



MEMBERSHIP - FREQUENTLY ASKED QUESTIONS

What is the Princess Margaret Home Lottery Membership Program?

Members are valued supporters of the Princess Margaret Home Lottery who pre-register their ticket order preferences for future licensed lotteries.

What are the advantages of becoming a Princess Margaret Home Lottery Member?

Convenience, Choice & Never Miss a Draw!

Princess Margaret Home Lotteries have a history of selling out quickly. Become a member and you will automatically be ticketed for each new licensed lottery and be eligible for all prize draws. Membership sign-up is easy, convenient and your order can be cancelled, paused or changed at any time.

How do I become a Member of the Princess Margaret Cancer Centre Home Lottery?

Becoming a Member is easy. Just click YES (when prompted) for **membership** when you place your fall 2018 Home Lottery ticket order. You can then pre-register your ticket preference for future lotteries.

How much does it cost to become a Member?

There is no joining fee to become a Member and you can make changes to your Membership details at any time. No payment is required today. You will be notified prior to any charges being made to your credit card for the next licensed Home Lottery.

How many Princess Margaret Cancer Centre Home Lotteries are there?

There are two Princess Margaret Cancer Centre Home Lottery programs each calendar year.

Am I given prior notice before my credit card is charged, and tickets are allocated to me?

Yes. All Members receive notice approximately two weeks before their credit card is charged, and tickets are allocated. Members may amend their ticket order, credit card and personal details during this period, if required.

How do Members receive their tickets?

All Members with an eligible email address will receive their tickets by email within 3-4 business days of their credit card being charged.

For all Members without an email address, tickets will be sent via Canada Post within 7 - 10 business days of their credit card being charged.

Can I get a refund on my Membership order?

All requests for refunds will be honoured as long as the method of payment has been verified and the corresponding ticket(s) have not already been included in any prize draws.

How do I update my Membership details?

You may update your Membership details at any time by calling Customer Service at 1-800-542-8813 or by emailing pmhlottery@deloitte.ca.

Can I cancel my Membership?

You may cancel your Membership at any time by calling Deloitte at 1-800-542-8813 or by emailing pmhlottery@deloitte.ca.