

Canucks Tickets 2013-2014 Fundraiser
Volunteer Resources, Vancouver Acute & Residential Services

****PLEASE READ CAREFULLY****

See attached FAQ's for related details/explanations.

1. **FAXED order forms ONLY.** No exceptions. **FAX to 604-875-5425.**
2. Orders will be **randomly drawn** starting **16:00 (4:00pm), Sept. 12, 2013.** Tickets will be assigned based on your preference until all tickets have been distributed. See FAQ #10.
3. **Ticket limits** (See FAQ #7):
 - 'Regular Season' (non-premium) Games **maximum of 6 tickets** per person per game.
 - 'Premium' and 'Premium+' Games **maximum of 4 tickets** per person /game. (See FAQ #8)
 - It is **very important** that you indicate on your order form the **total** number of tickets you wish to purchase for the season (all games combined). (See FAQ #9)
4. Tickets must be paid for in full **before** they are picked up. Be sure to read the details in your confirmation email.
5. **Credit Card payment is strongly preferred.** Credit card information that you provide below to pay for the tickets must belong to the employee ordering the tickets.
6. To pay in person (credit, debit, cash, cheque) you will need to go to the **VGH Cashiers office in person within 24 hrs of notification of your ticket assignment** (or the next business day, during their regular hours of operation).
7. Initial **ticket pick-up dates** are yet to be determined.
 - You may assign a designate on your order form that can pick them up. Only tickets that have been paid for will be available for pick up.
 - If you have not assigned a designate, only you will be able to pick them up.
8. Everyone picking up tickets **must have photo ID** (such as drivers licence) with their first and last name on it. **VCH photo ID is not sufficient** because it does not include a last name.
9. You **must provide an email address and daytime phone** number (where you can be reached whether you are working or not); please ensure they are both printed clearly. During the ticket assignment process you may be contacted by phone and/or email to clarify your order. Please check your emails/voicemails frequently.

SORRY,
NO REFUNDS, NO RETURNS,
AND NO EXCHANGES ON THE TICKETS

VCH Volunteer Resources Official Canucks Tickets Order Form 2013-2014 Season

By 1600 hrs (4:00pm) THURSDAY, SEPTEMBER 12, 2013 --FAX THIS PAGE ONLY to 604-875-5425

Your Name: _____ Dept & Site: _____

E-mail: _____ Daytime & Alternate #: _____

YES, I give permission for _____ to pick up my tickets (see FAQ#22).
PRINT first & last name (your delegate must bring photo ID)

Order of Preference (1-12)	Date	Game Time	Pre-Season = PS Regular Game = R Premium Game = P Premium Plus = P+	Price / Ticket (Upper Bowl II)	# of tickets	OFFICE USE ONLY
	Wed., Sep. 18, 2013	7:00pm	Edmonton PS	\$55		
	Thu., Sep., 26, 2013	7:00pm	NY Rangers PS	\$55		
	Tue., Oct., 08, 2013	7:00pm	New Jersey P	\$99		
	Sat., Oct. 12, 2013	7:00pm	Montreal P+	\$122		
	Mon., Oct. 28, 2013	7:00pm	Washington P+	\$122		
	Thu., Nov. 14, 2013	7:00pm	San Jose R	\$86		
	Tue., Nov. 19, 2013	7:00pm	Florida R	\$86		
	Sat., Nov. 23, 2013	7:00pm	Chicago P+	\$122		
	Fri., Dec. 06, 2013	7:00pm	Phoenix R	\$86		
	Mon., Dec. 09, 2013	7:00pm	Carolina R	\$86		
	Fri., Dec. 13, 2013	6:00pm	Edmonton P	\$99		
	Sun., Dec. 22, 2013	5:00pm	Winnipeg P+	\$122		
	Wed., Jan. 01, 2014	7:00pm	Tampa Bay R	\$86		
	Tue., Jan. 07, 2014	7:00pm	Pittsburgh P+	\$122		
	Thu., Jan. 23, 2014	7:00pm	Nashville R	\$86		
	Sun., Jan. 26, 2014	5:00pm	Phoenix R	\$86		
	Wed., Feb. 26, 2014	7:30pm	St. Louis R	\$86		
	Sat., Mar. 08, 2014	7:00pm	Calgary P	\$99		
	Mon, Mar. 10, 2014	7:00pm	NY Islanders R	\$86		
	Sat., Mar. 29, 2014	7:00pm	Anaheim P	\$99		
	Sat., Apr 05, 2014	7:00pm	Los Angeles P+	\$122		
	Thu., Apr. 10, 2014	7:00pm	Colorado R	\$86		
					OFFICE USE ONLY	

