

Contest Rules
«Reunite with your loved ones» KLM Contest

Article 1: ORGANIZER

KLM Royal Dutch Airlines (Public Limited Company governed by Dutch law, whose registered office is in Amstelveen, Netherlands, 33014286 RCS Amsterdam) (hereinafter referred to as “the Organiser”) is holding an online contest that is free of charge and without obligation to purchase, from May 15th, 2018 1:00 p.m. to June 18th, 2018 11:59pm (Eastern time)

Providers of goods or services referred to herein, constitute suppliers of the contest organizer and are not involved in any capacity whatsoever in the organization of this contest.

Article 2: CONTEST ENTRY

The contest can only be accessed via following mini-site <https://bringingpeopletogether.pgtb.me/VP9z5N>. The rules to participate are described in Article 4.

The contest is open to Canadians residing in Canada and of legal age in the province they live in.

Directors, officers and employees of AIR FRANCE and KLM, as well as their immediate families are not eligible to participate. As well any person having participated, directly or indirectly, in the elaboration and the implemented of this contest, as well as his(her) immediate family are not eligible to participate.

Participation in the contest supposes unreserved acceptance of the present rules and all their provisions, as well as of all laws and regulations applicable to free contests. Failure to abide by the conditions set forth in these rules will result in the automatic disqualification of the entrant.

Any attempt to disrupt the normal operation of this contest may result in the immediate elimination of the person involved.

Winners agree that KLM can use their names and pictures for promotional or advertising purposes and will sign the consent form used by KLM for this purpose.

The picture submitted during the participation must be free of rights and can be used by KLM.

By participating in this contest, participants agree that all personal information submitted can be collected and used. Nevertheless, these are only gathered for the purposes of the administration of the present competition and will serve at no other end without the consent of the participants.

Article 3: INFORMATION ABOUT THE CONTEST

The contest may be announced by (but not limited to) on KLM website, newsletters, ads on partner websites and social media networks (Facebook, Twitter, blogs, etc...)

Article 4: PARTICIPATION RULES

In order to enter the contest, contestants must:

- Complete the form
- Submit a picture with its story and the country they wish to go visit them.

- Submit the form

For each participant who completes the form and submits a picture/story will receive 1 chance to enter the grand prize. You can participate once.

A. Contest – DRAW

During their participation, contestants who complete the online form will have one (1) entry to win the prize mentioned in Article 6.

Article 5: ENTRIES ALLOWED

Only 1 entry per email address is permitted for the duration of the contest. Incomplete or inexact registrations will not be considered and will disqualify the entrant.

Any attempt at fraud on the part of a participant shall disqualify all entries submitted from that household.

Article 6: PRIZE DETAIL

A. PRIZES AWARDED IN RELATION TO THE MAIN PRIZE DRAW

The following prize will be awarded at the end of the contest, according to the article 7 of the present rules and regulations.

1st PRIZE 1 lot consisting of

2 return KLM tickets in Economy class from Montreal, Toronto, Calgary, Vancouver or Edmonton to a KLM destination* mentioned on the form. (approx. value \$3000 CAD)

* Chosen destinations: The chosen destination must be operated by KLM. Countries in North, South and Central America are excluded.

B. GENERALITIES

Under no circumstances may a prize be refunded or exchanged for its value in money or for any other product or service, nor can it be transferred to a third party. However, in cases of force majeure or if warranted by circumstances, KLM reserve the right at any time to substitute another prize of equivalent value (as determined by them) for the announced prizes.

No challenge or claim of any kind shall be accepted with regard to the prizes. Winners agree to waive any claim of liability against KLM, KLM's partners and KLM's suppliers in general with respect to the prizes, their delivery, condition and quality.

Transportation to/from the home and the airport is at the fee of the winners. Any other costs related to travel is the responsibility of the winner.

ARTICLE 7: NOMINATION OF THE WINNERS

A. PRIZES

The winners shall be decided at the end of the contest on June 19th, 2018. The contestants who complete the participation form will be eligible to win the prize.

B. GENERALITIES

The draw will be executed electronically; so the choice of the potential winner will be unpredictable.

Article 8: ATTRIBUTION OF PRIZES

A: PRIZES

The winner of the prize will be notified by email or phone after the end of the contest and will receive a prize information, provided they meet the terms and conditions respecting the contest and the awarding of the prizes.

To claim their prize winners of the:

- The winners will be required to claim their prize by email at mail.klmca@airfrance.fr, no later than July 18th 2018, otherwise, although subject to the provisions in Section 11, they will be deemed as having relinquished their prize.

To be eligible for their prize, winners must demonstrate that they meet all of the contest's requirements, sign the consent form pertaining to the use of their name and likeness for publicity purposes, and correctly answer a mathematical skill-testing question within the allotted time on their own, without any human, mechanical, electronic or other type of assistance.

Any prize not awarded by virtue of a selected entrant's failure to claim the prize within the specified timeframe or to meet the requirements described herein, shall be declared null and void, and shall not be re-awarded.

The list of winners will be communicated on the KLM Canada Twitter and Facebook account. No list of winners shall be given out by telephone or by mail.

SECTION 9: LIABILITY

A. WITH RESPECT TO THE CONTEST

KLM cannot be held liable in the event of a dysfunction of the Internet network, preventing access to the game or its smooth running. In particular, KLM cannot be held liable for any third party acts of Internet abuse.

