

Online 50/50 Frequently Asked Questions (FAQ)

The Edmonton Oil Kings 50/50, presented by Boston Pizza, supports education for current and former Oil Kings players through scholarships available through the Western Hockey League.

1. Who holds the license for the Edmonton Oil Kings Online 50/50?

The Edmonton Oil Kings Education Association (EOKEA). AGLC License # 744255

2. How much do tickets cost?

Five dollars (\$5.00) for one (1) ticket (**D**)

Ten dollars (\$10.00) for twenty (20) tickets (**C**)

Twenty-five dollars (\$25.00) for eighty (80) tickets (**B**)

Fifty dollars (\$50.00) for two hundred and fifty (250) tickets (**A**)

3. Who can purchase?

You must be in Alberta at the time of your purchase and over the age of 18 in order to participate.

4. 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](#).

5. Where do I purchase?

Through the website: <https://chl.ca/whl-oilkings/50-50/>

Tickets may also be purchased **in venue** at Rogers Place during Edmonton Oil Kings home games; with the exception of the Edmonton Oil Kings Hockey Hooky game. All in venue sales will stop 15 minutes after the end of the game.

6. How do I find the winning ticket number?

The winning ticket number will be posted on the Edmonton Oil Kings website (<https://chl.ca/whl-oilkings/50-50/>) and on social media 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 e-mail confirmation with your tickets following your payment. Your e-mail 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 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 immediately following the 50/50 Raffle Event. 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(s) by 9 AM MST on the day immediately following the Raffle Event, you can e-mail Resend5050@oilkings.ca to request that your ticket(s) be resent. You must e-mail from the same e-mail you purchased ticket(s) with. Ticket(s) will be resent between noon and 3 PM MST the day immediately following the Raffle Event. Any emails sent to Resend5050@oilkings.ca after noon MST on the day immediately following the Raffle Event, to request that their ticket(s) be resent will not be processed.

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 EOKEA 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 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 Oil Kings Education Association (EOKEA) by e-mailing 5050@oilkings.ca. 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 EOKEA. 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 EOKEA 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 50% of the jackpot go?

Funds from the 50/50 program are split between the winner and the Edmonton Oil Kings Education Association. Proceeds of the 50/50 will go towards supporting the education of current and former Edmonton Oil Kings players through scholarships.

For more information on the Edmonton Oil Kings 50/50 program, please e-mail 5050@oilkings.ca

Please note that we are unable to respond to telephone or in-person inquiries. Thank you for understanding.