

2018 ONTARIO INCENTIVE PRIZING PROGRAM

Incentive Level	Gift Card
\$250	\$15
\$500	\$25
\$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.
- You should receive your prize 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 prize.
- The program will close at 11:59pm on Monday, September 3, 2018. Please make sure you redeem your prize prior to that date.

FREQUENTLY ASKED QUESTIONS

What are the Incentive Prize levels?

All Walk for Arthritis participants who individually raise \$250 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 \$250 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 3, 2018 in order to qualify for an Incentive Prize. Funds received on or prior to June 3 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. All fundraising dollars and forms must be received by the Arthritis Society prior to or on Event Day, Sunday, June 3, 2018 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 3, 2018. Please keep this date in mind, as redemption will not be possible after the program has closed.

If redeeming Incentive Prizes offline, participants will be contacted by our staff prior to the program closure date of Monday, September 3, 2018 from 9:00 a.m. to 5:00 p.m. EST. If you have an inquiry or would like to update your contact information to include an email address please reach out to us as per below:

The Arthritis Society: 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 3, 2018.

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?

A list of available prizes can be found above on the Incentive Prize page.

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

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

If I opt out of receiving an Incentive Prize and select to "Give 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 "Give back to the Arthritis Society" we are unable to issue a tax receipt for the prize amount.

Is the prizing donated or do you pay for these products?

The items in the Incentive Prize program are both provided by sponsors and purchased at a discount. Incentive Prizes are a small token of our appreciation for all the hard work Walk for Arthritis participants do to support the Arthritis Society.

Some prizes are used by participants to further fundraise, while others enjoy the items themselves in recognition of all their hard work. Please consider your incentive prize a memento for your continued participation & support in the Walk for Arthritis.

How will I know if I qualify for Incentive Prizes?

Once all donation forms have been processed, participants who are eligible for the Incentive Prize program will be notified by email or phone 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.

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.

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 item will be delivered to the provided email address; if this item is not successfully received, please remember to check your junk/spam folders.

How will I know when my Incentive Prize has arrived?

Gift cards will be emailed to the address provided within 4 weeks of the order date.

What is the return policy?

Once an item 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.