



## FREQUENTLY ASKED QUESTIONS

### Who can participate in the For the Love of Curling Sweepstakes?

The For the Love of Curling Sweepstakes (The Sweepstakes) is only open to (a) legal residents of Canada, except for the Province of Quebec; and (b) who are the age of majority being eighteen (18) years of age in the provinces of Alberta, Manitoba, Ontario, Prince Edward Island and Saskatchewan and the age of nineteen (19) in the provinces and territories of British Columbia, New Brunswick, Newfoundland, Northwest Territories, Nova Scotia, Nunavut and Yukon at the time of entry.

Entries are limited to individuals only; commercial enterprises and business entities are not eligible. By participating in the Sweepstakes, each participant unconditionally accepts and agrees to comply with and abide by the terms and conditions stated in these Official Rules which shall be final and binding in all respects, agrees to be bound by the decisions of Sponsor, and warrants that she/he is eligible to participate in the Sweepstakes. Employees, independent contractors, officers, and directors of Sponsor and/or their respective affiliates, subsidiaries, advertising, promotion, fulfillment agencies, legal advisors, their immediate family members and persons living in the same household, are not eligible to participate in the Sweepstakes.

The Sweepstakes is void where prohibited and/or restricted by law and is subject to applicable federal, provincial and municipal laws and regulations.

The website uses geo-fencing technology to ensure you are in eligible provinces and territories, so make sure to enable location sharing on your device or browser to allow the sale.

### What do I do if I don't receive my confirmation email?

Tickets can take a couple of hours to process, and any delays will not impact your chances of winning. If, after a couple of hours, you still have not received your confirmation email, please check your spam/junk folder. If your tickets are not located in your junk/spam folder, [please contact donor@curling.ca](mailto:donor@curling.ca), citing your province in the subject line. This email must be sent from the same email address used to purchase your raffle tickets.

### What methods of payment do you accept?

We accept MasterCard, Visa and debit. We do not accept cash, cheques, money order or PayPal.

### What are the early bird and grand prize deadlines?

The Winners of the Early Bird Draws will still be eligible for the Grand Prize Draw. Individual contest draw schedules and details are clearly outlined in The Sweepstakes Rules and Regulations.

- Early Bird Giveaway #1: On or about **March 21, 2023**, Sponsor will select an early bird giveaway winner from the entire pool of entrants having entered by 11:59 p.m. ET on **March 20, 2023**.
- Early Bird Giveaway #2: On or about **March 27, 2023**, Sponsor will select an early bird giveaway winner from the entire pool of entrants having entered by 11:59 p.m. ET on **March 26, 2023**.

- Grand Prize: On or about **April 3, 2023** (the "Drawing Date"), Sponsor will select the potential Sweepstakes winner from the entire pool of entrants having entered by 11:59 p.m. ET on **April 1, 2023**.

### **Where can I find the winning number and what happens if I win?**

The winning number for each draw will be posted on the [curling.ca/sweeps](https://curling.ca/sweeps) website following each draw. The person holding the winning number for each draw will be contacted by a Curling Canada representative.

### **Troubleshooting**

I am trying to purchase tickets but am receiving a message that says "You must allow the site permission to use your location to continue" even though my location services are turned on. How can I buy tickets?

- If you receive a blocked message, please ensure you are accessing the website directly through your web browser (i.e., Chrome or Safari)

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 two (2) business days. Visa-debit cards treat the payment like a hold and will release the funds back to your account within two (2) business days. If the charge does not go away within two (2) business days, contact your Credit Card provider.

I received an error message that said, "Error 4". What does this mean?

If you've received an error at the end of your purchase and the message indicates 'Error 4', there was an issue processing your payment. The most common causes include:

- Billing information doesn't match what the creditor has on file
- Payment method used is not an acceptable form of payment
- Creditor declined the transaction due to NSF or suspicious transaction

### **Are sweepstakes tickets tax-deductible?**

No official receipt for income tax purposes will be issued for the purchase of the sweepstakes tickets as set out by the Canada Revenue Agency.

### **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 number of tickets they wished to purchase.

Les questions fréquentes sont disponibles en français sur demande.

For the Love of Curling is the philanthropic program of Curling Canada and is not a separate entity. Curling Canada is a Registered Amateur Athletic Association under the Charitable Registration No.10684 5035 RR0001.