

# PETRO-CANADA 2014 GUEST SATISFACTION CONTEST RULES AND REGULATIONS

## 1. HOW TO PARTICIPATE

The sponsor of this Contest is Suncor Energy Products Partnership. ("Petro-Canada").

### No Purchase Necessary

1.1 Eligibility: The Petro-Canada 2014 Guest Satisfaction Contest (the "Contest") is open to all residents of Canada who have reached the age of majority in their Province of residence, except employees, retirees of Petro-Canada and its affiliates, franchisees, agents, associates, dealers, representatives, advertising and promotional agencies and members of the immediate family of these employees and retirees or any person with whom they are domiciled ("Customers").

1.2 Contest Period: Starting on 12:00 a.m., Eastern Time, January 1<sup>st</sup>, 2014 to 11:59 p.m., Eastern Time, December 31, 2014, Customers may participate in the Contest by either completing a customer satisfaction survey after having received a Survey Response Invitation on their Petro-Canada purchase receipt or without any purchase, by mailing an entry to Petro-Canada as indicated in section 3.9 of these Contest rules (the "Rules"). The Customers participating via completion of the survey must clearly and fully complete the survey with all requested information no later than three (3) days after their purchase. Customers may complete the survey by calling 1-866-826-7779 or on-line at [www.petro-canada.ca/hero](http://www.petro-canada.ca/hero).

1.3 Contest Entry: Upon completion and submission of the survey or by mailing in an entry (in accordance with section 3.9), eligible Customers will be entered into the Contest for one (1) chance to win (i.e. one entry) the Prize.

1.4 Contest Entry Restrictions: Customers are restricted to two (2) entries (via survey completions or mail-in entries without purchase) per person, per household per calendar month. Entries indicating the same telephone contact number or address will be considered, for purposes of the Contest, to belong to the same Customer and therefore are subject to the above restriction. Any excess entries will be invalid for purposes of the Contest draw. Contest entrants completing the survey by telephone are required to retain their purchase receipt for validation should they be selected as a potential winner.

1.5 Awarding of Prize: The Prize will be awarded to the Customer whose contact information (name, telephone number or email address, address) has been given by the entrant at time of completion of the survey or indicated on the mail in entry and who has complied with these Rules.

## 2. PRIZE

2.1 Prize: The Contest is divided in four (4) contest periods as indicated below. There will be one (1) prize awarded for each contest period during the Contest as follows (four (4) prizes in total to be awarded during the Contest):

- Contest Period 1 – on 12:00 a.m., Eastern Time, January 1<sup>st</sup>, 2014 through 11:59 p.m., Eastern Time, March 31<sup>st</sup>, 2014;
- Contest Period 2 - on 12:00 a.m., Eastern Time, April 1<sup>st</sup>, 2014 through 11:59 p.m., Eastern Time, June 30<sup>th</sup>, 2014;
- Contest Period 3 - on 12:00 a.m., Eastern Time, July 1<sup>st</sup>, 2014 through 11:59 p.m., Eastern Time, September 30<sup>th</sup>, 2014;
- Contest Period 4 – on 12:00 a.m., Eastern Time, October 1<sup>st</sup>, 2014 through 11:59 p.m., Eastern Time, December 31<sup>st</sup>, 2014.

Each prize consists of a Petro-Canada Pre-Paid Card of CDN \$2,000.00 ("Prize"). There will be a random draw for each Contest Period (See section 2.3). Each Prize must be accepted as awarded. No cash alternatives, substitution or transfers of the Prize will be allowed. Each Prize will be forwarded to the winner within four (4) to six (6) weeks from the date when the winner's signed Declaration and Release Form is received by Petro-Canada.

**2.2 Odds:** The odds of being randomly selected to win a Prize depend on the total number of eligible entries received during each applicable Contest Period.

**2.3 Prize Draw:** The Prizes (four in total) will be awarded by random computer generated draws (one draw per Contest Period, four in total) from all eligible Contest entries received during the applicable Contest Period, Each draw to be held at 12:01am at 185 Stradbrook Avenue, Winnipeg, MB R3L 0J4 on the following dates ("Draws"):

- Draw for Contest Period 1 – April 7<sup>th</sup>, 2014;
- Draw for Contest Period 2 – July 7<sup>th</sup>, 2014;
- Draw for Contest Period 3 – October 6<sup>th</sup>, 2014;
- Draw for Contest Period 4 – January 12<sup>th</sup>, 2015.

