



50/50 Lac St-Louis Lotteries Frequent asked questions

Below we have put together some answers to questions you may have about our 50/50 lottery.

Who can participate?

Participation is reserved exclusively for persons aged 18 and over who are physically located in the province of Quebec at the time of ticket purchase. You do not have to be a resident of Quebec to participate; tourists temporarily visiting the province can also enter our draws. Please note that the transactional website we use uses geo-location technology to validate that you are located in Quebec. To do so, please ensure that you enable location sharing on your device or browser to enable the sale.

I can't buy tickets because of geolocation problems. What should I do?

To purchase tickets, you must first authorize your device to access your location. If you are located in the province of Quebec and are experiencing problems with geolocation, you may have previously disabled location sharing on your browser or device. Please follow the steps below to change this setting and allow the site to detect your location.

- **On your computer:**
 1. Open Chrome.
 2. In the upper right corner of the window, click on *More* and then on *Settings*.
 3. Click on *Privacy and Security* and then on *Site Settings*.
 4. Click on the *Position* feature, then select "Allow" from the drop-down menu.

- **On your iPhone or iPad (iOS):**
 1. Open the Settings application.
 2. Search for Safari or Chrome, depending on the browser you use, and press it.
 3. Scroll to the bottom of the screen, then press *Location*.
 4. Choose the option you want to use by default ("Ask" or "Allow").

- **On your Android phone or tablet:**
 1. Open the Chrome application.
 2. To the right of the address bar, press *More* and then *Settings*.
 3. Tap *Site Settings* and then tap *Location*.

4. Enable the *Location* option.

How do I buy my tickets?

You can purchase your tickets for the next draw at www.tirage-5050.ca.

To complete an online transaction, you must use one of the following card types: Visa, Visa Debit, Mastercard, Mastercard Debit or American Express. Other mobile payment methods, such as Apple Pay, Google Wallet and Shop Pay, are also accepted.

How will I receive my tickets?

After completing your online transaction, you will automatically receive an email confirmation of your purchase, containing your digital tickets. Make sure you do not make any mistakes in entering your email address when purchasing to ensure that you receive your tickets.

Can I enter the same draw more than once?

Yes, you can make more than one transaction per draw, as long as the draw is always open - so you can play from anywhere and as often as you like!

Where can I find the winning number and what happens if my ticket contains the winning number?

The winning number will be posted at www.tirage-5050.ca within one business day of the close of the draw.

A member of the Hockey Lac St-Louis team will contact the purchaser of the winning ticket using the contact information provided at the time of purchase. If your ticket contains the winning number, you can also contact us by email at info@hockeylsl.ca, making sure to attach your ticket as proof.

How long does the winner have to collect the prize?

The winner has fourteen (14) business days to claim his prize. The person holding the winning number will be contacted by a Hockey Lac St-Louis representative as soon as the draw is made.

Each winner of a draw will have to provide Hockey Lac St-Louis with all the information required by the provincial regulations on games. By claiming the prize, the winner gives Hockey Lac St-Louis the right to publish his name and the amount won.

What is the other half of the jackpot for?

The funds raised will be donated to Lac St-Louis organizations for the benefits of boys and girls playing on the territory of Lac St-Louis.

What are my chances of winning?

Your chances of winning depend on the total number of tickets sold in the draw.

If I don't win half the jackpot in one draw, are my tickets still valid for subsequent draws?

No, automatically generated ticket numbers are only valid for the draw in which you purchased it, and the draw date corresponding to your purchase will be clearly indicated on your digital ticket. Each draw is independent and tickets purchased cannot be carried over to the next draw. Furthermore, all ticket numbers are unique and will not be included in any future draw organized by Hockey Lac St-Louis.

How long does it take to receive my tickets?

Tickets are usually sent to your email address within 5 minutes of payment. There are several reasons beyond our control, including high sales volume, that may cause a delay in receiving your tickets by email. Make sure you do not make any mistakes in entering your email address when purchasing to ensure you receive your tickets, and check your junk mail if you still have not received them within hours of the transaction. However, in the event that you still have not received your tickets via email within an hour of the transaction, please email us at info@hockeylsl.ca.

I think I made a mistake in my email address when I purchased my tickets. What should I do?

If such an error occurs, please contact us at info@hockeylsl.ca, making sure to include your full name and contact information so that we can track your transaction.

Is the prize taxable, and are raffle tickets tax deductible?

Lottery winnings are not taxable in Quebec. However, no official tax receipt will be issued for the purchase of raffle tickets, as required by the Canada Revenue Agency, because the ticket gives the purchaser a chance to win and is not a charitable donation.

Can I get a refund?

All ticket sales are final. No refunds will be given to anyone for any reason. All tickets purchased and entered into the draw are non-refundable, including if the ticket purchaser made an error in selecting the number of tickets they wanted to purchase.

Can I give my tickets as a gift?

Tickets are not transferable. The prize will be awarded to the person whose name matches the name of the ticket purchaser.

Do you have any other questions?

Contact us at info@hockeylsl.ca. We will get back to you as soon as possible and can add your question, and our answer, to the content of this section.