

## Riverside Foundation for Health Care Electronic 50/50 FAQs

### HOW DO I GET MY TICKET WHEN I ORDER ONLINE?

Tickets will be automatically delivered to the email address you provide! Free of charge. Please check your junk mail and spam folders, tickets can sometimes be filtered due to strict filters. Tickets are delivered via [noreply@ascendfs.com](mailto:noreply@ascendfs.com). Please add this email address to your email contacts to avoid future emails landing in your junk and spam filters.

### I DIDN'T RECEIVE MY TICKETS, WHAT DO I DO?

First, please check your junk mail and spam folders, tickets can sometimes be filtered due to strict filters. Tickets are delivered via [noreply@ascendfs.com](mailto:noreply@ascendfs.com). Whitelist this address with your email provider. If you check spam and still can't find your tickets, please contact Allison Cox at [allison.cox@rhcf.on.ca](mailto:allison.cox@rhcf.on.ca) or 807-274-4803 with: Your name, the name the tickets were purchased under, when you purchased the tickets and the email address the tickets should have been sent to. Allison will check into the purchase, and get in touch with you.

### HOW DO I PURCHASE TICKETS OFFLINE?

Call the Foundation Office at 274-4803 to make arrangements.

### MY PERMANENT RESIDENCE IS NOT ONTARIO BUT I AM IN THE PROVINCE VISITING, CAN I PURCHASE A TICKET?

Yes! Anyone whose physical location is Ontario during time of purchase may do so! Be sure to turn your 'location services' to ON.

### CAN I PURCHASE TICKETS FOR SOMEONE ELSE?

Yes! Follow the steps below.

**STEP 1: WELCOME** Select the number of tickets you'd like to purchase.

*Buying multiple gifts?* You may want to do separate transactions so each set of tickets goes into the proper person's name.

**STEP 2: INFO** Put the name and contact details of the person who the ticket is for.

If you want to hold onto the ticket until it's time to give it to them, be sure to put YOUR email address in this section - then you can print out the ticket or forward the email when it's time to give it to them.

If you put their email here, it will email the ticket directly to them.

**STEP 3: PAYMENT** Put your information here, as the purchaser.

**STEP 4: COMPLETE** Your tickets should arrive at the email address provided in Step 2 shortly. If you don't receive your tickets, please contact us at [allison.cox@rhcf.on.ca](mailto:allison.cox@rhcf.on.ca) or 807-274-4803.

### ARE TICKETS REFUNDABLE?

All purchases are non-refundable. If you have found an issue with your purchase and would like to inquire, contact our office. T: 807-274-4803 or [allison.cox@rhcf.on.ca](mailto:allison.cox@rhcf.on.ca)

### WHICH PAYMENT METHODS ARE ACCEPTED?

Online: We accept VISA and MasterCard.

Offline: We accept VISA, MasterCard, debit, cash and cheque made out to Riverside Foundation for Health Care.