

CHUCK-A-PUCK FREQUENTLY ASKED QUESTIONS

What is Chuck-a-Puck?

Chuck-a-Puck is a fun way to win some really cool prizes during the second intermission! Fans who have purchased a Chuck-a-Puck will throw their puck onto the ice aiming for the target or center ice.

When should our group arrive?

Please have your group at Events Center (in the parking lot of the El Paso County Coliseum) and ready to set up at 5:30 pm for 7:00 pm games and, 3:00 pm for 4:30 pm games, or one hour and thirty minutes prior to the start of the game. Assemble your group in front of the Will Call window and once your group is all together a Rhino Representative will escort you through the arena and will give the directions/rules for Chuck-a-Puck sales. Upon the entrance of spectators, your group will begin selling pucks.

Where can we sell the pucks?

Please divide yourselves into smaller groups of 2-3 people, at least one adult per group. One to two of those groups will be stationed at a table in the main concourse. A third group will be designated as "floaters" who will circle the concourse with Chuck-a-Pucks and cash on hand.

Can anyone come and get pucks at no charge?

No. A Rhino representative will inform you if a spectator should receive pucks for free.

Are we allowed to distribute material while we are in the arena?

Unfortunately not but please feel free to tell fans about your cause and what you are raising money for!

Can we collect donations for our group?

The Rhinos will donate 30% of the nights Chuck-a-Puck proceeds to your group therefore, we ask that you do not ask our fans for additional money; this includes setting out a donation can.

What are the restrictions on the group we bring?

The maximum amount of people a group can bring to work Chuck-A-Puck is 10 people. There must be a minimum of four people working at all times. The group leader must be 18 or older.

Are there any physical requirements?

The arena is a concrete floor and most of the group will be asked to be standing or walking for the better part of three hours. We recommend wearing comfortable walking shoes. If someone in your group cannot stand, please inform us and we will make arrangements with the arena to place a chair by their selling station. If the floaters become tired, please feel free to trade out with those at the other stations.

What is the order of the game?

Hockey has three twenty (20) minute periods and two eighteen (18) minute intermissions. Your group should be ready to go by 5:30 at Entrance B. The doors open at 6:00pm, with the game starting at 7:05pm. They will play first period then have the first intermission. Then play the second period followed by the second intermission. Chuck-a-Puck happens during the second intermission. Halfway through the second period (at the 10 minute mark), all of your group members should meet at the table in the concourse. At that time, please gather all unsold Chuck-a-Pucks and combine them into one bucket. You will also need to gather all empty buckets and have money bags turned into the group leader. When you have your group and all Chuck-a-Puck items collected, report to the merchandise stand. The rest of the group will be able to go to their assigned seats to watch the final period of the game. Please see an usher if a fan is in the seat matching your ticket.

El Paso Rhinos
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What if we need to eat at the game?

Rotate with group members so you are not eating at the selling stations. The slowest time for selling is usually towards the end of the first period. We don't recommend eating during the 1st intermission as this is a very busy time on the concourse.

How is cash handled?

You are given a starting bank that you will count and confirm before the doors open.

WHAT ELSE DO WE NEED TO KNOW?

-  All selling groups need to stay together. One person is responsible for cash and the other for pucks. Should you need more Chuck-a-Pucks, all selling group members need to report to the Fan Relations Table. If you have a group of 3+, you may send an individual to Fan Relations to receive more Chuck-a-Pucks.
-  Use only the supplies provided to you by the El Paso Rhinos in the way they are explained to you.
-  Do not carry pucks in anything other than what you are provided.
-  Rules we have for Chuck-a-Pucks are set for the safety of fans and to make the most profit possible.

YOU WILL GET THE FOLLOWING QUESTIONS REGULARLY FROM FANS:

What is Chuck-a-Puck?

Chuck-a-Puck is a fun way to win some really cool prizes during the second intermission! Fans who have purchased a Chuck-a-Puck will throw their puck onto the ice aiming for the center jackpot bucket or other targets. The pucks that go in the bucket or land nearest the target will receive a prize.

What are the prizes?

The prizes are provided by the Rhinos organization or our corporate sponsors and include items such as restaurant gift certificates, free rounds of golf, t-shirts, and jerseys. Please ask what the prize is before the game so can give fans the correct answer.

What does it cost for a puck?

We sell pucks for \$1.00 each or 7 pucks for \$5.00.

Do I have to throw my puck?

Yes. The purpose of Chuck-a-Puck is to throw them on the ice for a chance to win prizes. We re-use the pucks for every game. If you are looking for a puck to keep as a souvenir, please visit the concourse.

How do I know if I won? Where do I go to claim my prize?

Your name will be announced over the PA system if you have won a prize – be sure to listen for your name!

Where do I claim my prize?

Head over to the merchandise stand in the main concourse. Make sure you bring your ticket and/or a photo ID with you.

Where are the ATMs?

ATMs are located in the main concourse. Chuck-A-Puck sales are cash only.

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