Online 50/50 Presented by RE/MAX
Frequently Asked Questions

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What if I haven't received my ticket(s)?
Please ensure you have entered your e-mail address correctly during your purchase. If you have not received your ticket within 24 hours after your purchase please e-mail 5050draw@calgaryflames.com and we will work with you to resend your ticket(s). You must e-mail from the same e-mail you purchased your tickets with. If you entered your e-mail correctly your tickets will be resent. If you have not gotten your ticket, you are still entered in the draw. We are provided your e-mail and phone number, even if there has been a delay in delivery of your ticket(s). The winner is contacted when the draw takes place. Please check your spam and junk mail. We recommend purchasing from personal e-mails in order to avoid workplace spam filters.

How much do tickets cost?
       1 for $5
       10 for $10
       60 for $20
       200 for $50

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

How can you ensure that someone is in Alberta while purchasing?
The website uses geo-fencing technology to ensure participants are in the province. An address and postal code is also collected throughout the transaction.

What time will the tickets be available?
50/50 tickets are available online every Calgary Flames game day (home and away) from 9:00am to 10:00pm MST.

Where do I purchase?
Through the Calgary Flames website: www.calgaryflames.com/5050

How do I find the winning ticket number?
The winning ticket number is posted on the Calgary Flames website www.calgaryflames.com/5050 within an hour after the draw. Online draws close at 10:00pm MST on Calgary Flames game days. Raffle draws take place immediately after the closure of sales with random number generating (RNG) technology.

How do I pay and get my ticket?
When you purchase online you must use a credit card. You will receive a system confirmation following your transaction and will be e-mailed your ticket(s). **We do not accept AMEX.**

Trouble Shooting:
- We do not accept AMEX
- You must be in Alberta to purchase, not from Alberta but currently in another province, the system is geo-fenced.
- You must enter the same e-mail twice (without error).
- **Due to AGLC regulations, tickets are non-refundable. We cannot issue refunds if you enter the amount purchased wrong, please ensure to double check what you have purchased.**
- If you are in Alberta but being blocked, the IP from your mobile device may being providing an out of province address, which would block you. Try clearing your data on their mobile browser and try again. If the device is still being blocked using the cellular network, we suggest try connecting to wifi and purchasing.
- Please ensure your location services are enabled in your settings.

Customer Support
If you have tried the above and have an inquiry or issue, please send an email to 5050draw@calgaryflames.com with complete details of your inquiry or issue, including screen shots if applicable, and your contact information. We will do our very best to get back to you right away. You may receive an out-of-office reply with the winning ticket numbers, this is just to help provide the numbers the e-mail is attended to.

What happens if I win?
You will need to provide a photo of your winning ticket with a piece of ID. You will receive a claim form to complete and then a cheque will be mailed to you within 60 days. Winners have 30 days to claim the jackpot with the winning ticket. The winner is contacted when the draw takes place. We are provided with the name, number and e-mail of who bought the ticket, along with the selection of the winning ticket number.

Can I gift my ticket?
Tickets are non-transferrable and non-refundable.

Where does the other 50% of the jackpot go?
To the Calgary Flames Foundation. The 50/50 program is the major source of funding for Calgary Flames Foundation projects and programs. Last year the Calgary Flames Foundation distributed over $4.3 million to more than 70 charities. The program ensures that programs like the Flames YMCA Grade 6 Program, Flames Sports Bank, Flames EvenStrength Program and Flames Community House League are available for families in need and that our annual commitment to the Rotary Flames House is fulfilled. The Calgary Flames Foundation COVID-19 Support Program has distributed over $2.5 million since March 2020.