



Smilezone 24 Hour Hockey FAQs

Registration:

• How do I register?

- Take your first step right now: Register online using the team name and password your team captain provided you! Once your transaction is complete, you will receive a confirmation email and will be able to login to your participant centre. See below for full instructions on how to join a team!

• How does someone register on my team?

- When you invite an individual to register on to your team, you must first provide them with your Team Name and password (if your team is password protected). When the individual goes to register, they must choose the 'Join A Team' option, then enter the Team Name they've been provided into the profile field labeled 'Team Name'. When they finish filling out the rest of the registration form and click 'Submit' they will automatically be added to your team roster. If you are having difficulty registering an individual onto your team, please call the Smilezone Office at [905-951-2978 ext 312](tel:905-951-2978). They will be able to provide you with your team name, add a player to your team manually and help with any other questions you need answered.

• What is the minimum age for participation?

- The minimum age required to participate in the Smilezone 24 Hour Hockey Tournament is 16, however we do suggest that all participants in the tournament are capable of contributing to the team fundraising goal and have the ability to put down their credit card information if the team does not reach their goal. Please note that all participants under the age of 18 require a parent/guardian signature.

• What do I do next?

- Log in to the Participant Centre using the button at the top right of this page to set up your Personal Page and start reaching out for support. Need help? Not sure where to start? We can help! Email us at hockey@smilezone.com!

• What is the minimum amount of players I can have on my team?

- There is no minimum, however because your team will be playing 5 games over 24 hours we recommend having a minimum of 12 skaters and one goalie. If you would like to have more than 15 players on your team because not all of your players can make all of the games, please note that there will only be 15 jerseys provided.

• When is the deadline for registration?

- The final deadline for registration will be March 30th, 2018. Please note that all of our teams are filled on a first come first basis, and in order to register a team your team captain must confirm their spot with Smilezone. If you have any questions or concerns please call the Smilezone Office [905-951-2978 ext 312](tel:905-951-2978)



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Fundraising:

- **How much does my team need to raise to play in the Smilezone 24 Hour Hockey Tournament?**
 - Each 12-15 person team will be required to raise a minimum of \$9,000, collectively. We encourage all players to contribute to this minimum equally and raise their share of the funds – a team works best when all players are contributing!
- **What is the minimum I need to raise to participate?**
 - All individuals who participate on a team must raise a minimum of \$150, regardless of their team's final total to be eligible to play.
- **How will I raise the individual participant minimum and team minimum?**
 - You can do it and we're here to help. Call us at [905-951-2978 x 312](tel:905-951-2978) or visit the fundraising page for ideas on how to get started!
- **What happens if a teammate/ our team does not fundraise enough?**
 - If a team has not reached the overall team minimum by the fundraising cut-off date (Saturday April 28th, 2018 at 10:00am), they will be able to make a delayed donation. A delayed donation is a commitment by each player on a team to continue fundraising after the event until they've contributed the balance needed to help their team reach the Team Minimum. This is tracked by having each player provide their Credit Card information so that, if the team were still short come the delayed donation deadline (June 1st, 2018), the remaining amount would be charged, divided equally amongst the team.
- **How can someone donate online?**
 - Donating to an individual or team online is easy! Go to the www.24hourhockey.com website, click on the "Donate" button in the top right corner and select "Individual", "Team" or "Event". From there you can search the player or team you want to donate to. If you have any problems call us at [905-951-2978 x 312](tel:905-951-2978)
- **Can I receive cash donations? How can they be applied to my fundraising total?**
 - Cash donations are accepted and can be applied to your fundraising total by adding them in your participant centre as an "Offline Donation" or by emailing hockey@smilezone.com to have your cash donation applied to your fundraising total. At registration you will be required to provide the cash before hitting the ice.

If the donor requires a tax receipt please make sure you also provide their full name, address and email address and Smilezone will email them their receipt.



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• How do I donate my mail / in person?

- If you would like to donate by mail you can easily do so by sending a cheque to the Smilezone Office. If sending a cheque in the mail please put “24 Hour Hockey” and your name in the cheque memo. If there isn’t the option of including details on the cheque memo, please send us a quick email to let us know that you will be sending a cheque by using the hockey@smilezone.com email address. Once we’ve received the cheque in the office we will apply it to your fundraising goal. The Smilezone mailing address is:

Smilezone Foundation – Attn: Jennifer Kouroupis
557 Chartwell Road, Oakville ON L6J 4A8

If donating in person at the tournament or at the Smilezone office please let us know.

If the donor requires a tax receipt please make sure you also provide their full name, address and email address and Smilezone will email them their receipt.

Teams

• How do I change my team name, team goal and team page content?

- Only team captains are able to change the team name, goal or team page content. They can do so by logging into their participant page and editing the details or by emailing the Smilezone Office using the hockey@smilezone.com email.

• How do I see who is on my team?

- Unfortunately there is no way to view participants on the team page, however your team captain and the Smilezone office will know so please reach out and ask!

• Can a company form a team?

- Absolutely! If your company would like to register a team in the tournament please reach out to Jennifer Kouroupis and she can go over the details with you if there is space in the tournament!

• I'm the team captain, how can I see what everyone has raised on my team?

- Team captains will be sent a bi-weekly report (or report upon request) of their current team fundraising status.

• Should we bring our own jerseys, or will they be supplied?

- All players in the Smilezone tournament will be provided with a Team Jersey and socks. If you need a specific size please let us know by emailing hockey@smilezone.com



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Your Participant Centre & Personal Page

- **What is the participant centre?**
 - The participant centre is available to all participants by going to the www.24hourhockey.com website and logging in using your username and password. Without the participant centre you will find your personal page and fundraising tools. You can use the email and social tools to share the event and solicit donations from your friends and family!
- **What is a personal page?**
 - You can find your personal page once logging in to the participant centre. You are free to personalize your page with pictures and details about why the Smilezone tournament is important to you!
- **How will people find my personal page?**
 - Once you have logged in to your personal page you can use any of the social share buttons or use the URL to share with your friends and family.
- **What do I do if I forget my username and password?**
 - When you attempt to login you can use the password recovery options. If for whatever reason those do not work, you can email hockey@smilezone.com or call the Smilezone Office at [905-951-2978 x 312](tel:905-951-2978) and someone will get back to you shortly!

Impact

- **Where do my fundraising dollars go?**
 - All of the funds raised at the Smilezone 24 Hour Hockey Tournament go directly to Smilezone installations across Ontario. To find more about our completed Zones you can visit www.smilezone.com
- **How does Smilezone impact the community?**
 - Thousands of children and families access our Zones on a daily basis, bringing smiles to their faces every time they walk through the door. As of December 2017, the Foundation will have transformed 169 Zones across local Ontario communities! Reaching this incredible milestone was made possible by the generous financial support of individual donors, partner organizations, and corporate supporters. In 2018, we hope to continue our fast-paced growth and expand to more communities across Canada, with over 100 Zone applications still waiting.
- **What fundraising impact has the Smilezone 24 Hour Hockey Tournament had?**
 - The Smilezone 24 Hour Hockey Tournament has raised over \$350,000 since its inception in 2015.