

Heart of Gold Raffle - Rules of Play

BC Gaming Event Licence #175973

For inquiries regarding ticket purchases, please contact:

Phone: (250) 862-4438

Email: info@kghfoundation.com

TICKETS AVAILABLE

- **Ticket Inventory:** A maximum of 400 tickets are available.
- **Ticket Price:** 1 ticket for \$100. No other ticket price category is offered.
- **Odds of Winning:** On the initial draw, the odds for each eligible ticket are 1 in the number of eligible tickets sold, to a maximum of 1 in 400. If additional draws are required because no eligible ticket holder comes forward, the odds for the remaining eligible tickets improve accordingly.

TAX INFORMATION

- The price paid for a raffle ticket is not deductible as a charitable donation for Canadian income tax purposes.

IMPORTANT DATES AND LOCATION

- **Ticket Sales Period:** September 12, 2026, from 5:00 PM to 8:15 PM PST, or earlier if all 400 tickets are sold.
- **Entry Deadline:** Tickets must be fully paid for and issued by 8:15 PM PST on September 12, 2026 to be eligible for the draw.
- **Draw:** September 12, 2026 at 8:45 PM PST at the Old Tolko Mill Site, 820 Guy Street, Kelowna, BC V1Y 1H5.
- **Presence Requirement:** The holder of a selected bearer ticket must have been physically onsite at the event at the time that ticket number is selected and must come forward within the 15-minute claim window described below.

PRIZE DETAILS

- **Prize:** One (1) 14-karat white gold natural diamond tennis bracelet with 4.00 carats total weight of diamonds, SI clarity, G colour, valued at \$13,000.
- **Award of Prize:** The prize will be awarded in person at the event after the winning ticket has been validated and the winner has satisfied the eligibility and record-keeping requirements below. No fee will be charged to claim the prize.
- **Prize Distribution:** Because this is a physical, high-value prize and an onsite claim is required, the applicable distribution method is in-person delivery to the validated winner at the event. Internet distribution and mailing are not applicable to this raffle.
- **Substitution:** The prize must be accepted as awarded. No cash alternative or substitution will be made.

ELIGIBILITY

- **Age Restriction:** All participants, including ticket purchasers and prize claimants, must be 19 years of age or older. Identification may be requested to verify age and eligibility.
- **Geographic Restriction:** Tickets are sold only in person at the Heart of Gold gala in British Columbia. A purchaser must be physically present in British Columbia at the time of purchase.

- **Regulatory Ineligibility:** A member of the Kelowna General Hospital Foundation Board of Directors and any individual named in the licence application as an Officer Responsible may not participate in the raffle. An individual may not purchase a ticket while that individual is assisting in the operation of the raffle.
- **Additional Foundation Restriction:** As a Kelowna General Hospital Foundation house rule, Foundation executives and staff, and anyone sharing a residence with a Foundation board director, executive, or staff member, are also prohibited from purchasing tickets or winning the prize.

TICKET SALES, ERS AND PAYMENT

- **Approved Electronic Raffle System:** Ticket sales, ticket generation and distribution will be conducted using the IGCO-approved Raffle Nexus Electronic Raffle System (ERS) and Raffle Nexus raffle sales units. The approved Raffle Nexus platform will also be used for the electronic draw.
- **Payment Processing:** Ticket transactions will be recorded through the approved Raffle Nexus raffle sales units. Where electronic payment is used, payment will be processed through Global Payments. A ticket is not eligible for the draw until payment has been confirmed.
- **Bearer Tickets:** Each ticket issued by the ERS is a bearer ticket containing a unique draw number and validation information. No purchaser name or contact information is required to issue the bearer raffle ticket. The purchaser is responsible for retaining the ticket and presenting it if the ticket number is selected.
- **Sale Refusal:** The Licensee may refuse or stop a sale where the purchaser does not meet eligibility requirements, required age or identification cannot be established, payment cannot be completed, ticket sales have closed or sold out, or refusal is necessary to comply with the licence, these house rules or applicable law.
- **Final Sales:** Except for refunds available under the delayed, substitute draw or cancellation procedure below, or where otherwise required by IGCO or law, ticket sales are final once a ticket has been paid for and issued.

DRAW AND WINNER DETERMINATION

- **Method of Draw:** At 8:45 PM, the winning draw number will be selected using the approved Raffle Nexus ERS and its approved random number generator (RNG).
- **Eligible Entries:** Only valid, paid and non-void tickets issued by the 8:15 PM entry deadline will be included in the draw. Every eligible ticket has an equal chance of selection on the initial draw.
- **Winning Criteria:** There is one prize and one winning ticket. A ticket becomes the winning ticket only after its draw number has been selected, the bearer comes forward within the applicable claim window, the ticket is validated in the Raffle Nexus system, and the claimant is confirmed to be eligible.
- **Ties and Prize Splits:** The ERS assigns unique draw numbers, so a tie or prize split is not expected and the prize will not be divided. If a duplicate, ambiguous or otherwise invalid electronic result occurs, the draw will be paused and no prize will be awarded until the integrity of the ERS and ticket reconciliation has been confirmed. A new draw will then be conducted if required.

PRIZE CLAIM AND ADDITIONAL DRAWS

- **Announcement and Claim Window:** Each selected ticket number will be announced at the event. A 15-minute claim window begins when the selected number is announced. The claimant must have been physically onsite at the time of that draw and must present the valid bearer ticket to raffle staff within the 15-minute window.
- **Validation:** The ticket will be validated using its Raffle Nexus draw number, validation number or barcode. The claimant may be required to provide acceptable identification to establish age and eligibility.

