

## Frequently Asked Questions

**How does the Rotary Raffle draw work?** The Raffle draw administered by the Rotary Club of Mississauga, a raffle licensed by the Alcohol and Gaming Commission of Ontario (AGCO) where individuals purchase ticket(s) for the opportunity to win 50% of the total money raised through the sale of Chase the Ace tickets.

**Where does the other 50% of the proceeds raised go?** The other 50% of the proceeds raised supports Participating Ontario Rotary Club programs.

**Who is eligible to buy Ontario Rotary Raffle draw tickets?** If you meet the following criteria, you are eligible to purchase a Raffle draw tickets:

- Must be 18 years of age or older at the time of purchase
- Must be located in the Province of Ontario at time of purchase
- **Must not be one of the following:**
  - An employee of the Alcohol Gaming Commission of Ontario
  - Employees of the supplier of the **Rotary Raffle** who are involved with the development and/or support of the **Rotary Raffle**

Note: Prior to the purchase of a ticket online, you will be required to verify your eligibility and that the information is complete and accurate.

**Can I play more than once in a game?** Yes. You can purchase more than one ticket per event or game.

**What are the odds of winning?** The odds of winning the prize are based on the number of tickets sold.

**Do I have better odds online?** Your odds of winning do not change based on the manner in which you purchase your **Rotary Raffle** draw ticket; online and in-venue sales have the same odds of winning. The odds of winning the prize are based on the number of tickets sold.

**How is the winning number drawn?** A unique winning number is randomly generated and issued by the electronic **Rotary Raffle** system out of the numbers purchased (in-venue and online) for that particular draw. The mechanism for selecting the winning number is a computer-based random number generator that has been certified by the AGCO.

**When is the winning number drawn and posted? Rotary Raffle** Ticket Sales close at 1:30pm every Thursday. Once the winning **Rotary Raffle** number has been drawn and posted, you can find it and the prize amount:

- Announced and Displayed at the [rotaryraffle.online](http://rotaryraffle.online)

**How do I claim my prize?** If you have the winning **Rotary Raffle** number from an online or in-venue sale, please contact [info@rotaryraffle.online](mailto:info@rotaryraffle.online) or call and leave a message at 1-833-946.0033. We will make all the arrangements to get you your prize money.

**What currency is the prize money paid in?** All transactions and winnings are paid in Canadian Dollars. Prize will be paid by cheque payable to the winner.

**When can I expect to receive my winnings?** Prize winnings will be paid by cheque within 30 days of the completion of the claim process.

**Do I need to live in Ontario to play?** You do not need to live in the province of Ontario to purchase a **Rotary Raffle** ticket but you do need to be physically located within the province of Ontario at the time of purchase of your online **Rotary Raffle** ticket to be eligible to play.

**How can I pay for my online Rotary Raffle ticket?** Our online 50/50 website accepts the following payment types: Visa, MasterCard, and American Express.

**I cannot access [www.rotaryraffle.online](http://www.rotaryraffle.online) What should I do?** Per AGCO regulations – please be advised that you must be located within the province of Ontario at the time of your purchase. Your device's location services must be turned on to verify your location prior to entry to the online 50/50 sales platform. Users must also agree to all Terms and Conditions outlined.

**I purchased a 50/50 ticket but did not get my numbers. What should I do?** If you purchased your **Rotary Raffle** ticket but did not receive your numbers, please check your junk or spam folders in the event it was flagged by your email provider. If you still do not have your **Rotary Raffle** ticket, contact [info@rotaryraffle.online](mailto:info@rotaryraffle.online) and our support staff will re-send your raffle numbers (some verification will be required). If your transaction completed successfully, your numbers will still be part of the draw.

### **I think I, or someone I know, may have a problem with gambling. What should I do?**

Participating Ontario Rotary Club promote responsible gaming at all times. If you are looking for help or advice about problem gambling, please visit: [www.problemgamblinghelpine.ca](http://www.problemgamblinghelpine.ca) or contact the Ontario Problem Gambling Help Line / Free Health Services Information at 1-888-230-3505.

### **TECHNICAL HELP**

**Q. Why does [www.rotaryraffle.online](http://www.rotaryraffle.online) require my location and/or why am I receiving the following prompt: "[www.rotaryraffle.online](http://www.rotaryraffle.online) would like to use your current location?"**

Your current location is required to confirm eligibility. The raffle will be offered throughout the Province of Ontario (the "**Raffle Area**"). Void outside the raffle Area and where prohibited by law, rule, or regulation.

**Q. What if I already selected "Don't Allow"?**

Reloading the page should cause you to be prompted to share your location again. If you have specified that you never want to share your location, you will need to go into your settings to allow. See below for instructions.

**Q. What if I receive the following prompt: "You must allow your browser to share you location to purchase tickets, Please click "OK" to reload this page, then be sure to allow your browser to share your location to share your location when prompted"?**

The browser should reload the page and ask you to share location upon loading. Note: In some browsers, the popup may say "close" instead of "OK"

**Q. I entered the incorrect email and did not print my tickets, how can I get my tickets resent?**

Please go to the [Contact](#) page and request that the raffle Manager email you your tickets.

**Q: What if I can not purchase tickets on [www.rotaryraffle.online](http://www.rotaryraffle.online) due to Location issues?** You may have told your browser to never share your location. You need to change that setting to allow sale.

For iOS devices:

- 1) Go to the **Settings App**.
- 2) Go to **Privacy**.
- 3) Go into **Location Services**.
- 4) Ensure "**Location Services**" are on.
- 5) Scroll down and click "**Safari Websites**."
- 6) Make sure that **Allow Location Access** is set to "**While Using the App**."

Chrome has the same setting if you are using that instead.

For Android (though this may vary by version):

- 1) Go to **Settings App**.
- 2) Go to **Location** and make sure that it is on.
- 3) Go back to previous screen and go to **Apps**.
- 4) Go to **Chrome**.
- 5) Click **Permissions**.
- 6) Ensure that **Location** is enabled.

Note: If still experiencing problems, go to [maps.google.com](https://maps.google.com) in your browser and see where it places you.