50/50 Frequently Asked Questions (FAQ)

The Edmonton Oilers Community Foundation (EOCF) 50/50 Raffle is BACK! The exciting and record setting 50/50 raffle will give fans another chance to Win Big during select Rogers Place concerts and other live events while supporting important charitable endeavours in our community.

1. **How much do tickets cost?**
   Ten dollars ($10.00) for ten (10) tickets **(D)**
   Twenty-Five dollars ($25.00) for eighty (80) tickets (**C**)
   Fifty dollars ($50.00) for two hundred fifty (250) tickets (**B**)
   Hundred dollars ($100.00) for five hundred and fifty (550) tickets (**A**)

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.

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 require troubleshooting for the location services on your device, please refer to the document found by clicking here.

4. **What time will the tickets be available?**
   Tickets will be available for purchase starting at 9:00 AM MT on the first day of the 50/50 Raffle Event. Sales will close at 11:00 PM MT on the last day of the 50/50 Raffle Event. After Sales have been closed, the draw shall take place and be announced no later than 11:59 PM on the last day of the 50/50 Raffle Event. The draw shall take place at the EOCF Offices (300-10214 104 Ave NW). The winning raffle number will be selected via Random Number Generation (RNG).

5. **Where do I purchase?**
   Through the Rogers Place Mobile App and website: RogersPlace.com/5050. Tickets may also be purchased at Rogers Place in person during events where the 50/50 Raffle Event takes place in the on 50/50 Raffle Event Days from 50/50 Sellers.

6. **How do I find the winning ticket number?**
   The winning ticket number will be posted on the Rogers Place website (RogersPlace.com/5050) and on social media (Twitter Handle: @RogersPlace) shortly after the draw.

7. **How do I pay for my tickets?**
   When you purchase online you must use a credit card - Visa, Visa Debit, Mastercard, Mastercard Debit and American Express are accepted. Other methods of payment include accelerated checkouts such as Google Pay, Apple Pay, and Shop Pay.

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?**
   If the transaction is approved, you will receive a confirmation message with order ID on the web page. An email confirmation will be sent to you with order ID, product description and payment information. A second email will be sent to you including all of the information in the confirmation email along with the raffle ticket(s) containing your raffle number(s).

   Please note that due to high sales volume it can take **several hours to** receive your second email. Ticket purchasers are required to enter their email address **correctly with no errors** when purchasing to ensure they receive their ticket(s) and should check their spam and junk mail folders if they have not received their ticket(s) by 9:00 AM MT the day after the raffle. Please ensure that you check your junk/spam emails to ensure it wasn't misfiled.

   If you received a confirmation at the end of your purchase, please know that your tickets are being processed for the draw.

   If you have not received your ticket by 9:00 AM MT the day following the Event, you can email 5050resend@rogersplace.com before Noon MT the day following the Event to request that your tickets be resent. Resend requests received after Noon MST the day following the Event will not be processed. **You must email from the same email you purchased tickets with.** Tickets will be resent between Noon and 3:00 PM MT the day following the Event. You will not receive a response unless it is after 9:00 AM MT the day following the event.

   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 the EOCF should you have the winning ticket. Tickets are placed into the draw immediately after purchasing.

10. **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.

11. **What happens if I win?**
    The holder of the winning ticket will have until 4:00 PM MT four (4) business days from the time of the announcement of the winning ticket number to present the winning ticket to Edmonton Oilers Community Foundation. You can contact the Edmonton Oilers Community Foundation by e-mailing 5050info@rogersplace.com. You will need to forward a copy of your purchase e-mail and winning ticket along with a piece of government issued photo ID. **The name on the government issued photo identification must match the name that was used to purchase the ticket.** You will receive a Winner's Release form that must be completed and sent back to the EOCF. The prize will be distributed within 60 days.

    If the winner has not come forward within two (2) business days from the time of the announcement of the winning raffle number, the EOCF will use the email and/or phone number provided by the ticket purchaser to try to contact them.

12. **Can I gift my ticket?**
    Tickets are non-transferrable and non-refundable. The prize will be awarded to the individual whose name appears as purchasing the ticket.

13. **Where does the other portion of the jackpot go?**
    Net funds from the 50/50 program are split between the winner and the Edmonton Oilers Community Foundation. The EOCF in turn reinvests or partners with groups to make a real difference – and will be guided by helping those in Edmonton's downtown who need help the most and by creating opportunities for all children in our community to play sports, in particular hockey, regardless of race, gender or socio-economic status.

For more information on the 50/50 Program, please email 5050info@rogersplace.com.

Please note that we are unable to respond to telephone or in-person inquiries.

Thank you for understanding.