

# *Customer experience survey*

## Contest Rules

### 1. CONTEST PERIOD

The Customer experience survey (the "Contest") begins on November 3<sup>rd</sup>, 2023, at 12:00 p.m. Eastern Time and ends on November 19, 2023, at 11:59 p.m. Eastern Time (the "Contest Period").

### 2. ELIGIBILITY

- A. The contest is open to any person residing in Quebec who has reached the age of majority at the time of entry into the contest (hereinafter the "Entrant").
- B. Any employee, agent or representative of Tourisme Montréal (the Contest Organizer), any prize supplier, any advertising and promotional agency or any other company hired for the purpose of administering, promoting or otherwise participating in the contest, as well as any person residing at the same address and any member of his or her immediate family, are not eligible to enter the contest.
- C. Any misrepresentation by an entrant as to his/her eligibility to participate in the Contest or any failure by the Entrant to comply with any of the terms and conditions herein shall automatically result in the Entrant's disqualification from the Contest.

### 3. HOW TO ENTER

To enter the contest, individuals must complete and submit the online form on SurveySparrow – MTLàTABLE customer experience survey. No purchase is necessary. There is a limit of one (1) entry per person per restaurant for the entire Contest Period.

### 4. PRIZE DESCRIPTION

Four (4) random draws from all valid entries received will result in one person per draw

winning a prize package (the "Prize Package") consisting of the following prizes (the "Prizes") Each Prize Package has a value of \$ 600:

- One nights' accommodation in a Montréal hotel;
- A \$ 250 gift certificate to be used at Treater.co partner restaurants;

## 5. RANDOM DRAW

In order to determine four (4) potential winners, a random draw from all entries received during the Contest Period will be held on November 20, 2023 at 1:00 p.m. Eastern Time at the offices of Tourisme Montréal (hereinafter the "Draw Administrator"), located at 800 René-Lévesque Boulevard West, Montréal, Québec H3B 1X9, under the supervision of two employees of the Draw Administrator. The Draw Administrator will immediately verify the eligibility of potential winners in accordance with these Contest Rules (hereinafter the "Rules"); if confirmed, the winner's name will be announced on November 22, 2023, on one or more social media accounts (Facebook and/or Instagram) and the website belonging to the Contest Organizer, the Draw Administrator and/or any prize supplier. In the event that the potential winner is not eligible to enter the contest and receive the prize, he/she will be disqualified and another random draw from the remaining entries received during the Contest Period will be held immediately, until an Entrant is declared a winner in accordance with the rules.

## 6. ODDS OF WINNING AND ROBOTS

The odds of winning depend on the total number of entries received during the Contest Period. The Contest Organizer reserves the right to disqualify any entry form that is incomplete, illegible, damaged, irregular, submitted by illicit means, falsified, sent by automated or robotic sending methods that artificially increase the chances of winning, or that does not comply with the rules.

## 7. HOW TO CLAIM A PRIZE

The potential winner of the draw whose eligibility has been confirmed by the Draw Administrator will be officially notified of his or her status as a potential winner by email, at the email address provided in the contest entry form; the potential winner must claim the prize within three (3) business days of the email announcing his or her status as a potential winner, failing which he or she will lose this status, and the draw and prize claim process will be repeated until the prize is awarded and claimed in accordance with the rules. Refusal or failure to claim the prize within three (3) days of the email being sent to the potential winner releases the Contest Organizers from any obligation related to the prize.

## 8. PRIZE CONDITIONS

- A. The Prize Package is not redeemable for cash, transferable or exchangeable, in whole or in part, except at the sole discretion of the Contest Organizers and/or any prize provider, who reserve the right to offer a prize of equal or greater value and nature.
- B. The Prize Package must be accepted as awarded, in full.
- C. Any person accompanying the winner in the use of the Prize Package, in whole or in part, is subject to the same rules as the winner, described in the rules.