Q: What is the TOTAL number of tickets you wish to purchase for the SEASON? A: _____

Credit Card (circle)	Exp Date (MM/YY)	Credit Card Number
Visa	___ / ___	____ - ____ - ____ - ____
Mastercard	___ / ___	____ - ____ - ____ - ____
Name on Credit Card (please print)		
Authorized Signature		_____

(Office Use Only) Date order filled: _____ Total Amount Due: _____

Canucks Tickets 2013-2014 Season

Frequently Asked Questions & Other Important Information

- 1. I don't have access to a fax machine. Can I email, mail, or hand deliver my form?**
No, due to the overwhelming demand for tickets and limited Volunteer Resource staffing we are only able to accept FAXED orders.
- 2. What if the fax number is always busy?**
Send your fax in the late afternoon, evening, or early morning. During our regular business hours the fax is used for non-fundraising purposes as well.
- 3. How will I know that you received my fax?**
When you send the fax, it is your responsibility to check that the number you faxed it to is correct and that it went through successfully. Unfortunately, due to the high volume of faxes and the regular day-to-day work Volunteer Resources is doing, we cannot take calls to confirm that your fax is received. Please do not send your fax more than once. Duplicate faxes do not increase your chance of being drawn for tickets as duplicate faxes are removed.
- 4. What do you mean that the ticket orders will be 'randomly drawn'?**
*We mean that it does not matter in what order your fax is received by us, as long as we get your ticket order form before **4:00pm, Sept. 12, 2013.** From all of the faxes (duplicates are removed), we will then randomly select completed ticket order forms and assign tickets until all tickets are sold.*
- 5. How will I know if I am getting tickets this year?**
You will receive a Ticket Order Confirmation Email if your order was randomly drawn and have been assigned tickets. We try to have the majority of tickets assigned within the first two weeks, but due to volume and the complex process of assigning tickets, it may take a bit longer.
- 6. How can I increase my odds that I get tickets?**
After we randomly draw your order, you increase the likelihood of tickets still being available if you request the single or odd number of tickets, and/or regular season (non-premium) games. Premium and Premium+ games often sell out first.
- 7. Why are there ticket limits?**
*One reason is to help ensure that the majority of people who want tickets get them. Also, our seat assignments dictate the maximum number of people that can be seated together in a group. Our seats change each year and so may our ticket limits. The maximum number of seats in a row is **13.***
- 8. What is the difference between a 'regular season' game, a 'premium' game and a 'premium +' game?**
The Canucks usually identify some of their games as 'Premium' or 'Premium+' games and they charge a higher price for those games. We set different ticket prices and ticket limits accordingly.
- 9. What do you mean by "What is the TOTAL number of tickets you wish to purchase for the SEASON?"**
We need to know how many tickets in total you want to purchase for the whole season. For example, although you have ranked all the games from 1-12 and you have marked how many tickets for each game you want, we need to know when to stop assigning you tickets. Otherwise, we assign tickets in your order of preference for as many games that we have remaining (up to the ticket limits).

