

**FAQs** 

# What is a Catch the Ace raffle?

Catch the Ace is a progressive jackpot, multiple-draw, weekly raffle in which ticketholders have the chance to win a Weekly Cash Prize and the Catch the Ace Progressive Jackpot.

# How do I play?

- 1. Select and purchase your tickets to the weekly draw.
- 2. Select a card that will be revealed if you are the winner of the weekly draw.
- 3. If your card is the Ace of Spades You've WON the progressive jackpot as well as the weekly jackpot.
- 4. If you did not have the Ace of Spades you are still the weekly draw winner, and the progressive jackpot keeps growing until the Ace of Spades is drawn.
- 5. If the Ace of Spades is not drawn, tickets will become available for the following week's draw beginning at 2:00 PM every Thursday, following the previous weekly draw. Weekly draws continue until the Ace of Spades is caught and the Progressive Jackpot is won!

# How much do tickets cost?

- 1 ticket for \$10
- 5 tickets for \$20
- 20 tickets for \$50

# Where can I buy tickets?

Tickets may only be purchased online. <u>Click here to order now</u>! Tickets will be delivered via email only.

# Are my tickets automatically entered in every draw?

No. The weekly jackpot resets every week. That's why you want to purchase tickets weekly. You're eligible to win every week you purchase tickets for. You aren't eligible to win on weeks you don't buy tickets.

# Is there a limit to the number of tickets I can buy?

While there is no limit to the number of tickets you may buy, the raffle program has a limit of ten bundles per order. If you would like to order more bundles, a separate order is required.





# Can I buy a ticket if I do not live in Ontario?

Ticket purchasers must be in the province of Ontario at the time of their purchase, and must allow the website access to your location.

# Why do I have to select one of the digital envelopes?

Each of the digital envelopes contains a hidden playing card and the Catch the Ace progressive jackpot will be won by the ticket holder who wins the weekly prize draw and selects the envelope containing the Ace of Spades. Every ticket order must include a selected envelope.

#### Can I select an envelope for each ticket in my order?

No. One envelope is selected for each ticket order. Players wishing to select multiple envelopes can place several ticket orders and select a different envelope for each order.

#### Can multiple people select the same envelope?

Yes, when you select an envelope, you're choosing which card is revealed if your ticket is the weekly prize-winning ticket. If you are not the weekly prize winner and the winner did not select the same envelope as you, that envelope will remain closed.

#### How do you generate my ticket numbers?

An automated process generates your ticket numbers once your order is complete. Once your order is processed, you'll receive an email receipt with an order summary and your raffle ticket number(s).

#### When do I get my ticket numbers?

Once your order has been processed, you'll receive an email receipt with an order summary and your raffle ticket number(s).

# What if I didn't get an email with my ticket numbers?

Sometimes emails get redirected to your SPAM or junk mail. If you did not receive an email with your ticket number(s) please email the foundation at <u>mforrester@prvhc.com</u>

# When is the Perley Rideau Foundation's Catch the Ace Raffle draw?

The first draw date is Thursday April 8, 2021. Ticket sales close on Thursdays at 1:30pm. Tickets will become available for the next week's draw beginning at 2:00pm every Thursday, following the previous weekly draw unless the Ace of Spades is caught.





#### What are the odds of winning?

The odds of winning a Weekly Prize draw depend on the number of tickets in the draw. There is no limit to the number of tickets that can be sold. The odds of selecting the envelope containing the Ace of Spades begins at 1 in 52 and these odds improve with each weekly removal of envelopes containing a card other than the Ace of Spades.

#### How is a winner selected?

Winning tickets are selected from the weekly pool of purchased ticket numbers. This is done via an automated, random number generator (RNG) approved by the AGCO.

#### Do I have to physically be there for the draw to win?

No. All winners are notified by email and phone shortly after the draw takes place.

#### What should I do if I think I'm a winning ticket holder?

Check the <u>www.perleycatchtheace.ca</u> website each week to see the winning ticket number and to see if the weekly winner has selected the Ace of Spades. If you think you've got the winning number, please contact the foundation at <u>mforrester@prvhc.com</u>.

#### How will winners be notified?

All winners will be notified by telephone and/or email that they won and how to claim their prize. All winning ticket numbers and prize amounts will be posted on www.perleycatchtheace.ca by 2:00pm every Thursday. Prizes will be awarded to the registered ticket buyer.

#### How do I claim my prize?

All winners will receive a telephone call/email with instructions on how to claim their prize. Prizes must be claimed within six (6) months of the prize draw.

#### How is the prize split?

Weekly ticket sales are split three ways:

- 20% Weekly Prize Jackpot
- 30% Progressive Catch the Ace Jackpot
- 50% to the Perley Rideau Foundation

# Who is eligible to play?

To be eligible to enter the raffle ticket website, you must agree to the rules of play, be 18 years of age or older, be fit to play, and be physically in the province of Ontario. Location Services on your device must be turned on to verify your location, per AGCO regulations.





# Who is NOT eligible to play?

The following persons are not eligible to participate in the Perley Rideau Foundation's Catch the Ace Raffle:

- The Perley and Rideau Veterans' Health Centre Foundation employees
- The Perley and Rideau Veterans' Health Centre Foundation board members
- Employees of the AGCO
- Employees of Canadian Bank Note Company, Limited affiliated with supporting the raffle

# I cannot access the Perley Rideau Foundation's Catch the Ace website. What should I do?

Ensure you have enabled "Device Location Services" on your electronic device. Per AGCO regulations – you must be located within the province of Ontario at the time of your ticket purchase. Your device's location services must be turned on to verify your location prior to entry to the online Catch the Ace sales platform. Users must also agree to all Terms and Conditions outlined. <u>Click here for more location troubleshooting</u> <u>instructions</u>.

# Why does the website require my location?

Per AGCO regulations – you must be located within the province of Ontario at the time of your ticket purchase. Your current location will confirm your eligibility.

# What if I already selected "Don't Allow"?

Reloading the page should prompt you 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. <u>Click here for more location troubleshooting instructions.</u>