The following terms and conditions apply to the Prize Package:

- A. The MTLàTABLE event takes place from November 3 to 19, 2023; the Prize Package is valid and can be used from December 1, 2023, to October 31, 2024;
- B. In general, the use of the prizes in the Prize Package is subject to availability restrictions imposed by any prize provider;
- C. Prize values do not include applicable taxes in Quebec;
- D. Tips, if any, are not included in the Prize Package and are the sole financial responsibility of the participant and/or the person accompanying him/her when using the prize and/or the Prize Package;
- E. The gift voucher can be used one or more times, until the value of which has been exhausted;
- F. The winner is strongly advised to reserve the time to enjoy one or more of the prizes included in the Prize Package. The Contest Organizer cannot be held responsible for the unavailability of any prize supplier.

## 9. ADVERTISING

By completing and submitting a contest entry form, the Entrant authorizes the Contest Organizers and their representatives to use, if desired and if he/she wins the Prize Package, his/her first and last name, photographs, image, voice, statements related to the prize for advertising purposes and in exchange for no consideration.

## 10. PROTECTION OF PRIVACY

- A. By entering the Contest, each Entrant consents to the collection, use and disclosure of his/her personal information for the publicity purposes described above.
- B. The Entrant may be offered the option of receiving commercial email messages or other communications from the Contest Organizer. Eligibility for the Contest does not depend on the Entrant's consent to receive such messages or communications, and consent or refusal to receive such messages or

communications does not affect the Entrant's chances of winning the Contest Prize Package.

- C. The Entrant may unsubscribe from the mailing list of communications or messages at any time by following the unsubscribe instructions at the bottom of the communications or messages received.
- D. For more details on how the Contest Organizer collects, uses and discloses personal information, please refer to the Contest Organizer's privacy.

## 11. GENERAL CONDITIONS

- A. The Entrant agrees to be bound to the Contest by the rules. Any Entrant who does not comply with the rules will be disqualified. Each Entrant also agrees to be bound by the decisions of the Contest Organizer regarding the Contest. These decisions shall be considered final and binding and shall apply in all respects.
- B. The potential winner will be required to provide official proof of age to the organizers if required, and confirm in writing that he/she is in compliance with the rules, failing which he/she will be disqualified from the Contest.
- C. The Entrant agrees, in his/her use of social media or other platforms in connection with this Contest - including, but not limited to, in discussion forums, chat rooms and comment sections - not to use any language that is obscene, defamatory, offensive, injurious to the Contest Organizer or any third party, or that violates any other intellectual property or privacy rights.
- D. The contest is subject to applicable provincial laws and regulations.
- E. For the purposes of these rules, the person who holds the account corresponding to the email address entered in the submitted entry form is considered the Entrant.
- F. The Entrant agrees not to deliberately disrupt or corrupt the operation of the Contest, cause damage to the websites hosting or enabling the Contest, or interfere with the ability of others to participate in the Contest, failing which the Entrant will be automatically disqualified from the Contest and may be subject to prosecution under any remedy available to the Contest Organizers.
- G. The Contest Organizers shall not be held responsible for any fraudulent action and/or malfunction of any computer component, software or communication line, for the loss or absence of network communication, or for any faulty, incomplete, incomprehensible or erased transmission by any computer, network or server that may limit the possibility or prevent any person from participating in the Contest or claiming his/her prize in accordance with the rules. The Contest Organizers disclaim all liability for any loss or damage that may be caused, directly or indirectly, in whole or in part, by the downloading of any software and by the transmission of any information in connection with participation in the contest.
- H. The Contest Organizers reserve the right, at their sole discretion, to cancel, terminate, modify or suspend the Contest, in whole or in part, in the event of a virus, computer bug, unauthorized human intervention or any other cause beyond

the control of the Contest Organizers that could corrupt or affect the administration, security, impartiality or normal operation of the Contest, in whole or in part.

- I. The use or reproduction of any trademark and/or copyrighted material related to the Contest is strictly prohibited without the prior written consent of the copyright and/or trademark holder.

## 12. DISPUTES

Any litigation respecting the conduct or organization of a publicity contest may be submitted to the Régie des alcools, des courses et des jeux du Québec for a ruling. Any litigation respecting the awarding of a prize may be submitted to the Régie only for the purpose of helping the parties reach a settlement.