

AIR CANADA GLOBAL SALES UNIVERSITY CONTEST

OFFICIAL CONTEST RULES AND REGULATIONS

NO PURCHASE OR MONETARY CONSIDERATION NECESSARY TO ENTER OR WIN.

VOID WHERE PROHIBITED OR RESTRICTED BY LAW.

The *Air Canada Global Sales University Contest* (the "**Contest**") is brought to you by Air Canada (the "**Contest Sponsor**"). The Contest starts on October 26th, 2021 at 12:01 a.m. EST and closes on November 30th, 2021 at 11:59 p.m. EST (hereinafter, the "**Contest Period**").

1. Eligibility

The Contest is open to all Canadian residents having reached the legal age of majority in their province or territory of residence prior to the Contest Period and who are permanent full-time employees of IATA & TIDS approved travel agencies in good standing with Contest Sponsor as determined by Contest Sponsor in its sole discretion (an "**Eligible Participant**").

Employees, representatives or agents of Contest Sponsor and its subsidiaries and affiliates, media partners, advertising and promotional agencies, and members of the immediate family (parents, children, siblings and spouse, regardless of where they are domiciled) of any of the aforementioned and persons with whom any of the aforementioned are domiciled are not eligible to enter the Contest.

2. How to participate in the Contest

No Purchase Necessary.

To enter the Contest, Eligible Participants must log online to either: (i) the Air Canada Global Sales University website at <https://learninglibrary.com/AirCanada/A/enc/HOME>, or (ii) the Air Canada Global Sales University website via the ACTA Travel Learning Campus at <http://acta.travellearningcampus.ca/a/> during the Contest Period and successfully complete all two (2) categories of the following Global Sales University courses:

- 1) the "refreshed" Air Canada learning modules, earning their Air Canada Expert Certification; and
- 2) the Edmonton/Jasper module contained within the catalogue available to Canadian learners, (an "**Eligible Entry**").

Bonus Eligible Entry: Eligible Participants can earn an additional Eligible Entry if they successfully complete the two (2) Aeroplan modules, earning their Aeroplan Expert Certification (if Eligible Participants already completed the 2 Aeroplan modules and earned their Aeroplan Certification, they will automatically earn an additional Eligible Entry).

A limit of two (2) Eligible Entries (including the Bonus Eligible Entry) per Eligible Participant is permitted during the Contest Period.

Although online access is required in order to enter the Contest, no purchase is necessary. Many public libraries, internet cafés, retail businesses and other locations offer free access to internet.

3. Prize

There is one (1) prize to be won consisting of:

- **One (1) Edmonton & Jasper Prize Package for the winner and a travel companion** (the “Prize”).

The Prize includes:

- Two (2) Economy Class round-trip tickets on any flight operated by Air Canada (including flights operated under the Air Canada Express banner and operated by Air Canada Rouge) from the major Canadian airport served by Air Canada closest to the winner’s place of residence to Edmonton International Airport (YEG); and
- Choice of **one** (1) of the following two (2) packages:

Summer Package

For travel between May 1st, 2022 and October 31st, 2022.

Edmonton:

- Two (2) nights’ accommodation in a Standard Room at [the JW Marriott ICE District hotel](#);
- Admission for two (2) people at the [Fort Edmonton Park](#);
- Long table dinner for two (2) people at the [Old Red Barn](#) restaurant (subject to availability and dates of travel); and
- Roundtrip shuttle transfer between Edmonton and Jasper.

Jasper:

- Two (2) nights' accommodation in a Standard Room at the [Fairmont Jasper Park Lodge](#); and
- Admission for two (2) people at the [Jasper Motorcycle Tour](#).

Winter Package:

For travel between November 1st, 2021 and April 30th, 2022 **or** between November 1st, 2022 and December 31st, 2022.

Edmonton:

- Two (2) nights' accommodation in a Standard Room at the [JW Marriott ICE District hotel](#);
- Winter Segway Tour for two (2) people with the [River Valley Adventure Co.](#);
- Admission for two (2) people at the [Royal Alberta Museum](#); and
- Roundtrip shuttle transfer between Edmonton to Jasper.

