



# Walk FOR Arthritis

## 2019 ONTARIO INCENTIVE PRIZING PROGRAM

Fundraising Achievement	E-Gift Card
\$1,000	\$50
\$1,500	\$75
\$2,000	\$100
\$5,000	\$250

Retailers offered at each level:



- Participants qualify for the highest level reached. Levels are not cumulative and participants will only receive one prize.
- Surveys will be sent to all participants that qualify, once online and offline funds have been confirmed. All efforts will be made to deploy the survey to qualifying participants by the end of July.
- All efforts will be made to insure your e-gift card is received within 4 weeks of completing the survey.
- Only funds collected on or before Event Day will count towards your fundraising total for the Incentive Program.
- Team donations do not count towards your fundraising total for the Incentive Program and they are not eligible for prizes.
- The Ontario Incentive program will close at 11:59pm on Monday, September 2, 2019. Prizes to be redeemed prior to the close date.

## FREQUENTLY ASKED QUESTIONS

### What are the Incentive Prize levels?

All Walk for Arthritis participants who individually raise \$1000 or more are eligible to receive an Incentive Prize. Please see the Incentive Prize grid for details on the levels and prizes.

### How do I qualify for Incentive Prizes?

All Walk for Arthritis participants who individually raise \$1000 or more are eligible to receive an Incentive Prize. Participants who meet the Incentive Prize requirements must submit all fundraising dollars to the Arthritis Society prior to or on Event Day, Sunday, June 2, 2019 in order to qualify for an Incentive Prize. Funds received on or prior to June 2 will count towards your incentive level.

### When can I redeem my rewards?

Questionnaires for redemption will be sent to qualifying participants in July. If you do not receive a questionnaire and feel as though you should have, please contact [incentives@arthritis.ca](mailto:incentives@arthritis.ca). All fundraising dollars and forms must be received by the Arthritis Society prior to or on Event Day, Sunday, June 2, 2019 in order to qualify for the Incentive Prize program.

### When do I need to redeem by?

Incentive Prizes must be redeemed prior to the program closure at 11:59pm EST on Monday, September 2, 2019. Please keep this date in mind, as redemption will not be possible after the program has closed.

### Can I change my Incentive Prizes order after it has been placed?

Once your questionnaire has been submitted changes cannot be made. Please ensure you have chosen the Incentive Prize that best suits you.

The Arthritis Society: [incentives@arthritis.ca](mailto:incentives@arthritis.ca)

Hours of Operation: 9 a.m. to 5 p.m. EST.

### Is my Incentive Prize level transferable to another year or participant?

The Incentive Prize level reached individually cannot be transferred to another participant. Qualifying participants must redeem their Incentive Prizes prior to the program closure at 11:59pm EST on Monday, September 2, 2019.

### Does my team fundraising total count towards the Incentive Prizes program?

Incentive Prizes are awarded for an individual's fundraising efforts. Team fundraising totals are not eligible for Incentive Prizes, as they do not count towards an individual's fundraising total.

### What prizing is available?

Available prizes include a choice of e-gift card from one of the following retailers: Amazon, Esso, Indigo, Ultimate Dining or Tim Hortons.

### What if I do not wish to receive prizes from the Arthritis Society?

Individuals can select "Donate back to the Arthritis Society" when completing the Incentive Prize Questionnaire.

### If I opt out of receiving an Incentive Prize and select to "Donate back to the Arthritis Society," can I receive a tax receipt?

As a monetary donation is not being made to the Arthritis Society when you "Donate back to the Arthritis Society" we are unable to issue a tax receipt for the prize amount.

### How will I know if I qualify for Incentive Prizes?

Participants who raise \$1000 or more will qualify for the Ontario Incentive program. Once all donation forms have been processed, participants who are eligible for the Incentive Prize program will be notified by email that the Incentive Prize program questionnaire is open for redemption.

## How do I redeem my Incentive Prizes?

1. Watch your email inbox in July for the Incentive Program Questionnaire.
2. Fill out the short questionnaire and make sure you select the prize you are eligible for.
3. Submit the Questionnaire and your item will be emailed to you within 4 weeks of redemption.

PLEASE NOTE: Any items purchased with a gift card online may incur shipping charges. These policies are that of the merchant and therefore any costs incurred are that of the participant, not the Arthritis Society.

## How do I redeem my Incentive Prize if I don't have internet access and/or an email address?

We'd be happy to help, please contact the Arthritis Society at [incentives@arthritis.ca](mailto:incentives@arthritis.ca).

## Why can't I exchange my Incentive Prize?

Incentive Prizes are supplied to the Walk for Arthritis from various vendors and sponsors based on the orders that we place. The size of the order we place is based on the incentive prize selected by our participants. Thus, we order a very specific and limited quantity of each item. Because of this we cannot offer exchanges or redeemed items.

## Can I change my details after I have placed my order?

Once your order has been placed the email address cannot be changed. The e-gift card will be delivered to the provided email address; if this e-gift card is not successfully received, please remember to check your junk/ spam folders.

## How will I know when my Incentive Prize has arrived?

E-gift cards will be emailed to the address provided within 4 weeks of the order date.

## What is the return policy?

Once e-gift card is selected in the Incentive Prize Program Questionnaire it may not be returned for another item. There are no other provisions for returns to keep costs to the Arthritis Society at a minimum.

## I did not receive my Incentive Prize. What should I do?

Please contact us by email at [incentives@arthritis.ca](mailto:incentives@arthritis.ca).