



FAQs

Q: What payment forms are acceptable for tickets?

A: *Cash and debit cards. Credit cards and cheques are not permitted*



FAQs

Q: Can customers remove the tickets from the container?

A: *No. Only your employees or volunteers may remove the tickets from the container.*



FAQs

Q: What do I do with the winning tickets?

A: *Once you have verified the ticket is a winner, pay the player the amount identified on the ticket in cash or more tickets and retain the winning ticket from the player. Punch a hole through the winning ticket.*



Continued

- *You must retain all winning tickets, with the exception of the \$1 winning tickets which may be destroyed by tearing them in half.*
- *Your organization may choose to hold onto all winning tickets (including \$1) for reconciliation purposes.*
- *All winning tickets (except \$1 winners) must be held for 90 days after the end of each reporting period.*



FAQs

Q: How old must customers be to purchase Break Open Tickets?

A: *Customers must be 18 years of age to purchase tickets.*



FAQs

Q: Do staff or volunteers have to be 18 years of age or over to sell the tickets?

A: *No. Staff or volunteers do not have to be over 18 years to sell the tickets.*



FAQs

Q: Customers may ask how many of the top prize winners (ie \$200, \$100, etc.) remain in the container. Am I allowed to reveal this information?

A: *No. The Alcohol and Gaming Commission of Ontario prohibits the sharing of this information.*



FAQs

Q: Can staff or volunteers purchase the tickets?

A: *The licensee shall ensure that no person directly involved in or responsible for the conduct of the lottery event or involved in the sale of break open tickets shall purchase any break open tickets or participate in the game which he or she is assisting to conduct*