



Online 50/50 Frequently Asked Questions (FAQ)

Curling Alberta is excited to hold a daily online 50/50 raffle each day of the Curling's Capital event series. By supporting the raffle, curling fans not only have a chance to win big, but they will also be supporting grassroots initiatives and community curling across the province.

1. How much do tickets cost?

Regular: Ten dollars (\$10.00) for one (1) ticket

Discount 1: Twenty dollars (\$20.00) for sixty (60) tickets

Discount 2: Fifty dollars (\$50.00) for two hundred fifty (250) tickets

2. Who can purchase?

You must be in Alberta at the time of your purchase and over the age of 18 in order to participate. Adult ticket purchasers are not to give their ticket to a person under the age of eighteen (18) years as required by the Public Trustees Act.

3. How can you ensure that someone is in Alberta while purchasing?

The website uses geo-fencing technology to ensure you are in the province.

If you are in Alberta but being blocked, the IP from your mobile device may be providing an out of province address, which would block you from purchasing. You can try clearing your data on your mobile browser and try again. If the device is still being blocked using the cellular network, we suggest connecting to wifi and trying to access the site again.

4. What time will the tickets be available?

Purchasing starts at 9:00 AM MST and closes at 10:00 PM MST on the event date. The draw shall take place after sales close, at approximately 10:15 PM MST at Markin MacPhail Centre at WinSport's Canada Olympic Park. The winning ticket will be selected via Random Number Generator ("RNG").

Tickets will be available on the following dates:

- 2021 Scotties Tournament of Hearts (February 19–28) - completed
- 2021 Tim Hortons Brier, presented by AGI (March 5–14)
- 2021 Home Hardware Canadian Mixed Doubles Championship, presented by Nature's Bounty (March 18-25)
- 2021 BKT Tires/OK Tire World Men's Curling Championship, presented by New Holland (April 3-11)
- Pinty's Grand Slam of Curling Humpty's Champions Cup (TBD)
- Pinty's Grand Slam of Curling Princess Auto Players' Championship (TBD)



5. Where do I purchase?

Visit <https://curlingalberta.ca/5050> during the 50/50 Licensed Event and follow the onscreen prompts to purchase and print the tickets for the raffle.

6. How do I find the winning ticket number?

The winning ticket number will be posted on the Curling Alberta website at <https://curlingalberta.ca> no later than 11:59 PM MST on the 50/50 licensed event date.

7. How do I pay for my tickets?

When you purchase online you must use a credit card - Visa, Mastercard, and Visa Debit are accepted.

8. How do I receive my tickets?

You will receive an email confirmation with your tickets following your payment. Your email address must be entered **correctly with no errors** when purchasing to ensure you receive your tickets.

9. When will I receive my ticket?

Please note that due to high sales volume it can take **several hours to** receive your tickets via email. Ticket purchasers are required to enter their email address **correctly with no errors** when purchasing to ensure they receive their tickets and should check their spam and junk mail folders if they have not received their tickets by 9 AM MST the day after the event. Please ensure that you check your junk/spam emails to ensure it wasn't misfiled.

If you received a confirmation number at the end of your purchase, please know that your tickets have been entered into the draw and this delay will not impact your participation in the draw.

If you have not received your ticket by 9 AM MST the day following the 50/50 Licensed Event, you can email resend5050@curlingalberta.ca **before** Noon MST the day following the 50/50 Licensed Event to request that the tickets be resent. **You must email from the same email you purchased tickets with.** Tickets will be re-sent between **noon and 3 PM MST** the day following the 50/50 Licensed Event. You will **not** receive a response unless it is after 9AM MST the day following the event.

If you do not receive your tickets, the email confirmation may be blocked by your email provider and their spam filters. Previous ticket holders have experienced this with **Telus-based accounts**.

- It may help if users can add "WebOrders@5050central.com" to their safe senders/whitelist of emails through their email accounts or update their spam control settings. There is a "spam control settings" section in the below link that should help with this:



<http://webmailhelp.telus.net/en/basic/mail/managing-your-email/>

- Alternatively, please use another email provider to purchase tickets.

Please note that even if you have not received your tickets at the time of the draw, you are still entered in the draw and can be contacted by Curling Alberta should you have the winning ticket. Tickets are placed into the draw immediately after purchasing.

10. I received an error message that said “Order not fulfilled. You will not be charged” but I see a charge on my credit card?

The charge you are seeing is a pre-authorization charge only. This charge should go away within 5 business days. **Visa debit cards treat the pre-authorization like a charge and will refund the funds back to your account within five business days.** If the charge does not go away within five business days, please email us at 5050@curlingalberta.ca.

Please note if you received **Error 4**, this is because your card was declined, either due to customer error entering your card information or your bank blocked the transaction.

11. Am I able to get a refund?

All ticket sales are final. There will be no refunds issued to anyone for any reason. All tickets purchased and entered into the draw cannot be refunded, including if ticket purchasers made an error in selecting the amount of tickets they desire to purchase.

12. What happens if I win?

The holder of the winning ticket will have 48 hours from the time of the announcement of the winning ticket number to present the winning ticket to the 50/50 Licensee. The holder of the winning ticket may claim their prize by contacting the 50/50 office at 5050@curlingalberta.ca and forwarding their purchase e-mail and a copy of their government issued photo identification and address. **The name on the government issued photo identification must match the name that was used to purchase the ticket.** Each prize claimant must provide Curling Alberta with all information required by provincial gaming regulations to claim a prize. The claimant will receive a Winner's Release form that must be completed and sent back to Curling Alberta no later than five (5) business days after their receipt of the Release.

The prize will be distributed within 30 days of the winner delivering the winning Raffle Ticket, executed Release, and all other required documents to Curling Alberta.

13. What happens to an unclaimed prize?

All prizes not claimed on or before the Prize Claim Expiry Date- 48 hours from the time of the announcement of the winning ticket number, will be added to one or more future prize pools at the discretion of the 50/50 Licensee, with AGLC approval. This means that any unclaimed Prizes will be redistributed by adding the amount to a future Raffle of a designated 50/50 Licensed Event. If there is



an unclaimed prize on the last day of the license period for the 2021 Scotties Tournament of Hearts, the prize will be added to one or more of the future prize pools during the 2021 Tim Hortons Brier.

14. Can I gift my ticket?

The prize is not transferable and must be accepted as awarded with no substitutions, except at the 50/50 Licensee's sole discretion. The prize will be awarded to the individual whose name appears as purchasing the ticket.

15. Where does the other 50% of the jackpot go?

In each raffle, the prize will be 50% of the gross revenue from all tickets sold. Funds from the 50/50 program are split between the winner and Curling Alberta. Curling Alberta reinvests or partners with groups to make a real difference. Funds will be used to support the growth, access and development of grassroots curling.

For more information on the 50/50 raffles, please email 5050@curlingalberta.ca or review the [Raffle Rules](#). **Please note that we are unable to respond to telephone or in-person inquiries.** Thank you for your understanding.