walottery.com

HEADQUARTERS
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Dear License Applicant:

As Americans with Disabilities Act (ADA) Coordinator for the Washington Lottery, I would like to welcome you as a possible new retailer. I would also like to offer my support to help you understand the Lottery's accessibility requirements.

We have an obligation to assure that our products and services are accessible to all eligible individuals who wish to play Lottery games. As a part of the application process, you will be asked to complete an Accessibility Affidavit stating your location meets federal and state accessibility requirements.

You may find that your location has some accessibility issues that are not easily resolved. If this is the case, you may send me a Plan for Compliance that describes the problem area(s), what it will cost to correct the issue, and the expected completion date. The expected completion date must be no later than 90 days from the day you first sell Lottery tickets. If the cost or time needed to correct the issues is excessive, I would be happy to consider an exception. You can request an exception by letter, email or telephone call. Once I understand your situation, I will let you know whether your Plan for Compliance or your request for an exception has been approved. That approval will substitute for an Accessibility Affidavit until you have had the opportunity to make the needed changes. Your Accessibility Affidavit or Plan for Compliance must be approved before you can receive a Lottery license.

I have enclosed a summary of our accessibility requirements. This summary does not include all possible issues, as each location is unique. You can find much more information about accessibility, including resources and tax credit information, on our website at http://www.walottery.com/RetailersArea/Accessibility.aspx. I am happy to discuss any concerns you may have, and I can sometimes help you find low-cost alternatives that will assure accessibility. As part of our accessibility program, we also conduct random physical surveys of Lottery retailer locations, as well as in response to complaints about your accessibility.

Making Lottery programs and services accessible to all eligible individuals wishing to play Lottery games is fair, reasonable, and the right thing to do. It is a good business decision for you, your customers, and Washington's Lottery. Thank you for your cooperation and support of this program. If you have any questions or concerns, please feel free to call me at (360) 810-2848 or TTY/TDD (360) 810-2849.

Sincerely,

Debbie Robinson
ADA Coordinator

Enclosures