- **Winner Records:** Before receiving the prize, the validated winner must provide their name, email or mailing address and telephone number and must sign an acknowledgement confirming receipt of the prize, as required for the Licensee's gaming records.
- **If No Claimant Comes Forward:** If no eligible bearer comes forward with the selected ticket within 15 minutes, that draw number will be recorded in the raffle records and an additional ticket number will be selected. The same claim and validation process will continue until an eligible winner comes forward. A previously selected number for which no eligible claimant came forward is not treated as an unrecorded or void draw.
- **No Post-Event Claim Period:** The 15-minute claim window is an onsite administrative claim period only. It does not create a post-event claim period and does not allow a person who was not present at the time of the applicable draw to claim the prize later.

DELAYED DRAW, SUBSTITUTE DRAW AND REFUNDS

- **ERS or Technical Issue:** If an ERS malfunction, service interruption or other circumstance prevents the scheduled draw or prevents immediate confirmation that all eligible sold tickets are properly reconciled, the draw will not proceed until the issue has been corrected and the integrity of the ticket reconciliation has been confirmed.
- **Delay on Event Night:** If the draw can lawfully be completed on September 12, 2026 after a necessary delay, attendees will be notified by announcement and the draw will occur as soon as the issue has been resolved and the required reconciliation has been completed.
- **Substitute Draw:** If the draw cannot be completed on September 12, 2026, the Kelowna General Hospital Foundation will notify IGCO and will conduct a substitute draw only on a date, at a time and at a location authorized under the gaming event licence or by IGCO. Notice of the substitute draw will be announced at the event where possible and posted at kghfoundation.com/heart-of-gold. The same bearer-ticket and presence requirements will apply unless IGCO authorizes a different procedure.
- **Refund Procedure:** If a substitute draw is required, a purchaser who does not wish to remain entered may request a refund before the substitute draw by contacting the Foundation at (250) 862-4438 or info@kghfoundation.com and presenting the valid bearer ticket. A refunded ticket will be voided and excluded from the substitute draw. If the raffle is cancelled and no substitute draw is conducted, valid ticket holders will be entitled to a refund using the same contact process. Refunds will be returned through the original payment method where practicable.

DISPUTES, COMPLAINTS AND OTHER ISSUES

- **Disputed Result or Ticket:** Any dispute concerning a ticket, eligibility, validation, ownership of a bearer ticket or a draw result will first be reviewed by the Licensee's Officer Responsible using the Raffle Nexus validation records, these house rules, the gaming event licence and applicable IGCO requirements. The prize may be withheld until the dispute is resolved.
- **Complaints:** Complaints may be directed to the Kelowna General Hospital Foundation at (250) 862-4438 or info@kghfoundation.com. Complaints about the conduct or management of the gaming event may also be submitted to IGCO.
- **Issues Not Covered:** Any issue not expressly covered by these house rules will be addressed by the Licensee in a fair and consistent manner and in accordance with the gaming event licence and applicable IGCO requirements.

PUBLIC DISCLOSURE AND PRIVACY

- **Winner Information:** Immediately following the completed draw, the winner's name, winning ticket number and prize won will be made available to the public at the event and, if requested, provided to an individual. The information may also be posted at kghfoundation.com/heart-of-gold.

- **Purchaser Information:** Because tickets are bearer tickets, a purchaser's name and contact information are not required to issue a ticket. Transaction and payment information may be processed by Raffle Nexus and Global Payments as necessary to complete and record the sale.
- **Winner Information for Gaming Records:** The Licensee is required to collect the validated winner's name and contact information and signature for its gaming records. Any use of the winner's photograph, city of residence or other information for additional promotional purposes will be subject to separate consent where required.

UNCLAIMED PRIZE

- Under the normal bearer-ticket procedure, additional ticket numbers will be selected until an eligible winner comes forward. If exceptional circumstances nevertheless result in the prize remaining unclaimed, the Foundation will retain and handle the prize in accordance with its house rules and the BC Licensed Charitable Gaming Event Terms and Conditions. The retention period will not exceed 90 days after the determination of the prize winner. If the prize remains unclaimed after that period, the prize or the cash equivalent of its fair market value will be used for another licensed draw conducted by the Foundation within 12 months of the licence period end date or, if the Foundation does not hold such a licensed gaming event within that period, will be donated within 12 months of the licence period end date to a charitable organization located in British Columbia that has a valid CRA registration and is not the Licensee.

GOVERNING RULES

- **Applicable Requirements:** This raffle will be conducted in accordance with BC Gaming Event Licence #175973, the approved ERS authorization/addendum, the Gaming Control Act and applicable regulations, and the current BC Licensed Charitable Gaming Event Terms and Conditions.
- **Conflict:** If there is any conflict between these house rules and the BC Licensed Charitable Gaming Event Terms and Conditions or a term of the gaming event licence, the applicable IGCO term or licence condition will prevail and must be followed.
- **Availability of Rules:** The gaming event licence and these house rules will be posted where raffle entries are sold and will be available at the event upon request.

LICENSEE

- Kelowna General Hospital Foundation

For raffle inquiries, contact (250) 862-4438 or info@kghfoundation.com. Winner information will be made available immediately following the completed draw as described above. Additional information may be posted at kghfoundation.com/heart-of-gold.