



2018
50/50 Raffle
Orientation Manual



The Detroit Tigers organization, its owners, management, players and coaches are committed to providing a caring, enduring presence in the greater Detroit community and believe in the need to invest in our community's future. The Club's official charity, the Detroit Tigers Foundation was established in 2005 as an affiliate of Ilitch Charities with the mission of enhancing lives through the game of baseball with a focus on youth, education and recreation. From youth baseball programs and field renovation projects to a State-wide anti-bullying program, the Foundation aids in the development and funding of innovative programs that reach Tigers fans with positive messages and promote the good citizenship embodied in the storied history of the Detroit Tigers. Since its inception, the award-winning Foundation has awarded over \$20 million in grants, Tigers tickets and college scholarships throughout the State of Michigan, northern Ohio and southern Ontario, Canada.



The 50/50 raffle program was developed in 2008 in an effort to create awareness, and raise funds in partnership with select local charities while enjoying an evening at Comerica Park. Through the 2017 season nearly \$2.8 million has been split between local charitable organizations and lucky winners!

DRESS CODE:

The night of the raffle, you will be representing your charitable organization, as well as the Detroit Tigers, so please dress neatly and appropriately. We encourage the following dress attire:

- Khaki or denim jeans / shorts
- Detroit Tigers logo attire
- Non-profit logo attire
- A cap with a logo may only be worn if it features the Detroit Tigers logo
- Comfortable walking shoes
- Volunteers must be 18 or older and bring Photo ID

You will be provided with a uniformed apron to wear during the raffle. The apron helps guests to identify you as a 50/50 raffle ticket volunteer. It must be worn **at all times** while volunteering and must be returned at conclusion of the raffle.


You will be provided a numbered Detroit Tigers 50/50 raffle ID badge that must be worn **at all times** while volunteering. Each volunteer will be responsible for returning the assigned badge; in the case that badges are not returned, your organization will be charged \$15 per missing badge that will be deducted from the proceeds earned by the charity.

ARRIVAL & PARKING

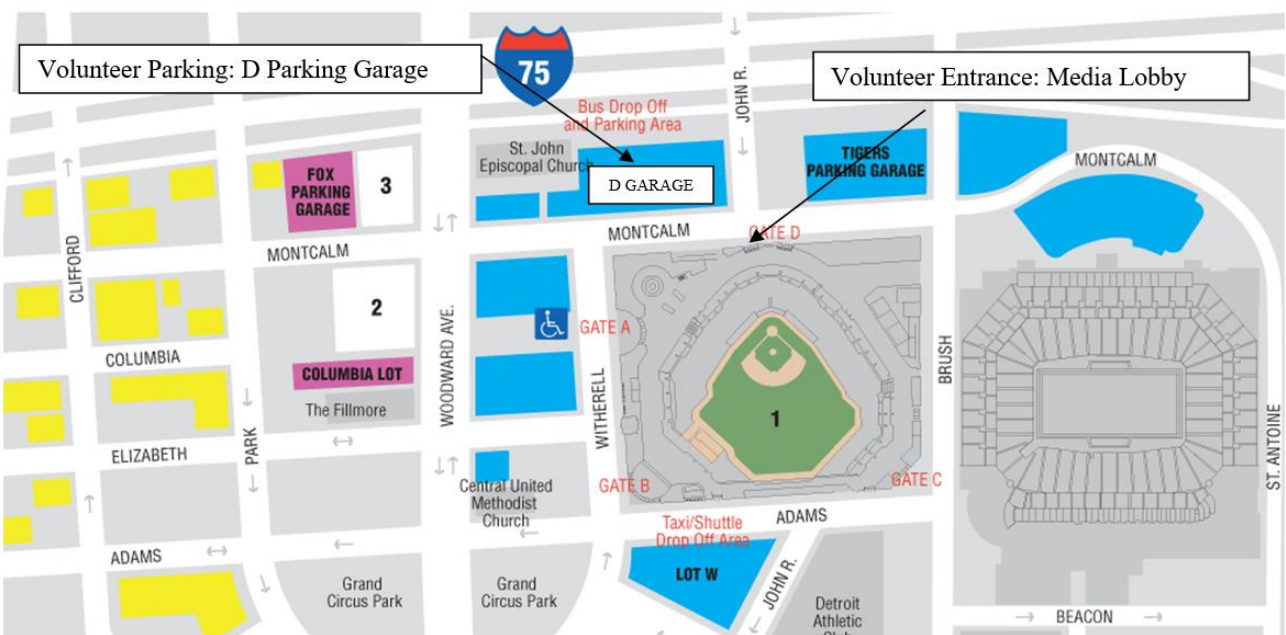
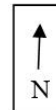
- Volunteers must arrive at Comerica Park **two and a half (2.5) hours before game time**, unless directed otherwise by the Detroit Tigers Foundation.