**2.4 Notification of Selection:** The selected Customers will be contacted by phone or mail (using the contact information provided by Customer at time of entering the Contest) at least three (3) times within the fourteen (14) days after the Draw. If the selected Customer cannot be contacted in that time, another Customer will be randomly selected and the initial selected Customer will be disqualified and will have no recourse towards Petro-Canada or anyone involved in the Contest. In order to win, the selected Customer must first correctly answer, unaided, a time-limited, mathematical, skill-testing question to be administered by telephone, and he or she will be required to sign a standard Declaration and Release Form confirming compliance with the Contest Rules, acceptance of the Prize as awarded and releasing Petro-Canada from all liability relating to the Contest. No substitution for, or transfer of the Prize, will be allowed. The selected entrant will have seven (7) days from the date of receipt to return a signed copy of the Declaration and Release Form to Petro-Canada or its representative. If the selected Customer does not do so within this period of time, another Customer will be randomly selected and the initial selected Customer will be disqualified and will have no recourse towards Petro-Canada or anyone involved in the Contest.

### **3. GENERAL RULES**

**3.1** Each Prize claim is subject to verification by Petro-Canada and/or its designated representatives. Entries made with multiple addresses, under multiple identities, or through the use of any device or artifice to enter multiple times or entries that are in excess of the permitted number of entries during the Contest period are automatically void. All Contest entries obtained through unauthorized sources or which are incomplete, illegible, mutilated, altered, reproduced, forged, irregular or fraudulent in any way or otherwise not in compliance with these Rules are automatically void. Petro-Canada will be the sole and final reference source in validating a Prize claim.

**3.2** By participating, each Customer and selected winner agrees: (a) to be bound by these Rules and the decisions of Petro-Canada, (b) to release and hold harmless Petro-Canada, its affiliates, subsidiaries, and independent contractors, and their respective directors, officers, employees, agents and representatives including advertising and promotion agencies, from any and all liability for claims/damages including, but not limited to, claims/damages for personal injury, for property damage with respect to acceptance, possession or use or misuse of the Prize or participation in the Contest; (c) to permit Petro-Canada to use his/her name, address, city, province, of residence, photograph, video, or any likeness for advertising or publicity purposes without any additional compensation and (d) the winner agrees to sign a Declaration and Release Form to this effect.

**3.3** The decisions of Petro-Canada in relation to this Contest will be final and binding on all entrants.

3.4 Petro-Canada shall not be responsible for incorrect or inaccurate transcription or registration of Contest entry information, technical malfunctions, lost/delayed data transmission, omission, interruption, deletion, defect, faulty, incomplete, incomprehensible, or erased computer or network transmissions, line failures of any telephone network, failure of computer equipment, software, inability to access any online service or web site, inability to submit the online survey, or any other error or malfunction, or any injury or damage to entrant's or any other person's computer related to or resulting from participation or downloading any materials in this Contest, or for late, lost, stolen, postage due, illegible or misdirected entries.

3.5 Petro-Canada will not be responsible for lost, stolen, illegible or destroyed purchase receipts.

3.6 Petro-Canada reserves the right to cancel, terminate, or suspend this Contest, at its sole discretion, in the event of a technical failure, computer virus or bug, unauthorized human intervention, fraud or any other occurrence or cause beyond its control that corrupts or adversely affects the administration, security, fairness or normal operation of the Contest, subject, in Quebec, to the approval of the Régie des alcools, des courses et des jeux.

3.7 If a selected entrant is awarded the Prize due to a system error, malfunction or defect the Prize will be returned to the Prize pool, to be re-awarded.

3.8 Under no circumstances will Petro-Canada, its affiliates, subsidiaries, and independent contractors, and their respective directors, officers, employees, and agents, including advertising and promotion agencies be required to award more Prizes than what is indicated in these Rules or award the Prizes other than in accordance with these Rules.

3.9 **No purchase is necessary.** To enter without any purchase a Customer may hand print their name, address, email address, postal code and phone number on a plain 3" x 5" piece of paper and sign it. Place the entry form in an envelope and mail it with sufficient postage to: Petro-Canada Guest Satisfaction Contest, c/o Market Force Intelligence Inc., 185 Stradbrook Avenue, Winnipeg, MB R3L 0J4. Entries must be postmarked no later than December 31st, 2014. Limit of one (1) entry per envelope with sufficient postage. All mail-in entries will bear the same odds as survey responses received by telephone or on line.

3.10 The Contest is subject to all Federal, Provincial and local laws, as well as the rules adopted in view of said laws. The personal information provided to enter the Contest will be used only to administer the Contest, and for no other reason.

3.11 For Quebec residents, any litigation respecting the conduct or organization of a publicity contest may be submitted to the Régie des alcools, des courses et des jeux 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.

3.12 For a copy of the Contest Rules, please write to:

Petro-Canada Guest Satisfaction Contest  
C/O Market Force Intelligence Inc.  
185 Stradbrook Avenue, Winnipeg, MB R3L 0J4