



Online 50/50 Frequently Asked Questions (FAQ)

The **Edmonton Elks Football Club online 50/50 Raffle**, sponsored by **James H. Brown and Associates, Alberta Injury Lawyers** is **BACK!** This exciting online 50/50 raffle will give fans another chance to Win Big during every Edmonton Elks Home and Away Game, while supporting important charitable endeavors in our community.

1. How much do tickets cost?

Five dollars (\$5.00) for one (1) ticket
Ten dollars (\$10.00) for ten (10) tickets
Twenty dollars (\$20.00) for sixty (60) tickets
Fifty dollars (\$50.00) for two hundred (200) 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.

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?

Draws open at 9:00 AM MT and close at 11:00 PM MT. The draw will take place and be announced no later than 11:59 PM the day of the raffle using Random Number Generation (RNG).

5. Where do I purchase?

Through the Edmonton Elks website: <https://www.goelks.com/50-50/>

6. How do I find the winning ticket number?

The winning ticket number will be posted on the Edmonton Elks website (<https://www.goelks.com/50-50/>) and on social media shortly after the draw.

7. How do I pay for my tickets?

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

8. How do I receive my tickets?

You will receive an e-mail confirmation with your tickets following your payment for online purchases. Your e-mail address must be entered **correctly with no errors** when purchasing to ensure you receive your tickets.

You will receive your tickets directly if bought in person at the stadium during the game.

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 e-mail 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 e-mail. Ticket purchasers are required to enter their e-mail 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 AM MST the day after the raffle. Please ensure that you check your junk/spam emails to ensure it wasn't misfiled.

If you received an order ID 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 Event, you can e-mail Resend5050@goelks.com before Noon MST 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 e-mail from the same e-mail you purchased tickets with.** Tickets will be resent between Noon and 3 PM MST the day following the Event. You will not receive a response unless it is after 9AM MST 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 Edmonton Elks Football Club 48 hours post the draw 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 e-mail us at 5050@goelks.com.

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 until 4:00 PM MST four (4) business days from the time of the announcement of the winning ticket number to present the winning ticket to the 50/50 Licensee. You can contact the Edmonton Elks Football Club by e-mailing 5050@goelks.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 Edmonton Elks Football Club. The prize will be distributed within 30 days.

13. 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.

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

Funds from the 50/50 program are split between the winner and the Important Charities in our Community plus Minor Football Associations within Alberta.

For more information on the Online 5050 Program, please e-mail 5050@goelks.com.

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

Thank you for understanding.