While KLM shall do all in their power to provide users with information and/or tools that are accessible and verified, they shall not be held liable for any errors (particularly in display on contest websites), or for the absence of availability of information and/or the presence of a virus on the website.

Participation in the contest implies knowledge and acceptance of the characteristics and limitations of the Internet, the absence of protection of certain data provided against possible misuse or piracy, and the risks of contamination by viruses circulating on the Internet.

Participants must take appropriate measures to protect their personal data and/or software on their computer or telephone equipment from any kind of attack. All persons connecting to the website and participating in the contest shall do so at their own risk.

Furthermore, KLM shall not be responsible or liable in the event of:

- Internet access problems;,
- hardware or software problems;
- deletion or loss of data provided by participants for reasons not attributable to KLM;
- human errors or errors due to electrical malfunction;
- Disturbances that might affect the smooth running of the contest or dysfunctions in the automated draw process.

KLM shall not be held liable for the consequences of any delay in email for which it is not responsible. Any claims must be sent by the recipient directly to the appropriate Internet service provider (ISP).

In any case, if the smooth running of the contest in administrative and/or technical terms is disrupted for

any reason beyond the control of KLM, the Company reserves the right to suspend the contest.

Any fraud or breach of the present rules shall result in the disqualification of the entrant; KLM reserves the right, if warranted, to initiate proceedings against the defaulting party.

B. WITH RESPECT TO THE USE OF PRIZE

KLM shall not be held liable for any physical incapacity, whether legal, physical or mental, preventing the winners from using the prize tickets

SECTION 10: GENERALITIES

The present rules are governed by the laws of Quebec, excluding conflict of law rules as well as, for people outside Quebec, provisions allowing a dispute with respect to the contest to be submitted to the *Régie des alcools, des courses et des jeux* as per section 11 below.

Only the French version of the contest rules is legally valid. In case of any difference between the French and English version, the French version will prevail.

SECTION 11: DISPUTES (QUEBEC ONLY)

ONLY FOR QUEBEC RESIDENTS: a dispute over the setting up or conduct of this promotional contest can be submitted for adjudication to the *Régie des alcools, des courses et des jeux* for adjudication. A dispute over the awarding of a prize can be submitted to the *Régie*, but only for the purpose of attempting to facilitate an agreement between the parties.

These terms are subject to change without notice. Other conditions may apply.

APPENDIX TRAVEL CONDITIONS OF AIRLINE TICKETS OFFERED BY



FOR PROMOTIONAL, ADVERTISING OR PUBLIC RELATIONS PURPOSES

«Reunite with your loved ones» KLM Contest

2 tickets from Montreal, Toronto, Edmonton, Vancouver or Calgary to KLM destination of your choice*

Economy Class

Taxes paid by KLM Royal Dutch Airlines

1. These tickets must be used before March 31, 2019 and **must have been issued by December 15, 2018**. Unfortunately, **no extension** shall be granted if not issued /used by said dates.
Blackout dates: Between July 15th and August 31st, 2018 or between December 10th, 2018 and January 10th, 2019.

These tickets are permitted for a departure from Montreal, Toronto, Edmonton, Vancouver or Calgary to the KLM destination* chosen during the participation. No stopover in Amsterdam is permitted unless Amsterdam is the final destination.

Blackout dates: Travel between July 15th and August 31st, 2018 or for travel between December 10th, 2018 and January 10th, 2019

Destinations excluded: All countries in North, South or Central America

2. . Reservations must be done in 'N' class according to availability. Ticket issuance is limited to 120 and 45 days before departure. These tickets do not allow booking in a higher class of travel for a fee.
 3. These tickets are for personal use only and must be used simultaneously by 2 persons. The tickets are valid for people older than 12 years old. Resale of these tickets is strictly forbidden. Flying Blue mileage or SkyBonus points may not be accumulated on these tickets.
 4. These tickets apply solely to the scheduled itinerary on flights operated by KLM. They cannot be used on codeshare flights. They can neither be modified nor exchanged for tickets for a different itinerary.
 5. To make the necessary arrangements for your travel, please send the attached form and the present conditions to **mail.billetsaf.kltickets@airfrance.fr**, stating choice of 3 departure and return dates, the names of passengers, as it appears on their passport, and the following information for each passenger: email address, phone number, date of birth, passport number, country of issuance and expiry date.
 6. In the event of unforeseen circumstances or unavailability in 'N' class, KLM reserves the right to change the travel dates after consulting with the recipient.
 7. Seat selection can be done 30 hours before the flight when checking-in online on **klm.ca**. In the event of a cancellation after tickets' issuance, these tickets will no longer be available to use for travel.
 8. Passengers are responsible for obtaining and presenting all the mandatory travel documents. KLM has no obligation on advice to passengers and assumes no liability for denied boarding related to formalities of any country visited. Travel to and from the airport is not included in the prize.
 9. KLM will not be responsible for any failure to board due to circumstances beyond its control. Passengers shall assume all financial expenses or losses, e.g. hotels, restaurants, taxis, phone calls and lost wages, incurred as a result of said failure to board and shall waive all liability claims.
 10. The above conditions may be changed without notice.
* Destinations: Amsterdam, Lisbon, Rome, Dublin, Stockholm, Berlin Budapest, Prague, Zagreb, Dubai, Delhi, Bangkok, Lagos, Kilimanjaro et Cape Town.
- YMQ.PI – «**Reunite with your loved ones**» **KLM Contest**