

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. The Foundation will designate and document the sequential ticket-number range used for this raffle, and no tickets outside the approved inventory will be sold or entered.
- **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, BEARER TICKETS AND PAYMENT

- **Manual Bearer Tickets:** The raffle will use commercially pre-printed, consecutively numbered, two-part physical bearer tickets rather than an Electronic Raffle System (ERS). Each ticket will detach into two parts that are identical in size, weight and shape.
- **Payment Processing:** Payment may be made by credit or debit card through a Moneris point-of-sale terminal, by cash in the exact amount. No change will be provided. A ticket will not be issued or entered in the draw until payment has been received or confirmed.
- **Ticket Issuance and Bearer Tickets:** Once payment is received, the physical ticket will be separated into its two matching parts. One part will be given to the purchaser, and the matching counterfoil will be retained by the ticket seller for inclusion in the draw. No purchaser name or contact information is required to issue the bearer ticket. The purchaser is responsible for retaining the ticket and presenting it to claim the prize if its matching counterfoil is selected.
- **Ticket Inventory Records:** The Foundation will maintain records of the ticket stock purchased for the raffle, the ticket numbers or ranges distributed to and returned by sellers, and all sold, unsold and voided tickets. The retained counterfoil for every valid, paid ticket will be included in the draw.
- **Lost, Stolen or Voided Tickets:** Any ticket or counterfoil in the Foundation's possession that is lost, stolen or voided will be recorded and excluded from the draw as required. Lost or stolen tickets will be reported to IGCO and handled in accordance with IGCO direction and applicable requirements.
- **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 ticket will be selected manually by drawing one retained counterfoil at random from the physical draw container. No computer, ERS or electronic random number generator will be used to determine the winner.
- **Eligible Entries:** Only valid, fully paid and non-void tickets issued by the 8:15 PM entry deadline will be eligible. Before the draw, the Foundation will reconcile sold, unsold and voided tickets and confirm that the retained counterfoil for every eligible ticket, and only eligible tickets, is in the draw container. Every eligible ticket has an equal chance of selection on the initial draw.
- **Draw Container and Mixing:** The retained counterfoils will be placed in a draw container that allows the tickets to circulate freely, is free of sticking points and can be sealed. Immediately before the draw, all counterfoils will be thoroughly and randomly mixed. Tickets will be drawn one at a time.
- **Person Drawing the Ticket:** The person making the draw will be at least 19 years old, will not own or share ownership of a ticket in the draw, will not wear jewelry or clothing on the arm reaching into the container from the elbow through the hand, and will not be able to see the printed information on tickets in the container.

- **Draw Witnesses:** The draw will be witnessed by at least two individuals who are not involved in drawing the ticket. Because the prize is valued at more than \$1,000 and the Foundation has a board of directors, at least one witness will be a Foundation board member or a proxy appointed by the board. The required draw and winner records will be signed by the applicable witnesses in accordance with IGCO requirements.
- **Winning Criteria:** There is one prize and one winning ticket. A ticket becomes the winning ticket only after its matching retained counterfoil has been selected, the bearer who was present onsite at the time of that draw comes forward within the applicable claim window, the bearer ticket matches the drawn counterfoil, and the claimant is confirmed to be eligible.
- **Ties and Prize Splits:** The prize will not be divided. Each entry will be uniquely identifiable by ticket number. If a drawn counterfoil or presented bearer ticket is damaged, ambiguous, duplicated or otherwise disputed, the draw will be paused and the issue will be reviewed under these house rules and applicable IGCO requirements before a prize is awarded or a further draw is conducted.

PRIZE CLAIM AND ADDITIONAL DRAWS

- **Announcement and Claim Window:** Each selected ticket number will be announced at the event and the drawn counterfoil will be exhibited to the witnesses and people attending the draw. 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 matching valid bearer ticket to raffle staff within the 15-minute window.
- **Validation:** The claimant's bearer ticket will be validated by matching its ticket number and colour to the drawn counterfoil and the Foundation's ticket reconciliation records. 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. The Foundation will record the date and time the draw began, and every counterfoil drawn, including any draw for which no eligible claimant came forward, and will obtain the witness signatures required by IGCO.
- **If No Claimant Comes Forward:** If no eligible bearer comes forward with the matching ticket within 15 minutes, the drawn counterfoil and its number will be recorded and will not be returned to the draw container. The remaining tickets will be mixed as required and an additional counterfoil will be selected. This process will continue until an eligible winner comes forward.
- **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

- **Operational or Reconciliation Issue:** If a payment, ticket inventory, reconciliation, draw-container, lost/stolen-ticket or other issue prevents the Foundation from confirming the integrity of the draw, the draw will not proceed until the issue has been resolved and the Foundation is satisfied that only eligible, fully paid ticket counterfoils are included. Where required, the Foundation will contact IGCO for direction.
- **Delay on Event Night:** If a delay can be resolved and the draw can lawfully be completed at the licensed location on September 12, 2026, attendees will be notified by announcement, and the draw will occur as soon as the required reconciliation and other controls have been completed.
- **Substitute Draw:** If the draw cannot be completed on September 12, 2026, the Foundation will notify IGCO. Any substitute draw will take place only on a date, at a time, at a location and using a claim procedure authorized under the gaming event licence, an approved amendment or other IGCO direction. Notice will be announced at the event where possible and posted at kghfoundation.com/heart-of-gold as soon as the authorized substitute-draw details are known.

- **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. The corresponding ticket number 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 physical ticket and counterfoil, ticket inventory and reconciliation records, payment 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. Use of the winner's name and photo may be requested by European Goldsmith for use on their social media channels.
- **Purchaser Information:** Because tickets are bearer tickets, a purchaser's name and contact information are not required to issue a ticket. Card transaction and payment information may be processed by Moneris and applicable payment processors as necessary to complete and record the payment; this payment processing is separate from the physical raffle ticket and manual draw process.
- **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

- **Bearer-Ticket and Unclaimed-Prize Procedure:** For this single-day bearer-ticket raffle, additional counterfoils will be drawn until an eligible winner comes forward. If exceptional circumstances nevertheless result in an awarded prize remaining unclaimed, the Foundation will retain and handle the prize in accordance with these house rules and the BC Licensed Charitable Gaming Event Terms & 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 and any approved amendments, the Gaming Control Act and applicable regulations, including the Gaming Events Regulation and the Lottery Scheme Marketing, Advertising and Promotion Regulation, and the current BC Licensed Charitable Gaming Event Terms & 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 any amendments, 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.