 - (d) the keno prize claim form with the accompanying ticket must then be forwarded by the retailer to the Commission for validation.
- (5) Where a claim for a prize is submitted to the Commission without a duly completed keno prize claim form, the Commission, before paying any prize, may require the person making the claim to complete a keno prize claim form.
- (6) Where all the ticket validation criteria set out in these rules have been satisfied, the Commission must pay the claimant in accordance with the procedures set out in these rules.

- (7) If a ticket is validated by the Commission, a cheque payable to the order of the claimant or a direct credit to the claimant, for the amount of the prize due, must be—
 - (a) in the case of a cheque, either posted to the claimant or, for a claim made in person, handed to the claimant; or
 - (b) in the case of a direct credit, transferred to the bank account nominated by the claimant.
- (8) If the ticket is not validated by the Commission, the claim must be refused, and the claimant notified promptly of the refusal.
- (9) Prize money posted to the claimant's address notified on the keno prize claim form is deemed to have been received by the claimant at the time when the letter containing the prize money would, in the ordinary course of post, be delivered.

Part 6

Withdrawal of keno or play type

41 Commission may cease to offer keno or play type

The Commission may, if it sees fit, at any time decide to cease to offer (**withdraw**) keno or any play type.

42 Public announcement of withdrawal

If the Commission decides to withdraw keno or any play type, it must, as soon as is reasonably practicable, announce to the public (in the manner the Commission sees fit) the date on which keno or the affected play type (as the case may be) will be withdrawn.

43 Effect of announcement on advance selections and multi-draw selections

- (1) For a ticket issued in printed form by a terminal, if a player has made an advance selection or a multi-draw selection for a game of keno and keno or an affected play type is withdrawn, the player may—
 - (a) retain their ticket in relation to the game or games that will be held before the withdrawal; or
 - (b) obtain a refund for the selections that the player made in relation to the game or games for which a draw will be held before the withdrawal.
- (2) For a ticket issued in printed form by a terminal, if, for any reason, a drawing for keno or the affected play type to which an advance selection or a multi-draw selection relates is not held, a player, despite rule 17(7), is entitled—
 - (a) to return for cancellation any ticket on which any advance selections or multi-draw selections are recorded within 12 months of the issue of the ticket; and

- (b) on the cancellation of that ticket, to a refund equal to the cost of the player's selections for each game for which a drawing was not held.
- (3) If a ticket is not cancelled under subclause (2) within 12 months, the money paid to the Commission for the purchase of the ticket must be paid into the prize reserve fund.
- (4) For a ticket issued electronically, if, for any reason, a drawing for keno or an affected play type to which an advance selection or a multi-draw selection relates is withdrawn or not held, the player is entitled to a refund equal to the cost of the player's selections for each game for which a drawing was not held.

44 Payment into prize reserve fund

Any money that is not won in the last game of keno or an affected play type before its withdrawal must be paid into the prize reserve fund.

Part 7 General provisions

45 Limitation of Commission's liability

Neither the Commission nor any other retailer is, in any circumstances, liable for any loss (direct or indirect) suffered by a player, bearer of a ticket, or any other person—

- (a) due to the failure of, or damage or destruction to, the Commission's computer system or records; or
- (b) due to delays, losses, errors, or omissions in or made by the postal or other delivery service or by the banking system; or
- (c) due to any other action or event which prevents or hinders the issue of a valid ticket; or
- (d) otherwise arising from participation in any game.

46 Decisions of Commission

- (1) All decisions of the Commission on questions of fact concerning keno, including decisions as to the validity of tickets, the identity of the bearer of any ticket, the determination of prize winners, and the amount and division of prize money is final and binding on all players and any other person or persons concerned for any reason with these matters.
- (2) Where the Commission exercises its powers under these rules to determine various matters with respect to the operation of keno (for example, determinations in respect of the game matrix or game design) the Commission—
 - (a) must give reasonable notice of those determinations in point of sale advertising relating to that game; and

- (b) may give notice of those determinations in any other publicity material relating to that game.

47 Revocation

The Keno Rules 1994 (SR 1994/205) are revoked.

Schedule
Transitional, savings, and related provisions

r 5

Part 1
Provision relating to these rules as made

- 1 Cancellation of tickets issued electronically before 29 September 2025**
- (1) This clause applies to a ticket issued electronically before 29 September 2025.
 - (2) The ticket may be cancelled under rule 14 as if it had been issued electronically on or after 29 September 2025.

Dated at Auckland this 20th day of August 2025.

Explanatory note

This note is not part of the rules but is intended to indicate their general effect.

These rules, which come into force on 29 September 2025, revoke and replace the Keno Rules 1994.

The rules provide for the conduct and operation by the New Zealand Lotteries Commission of a New Zealand lottery known as Keno in accordance with subpart 2 of Part 3 of the Gambling Act 2003. The rules largely reflect the Keno Rules 1994 as they were immediately before the commencement of these rules, with some amendments to—

- set out the circumstances in which a ticket issued electronically may be cancelled; and
- clarify which rules relating to entry into a game, cancellation of tickets, player responsibility, selections, and players' agents apply to tickets issued in printed form by a terminal and which apply to tickets issued electronically; and
- insert a transitional provision, which provides that tickets issued electronically before 29 September 2025 may be cancelled as if they had been issued electronically on or after that date; and
- modernise the language used in the rules.

Issued under the authority of the Legislation Act 2019.

Date of notification in *Gazette*: 26 August 2025.

These rules are administered by the New Zealand Lotteries Commission.