1:10 pm Game	4:05 or 4:10 pm Game	6:10 pm Game	7:10 or 7:15 pm Game
Arrival at 10:30 am	Arrival at 1:30 pm	Arrival at 3:30 pm	Arrival at 4:30 pm

- Parking for 50/50 Raffle Volunteers is available in the new D Garage (parking structure between Woodward Avenue and John R Street – see MAP below / pull in off I-75 Service Drive). Space is limited, so volunteers are encouraged to carpool.
- Parking is complimentary for Detroit Tigers Foundation 50/50 raffle volunteers. **NEW: Volunteers will receive a QR Code prior to raffle weekend. We encourage all to print the QR code which will allow entry into the garage. This code is the ONLY option to obtain complimentary parking.**
 - QR Code Example:


- From the D Garage walk across Montcalm Avenue (south side of the garage) to Comerica Park. Enter the ballpark via the “Media Entrance” door at the approximate location where John R Street dead ends into the stadium.
- Upon arriving in the Lobby identify yourself as a 50/50 Raffle Volunteer and a Detroit Tigers Foundation representative will check you in, have your photo taken, provide a 50/50 Raffle Credential (to allow entry into Comerica Park) and escort you to the Raffle Office/Power Wash Room located on the concourse between Guest Services and Brushfire Grill.

FOXTOWN PARKING



WHAT HAPPENS AFTER I'M CHECKED IN?

Once Volunteers are checked in they will 1) sign a cash handling policy, 2) be issued a handheld tablet & printer, credit card processing machine, a raffle sign along with a raffle apron and 3) an assigned location. Detroit Tigers Foundation staff will provide a brief training to ensure every volunteer is comfortable operating the assigned technology along with a stadium map to easily locate assigned selling locations. Locations are assigned randomly by Detroit Tigers Foundation staff and may include the 100-level seating bowl, concourse, entry gates and suites.

NIGHTLY TIMELINE

(Example for games starting at 7:10 pm)

4:15 pm: Volunteers park in the D Parking Garage (enter off I-75 Service Drive / see map above).

NOTE: parking is complimentary for Detroit Tigers Foundation 50/50 raffle volunteers. Please be sure to utilize the QR code providing free entry into the garage.

4:25 pm: Volunteers enter Comerica Park via the Media Lobby to check in and receive 50/50 raffle Credential to allow stadium access. Volunteers are escorted to the pre-game raffle area for training.

4:30-5:25 pm: **Mandatory Raffle Training:**
(1) Review/Sign Cash Handling Policy
(2) Pick up and sign out raffle sign, apron, handheld tablet & printer
(3) Receive volunteer assignments
(4) Training and Review raffle rules, policies and procedures

5:30 pm: Gates open, SELL, SELL, SELL!!

1st Pitch of 5th Inning: (1) Raffle Sale Ends
(2) Return to 50/50 Raffle Office/Power Wash Room located on the concourse between Guest Services and the Brushfire Grill
(3) Gather your belongings
(4) You will be escorted to cash counting room on the service level (volunteers must take the stairs)
(5) Once cash and other 50/50 raffle items have been collected, you will be given your game ticket and escorted back to the concourse

IMPORTANT INFORMATION TO KNOW:

- 50% of the net raffle pool collected through the sale of 50/50 raffle tickets will be paid out to one (1) randomly selected winner each raffle
- The remaining proceeds will be shared between the partner charity and the Detroit Tigers Foundation
 - Additional information on the raffle is available at DetroitTigersFoundation.com and on the 24-hour raffle hotline at 313-471-2050. (**Website and 24-hour raffle hotline located at the bottom of the printed raffle ticket**)

Please Note:

- Each volunteer will receive one handheld device, one printer, one credit card processing machine, an apron, a numbered raffle ID Badge and a raffle sign. Volunteers are responsible for the safekeeping of all items.
- Tickets are sold at the following price points:
 - 5 tickets for \$10
 - 20 for \$20
 - 80 for \$40
 - 300 for \$100
- Volunteers will NOT receive a cash bank
- Volunteers must turn in the currency to the checkout area to reconcile the currency / tickets with a Raffle Manager
- Unless an obvious technology malfunction has occurred, volunteers are personally responsible for any shortfall should tickets / cash not reconcile. If volunteer is unable to cover the difference, the short fall will be deducted from proceeds earned by the partner charity
- If handheld device, printer or credit card processing machine is damaged while in the possession of a volunteer, cost to repair will be deducted from proceeds earned by the partner charity
- **Cash & Credit Cards Only!** No Checks or Canadian currency will be accepted
- Take note of the bathroom locations surrounding your assigned selling location
- If you have any issues with your handheld device and printer, please go to the 50/50 Raffle Office/Power Wash Room located between Guest Services and Brushfire Grill to see a Raffle Manager

Thank you for participating in the Detroit Tigers Foundation 50/50 Raffle Program!