

Frequently Asked Questions



Do I book the cruise?

The winner will be notified and given instructions on how to redeem the prize. The winner is responsible for booking their own cruise through our designate.

Do we get to pick the cruise line (i.e. Royal Caribbean, Celebrity, Viking)?

The winner can book their travel onboard any one of the major cruise providers, including many ocean and river cruise companies.

Where can I go on my cruise?

The winner can choose from among many popular cruise destinations in the Caribbean, Alaska, the Mediterranean, Asia, Australia and the Pacific, Panama, and river cruise destinations in Europe and Asia just to name a few. The winner will work with our designate to help them select the cruise of their choice.

Can I fly with an airline of my choosing?

The winner, in consultation with our designate, can choose from among many of the major airlines that fly to the airport nearest to the cruise terminal of embarkation.

Are there blackout dates?

No, there are no blackout dates. The winner can choose a cruise that has available staterooms at time of booking.

What is included in the Grand Prize?

The Grand Prize consists of \$4000 towards a cruise. The \$4000 can be used for the stateroom and any additional amenities up to and including that amount (for example, any amount remaining after the stateroom, taxes and fees can be applied to dining packages, excursions, gratuities, and onboard credits).

The Grand Prize also includes \$1000 that can be used towards airfare, or anything else the winner chooses – spending money, a hotel for a pre- or post-cruise stay, transfers or excursions for example. Any additional costs beyond these amounts are the sole responsibility of the winner, including items of a personal nature, etc.

Do I need a passport to go on a cruise?

Yes. The winner and any travelling companion(s) will need a passport to board the cruise ship. The passport must be valid for 6 months past the expected date of return. Any travel documents required (passports, visas for example) are the responsibility of the winner

How old do I have to be to win?

Tickets can only be sold to those over the age of eighteen (18). However, most cruise lines have individual rules for booking a stateroom. In most cases, no guest under the age of twenty-one (21) will be reserved in a stateroom unless accompanied by an adult twenty-one (21) years of age, or older. The winner can consult with the designate for any additional requirements.

Will I need any vaccinations for my trip?

Depending on where the winner chooses to cruise, vaccinations may be required or recommended. This is something that should be discussed with your health care provider prior to travel, and is the responsibility of the winner.

How will I find out if I win?

The winners will be notified within 24 hours by telephone. The winners will also be listed on our website, and we will be sending out notifications through our alerts. You can sign up for our alerts here: [Sign up for Alerts](#)

How many tickets are being sold?

3000 tickets were printed, and we hope to sell all of them!

Do you have a lottery license number?

Yes. Our lottery license number, issued by the City of Kitchener, is 761829.

Will I need travel or medical insurance?

Emergency Medical Insurance, trip cancellation insurance and any other insurance is recommended, and is entirely the sole responsibility of the winner.

I have a question(s) that isn't answered here.

If you have any additional questions, please email info@waterloocrimestoppers.com