- 10. How will I know if you are still assigning tickets or what tickets are left?**
*You can call 604-875-5277 and listen to the **recorded** message. We will update it regularly to let you know where we are at with the ticket process and what tickets are still available after all orders are filled. Or email vhvolunteer@vch.ca with **Canuck Ticket Question** in the subject line.*
- 11. What if I miss the deadline for submitting my order form?**
We had a very short deadline this year so please continue to send in your order form after this date. If your fax is received after the initial deadline we will still consider it but it will be after all other ticket orders have been randomly drawn. Last year we were able to still fill most of these late ticket orders with the remaining tickets/games.
- 12. Do I have to provide an email address AND a phone number on the order form?**
*Yes, please. The email address will be used for notification of your tickets and other important related information. Be sure to check your email frequently. We are also asking for a daytime & alternate (eve/weekend) number that you can be reached at in case we need to reach you more quickly, to clarify your order or for payment issues, for example. **During the first two weeks we will be assigning tickets over the weekend and in the early evening as well.*
- 13. Why can't I pay for the tickets using my friend's credit card? I am getting the tickets for them.**
Only the credit card holder whose name is on the card can make a credit card purchase. No exceptions. If you don't have a credit card, you can pay by cheque, cash, or debit.
- 14. Where is the VGH Cashiers Office and what are their hours?**
They are located in CP, 1st floor, along the hallway that connects CP to JP. Look for the "Patient Accounts" sign. Cashiers Office Hours are 8:30-4:30 pm (Monday to Friday excluding statutory holidays). Their phone # 604-875-4068.
- 15. What if I don't want to pay with a credit card?**
You can pay with cash, cheque or debit at the VGH Cashier's office. You must go in person during their regular hours of operation. You may also call in your credit card number over the phone.
- 16. What if I can't get to the VGH Cashiers Office within 24 hours of finding out I have tickets?**
If the tickets are not paid for within 24 hours (or the next business day), Volunteer Resources has the right to re-assign them.
- 17. What if the Cashiers Office has problems processing my credit card?**
If there is a problem processing your payment the Cashier Office staff will attempt to contact you right away. It is your responsibility to ensure you are able to respond in a timely manner. Unpaid tickets will be re-assigned by Volunteer Resources.
- 18. Why can't I pay for my tickets and then pick them up right away?**
We need to ensure the payment has cleared, to organize and label your tickets, and to get them over to the pick up location. Be sure to read your Confirmation Email for details specific to your order.
- 19. Will the tickets I get be seated together?**
Yes. Unless you indicate it is okay to have them split up in order to fill your order.
- 20. Can I buy single tickets or an odd number of tickets?**
Yes, this year we have singles/odd number groups available for all of our games.

21. Where do I pick up my tickets?

Once you have received a Ticket Order Confirmation email with your specific pick up date, they will be available at the VGH Volunteer Resources Office located in the Doctor's Residence, 2775 Heather St (corner of 12th Ave) on the 1st Floor, Room 104a. Please don't show up for your tickets prior to the date/time listed in your Confirmation email as your tickets will not be available.

22. Can someone else pick up my tickets for me?

Only if you have provided us with their name on your original ticket Order Form. They must also bring photo ID that has both their first and last name on it. The name must match the one you provided us. This is for your own security to ensure you get the tickets you paid for.

23. Why do I need to bring non-VCH photo ID?

Everyone picking up tickets (you or your designate) must bring valid photo ID such as a driver's licence that has both a first and last name on it that matches the information you provided us on the original ticket order form. VCH photo ID is not sufficient.

24. Where are the seats located?

*This year we have **Upper Bowl II seats: section 320, row 15, seats 101 to 113, section 321, row 13, seats 1 to 10 and 109 and 110, and section 321 row 14, seats 1 to 11 and 101 to 110.** Alcohol is permitted in these seats.*

25. What is included in the ticket price?

What you pay covers the purchase price of the ticket (what Volunteer Resources paid for it), plus applicable taxes. We continue to offer these tickets to you at a price that is below the "Single Game" ticket prices, as set by the Canucks, and made available through Ticketmaster (subject to availability). By selling these tickets, Volunteer Resources raises funds to support our services – including comforts and clothing for patients and recognition of our volunteers.

26. I work at a VCH site but I am now part of another Health Authority (PHSA, FHA, HSSBC etc). Can I get tickets?

Yes, you can still send in a Ticket Order form. But remember, you need to pay at the VGH cashiers office (if you don't provide credit card information) and you (or a delegate) will need to pick up your tickets at VGH (see FAQ#21).

27. I have a question that has not been answered in this FAQ. Who do I contact?

Start by calling 604-875-5277 and listen to the recorded message. We will update it regularly to let you know where we are at with the ticket process.

*If your question still has not been answered, email VHVolunteer@vch.ca with the subject line: **Canuck Ticket Question** Someone will get back to you promptly (usually within 24 hours).*

(Please do not email your order form to this email address. It will not be included in the selection process.)

Thank you again for your ongoing support for
VOLUNTEER RESOURCES
Vancouver Acute & Residential Services