

# Regulating Raffle Draws Organized by Customers -Client Procedure (CP)

Document Reference Number : LD-CRC-P03  
Revision Number : 00  
Revision Date : May 2020



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## 1. Purpose

This procedure aims to regulate & monitor the awarding as raffle prizes, thereby ensuring transparency and fairness in process of the draw, while also ensuring that no external influences can interfere in the collection of the prizes.

## 2. Scope

All facilities under the Department of Planning and Development- Trakhees jurisdiction.

## 3. Definitions

- 3.1 Coupons : A voucher given to the visitor or shopper that contains a Serial number and details of (filled in by) the visitor or shopper
- 3.2 Draw : A process by which the winner is selected
- 3.3 Winner : The participant's name who is selected through the draw, to win the prize

## 4. Procedure

- 4.1. Customer need to ensure to have a Permit for the raffle draw from Licensing Department – Trakhees.
- 4.2. One week before conducting the raffle draw, client should communicate with the Retail and Commercial section by email to Retail.Operation@trk.pfc.ae for organizing the same.
- 4.3. A representative from the Retail and Commercial section shall be physically present at the site for the conduct of the draw as well as for the declaration of the winner.
- 4.4. Client should contact the winner based on the contact details mentioned in the coupon as soon as the draw process is completed and schedule the date for handing over the prize. The prizes should be handed over to the winners within a maximum of 7 working days.
- 4.5. Client should communicate with Retail and Commercial section the date for handing over the prize.
- 4.6. At the time of prize delivery, representative from Retail and Commercial section should be present to ensure the presence of the winner and verify winner details. The original winning coupon must be submitted as a proof to claim the prize within one month from the date of declaration of winner. The winner will receive and sign records of acknowledgement.
- 4.7. Client should prepare and maintain a special file containing the names of the winners and the date of the draw, with supporting images of the winners required while handing over the prizes. In case the prize is not delivered to the winner, the client shall document proper justification with evidence for not distributing the prize. Failure of the winner to submit the winning original coupon, the winner not reachable, or being reported as “absent” at the time of handing over the prize are some of the possible scenarios. Raffle draw has to be repeated if the winner fails to receive the prize within one month of winner declaration.

Notes:



- In the event of the Raffle Draw procedure being electronic in nature, suitable arrangements have to be made, discussed and approved by the Trakhees prior to the start of the entire draw procedure including the pre-approval.
- If The company would like to organize the draw outside Department of Planning and Development (Trakhees) areas, then they have to ensure that the Permit for that draw shall be obtained from the Department of Economic Development–Dubai (DED). and has to be submitted to LD with an application for ‘Permit for Advertising’ only. This procedure excludes the ‘permit for promotional campaigns’

### 5. Service Completion Time

No.	Service	Completion time
5.1	Presence of a representative from Retail and Commercial section at the time of raffle draw and prize delivery.	At the agreed timings for raffle draw and prize delivery.

### 6. Service Fees\*

No.	Service	Fees (AED)
6.1	Witness the raffle draws and prize delivery events	Free of Charge

### 7. Related Forms

N/A

### 8. Workflow