Jasper:

- Two (2) nights' accommodation in a Standard Room at the [Fairmont Jasper Park Lodge](#);
- Ski Passes for two (2) people at the [Marmot Basin Ski Resort](#) (excludes ski rentals and food); and
- [Experience on the Ice Explorer](#)

The total approximate value of each Prize is CDN \$4,113.

Exact value of the Prize depends on point of departure and destination as well as time of travel.

The Prize must be accepted as awarded and may not be sold, transferred or converted to cash and will not be refunded if unused.

No substitutions, changes or extensions are permitted. Contest Sponsor reserves the right at its sole discretion to substitute the Prize for one of equal or greater value or allow a Prize transfer.

The Prize will be issued in the form of a promotion code ("**Promo Code**") which can be used when booking a flight directly on [aircanada.com/agents](#). The Prize winner will be required to validate their IATA/ACTA identification details prior to selecting their flights. The Promo Code will be valid for the winner and his/her companion, the name of the companion cannot be changed once the tickets are issued.

The Prize must be redeemed by December 31, 2021 and travel completed by December 31, 2022.

Flights operated by other airlines including Star Alliance® member airlines, codeshare and interline flights are excluded. Flight reservation is subject to availability and blackout dates below. Travel does not qualify for Aeroplan points accumulation or for mileage/points accumulation in any other frequent flyer program. No changes permitted to reservations once date of travel is confirmed and tickets have been issued.

The Prize winner is responsible for all fuel, insurance, surcharges, taxes, fees and other applicable charges with a credit card at time of booking. The Prize winner and their travelling companion are responsible for: any and all costs, expenses and taxes not expressly described herein including, without limitation, applicable local air departure taxes, ground transportation, gratuities, merchandise, telephone calls, personal expenses of any nature for overnight layover, meals and beverages, service charges, in-flight meals and entertainment; costs incurred to and from the departure point (as the Prize originates and terminates there), obtaining sufficient personal travel insurance prior to departure, if desired; obtaining and carrying all necessary travel documentation, such as passports and visas and complying with customs immigrations regulations. The use of upgrade certificates is not permitted for flights. Use of the airfare tickets are subject to Air Canada's general conditions of carriage publicly available at www.aircanada.com.

The Prize winner and his/her travelling companion understand and acknowledge the risks related to the spread of infectious or contagious diseases and understands it remains his/her responsibility to take the necessary precautions applicable to any health hazards, including but not limited to COVID-19. The Prize winner also understands it is his/her responsibility to verify if his/her travel insurance policy covers incidents related to COVID-19.

The Prize winner and his/her travelling companion are also aware of Air Canada's CleanCare+ Program and the mandatory health and safety measures, including but not limited to pre-flight customer temperature checks, mandatory protective face coverings, and health screening questions. For more information, please visit the Air Canada webpage for COVID-19 Updates.

The following blackout dates apply to the Prize. Applicable to the destination listed below, travel will not be permitted during the corresponding periods outlined below:

BLACKOUT DATES FOR EDMONTON (YEG)

15 December 2021 to 05 January 2022
13 April 2022 to 20 April 2022
23 July 2022 to 07 August 2022
14 December 2022 to 04 January 2023

Prizes for travel agents constitute a taxable benefit to the recipient. Any resulting income tax liability will be for the travel agent to assume. As the issuer of the prizes, Air Canada is obligated to prepare and file a prescribe form and slip with the tax authorities and the recipient travel agent, respectively. The measurement of the taxable benefit is based on the fair market value of the published QFL fare basis (excluding taxes) based on the origin, destination and travel period.

4. Prize Draw

A random draw from all Eligible Entries received from Eligible Participants during the Contest Period to select the winner of the Prize will be held virtually at Contest Sponsor's offices located at 7373 Côte Vertu West, St-Laurent, QC, H4Y 1H4 on **December 1st, 2021 at 2:00 p.m. EST**. The odds of winning the Prize will depend upon the total number of Eligible Entries received from Eligible Participants during the Contest Period.

5. Claiming of Prize

In order to be declared a winner and be able to claim the Prize, the Eligible Participant selected by random draw will be contacted by telephone or by e-mail by the Contest Sponsor or one of its agents or representatives, shortly following the draw and must confirm acceptance as a selected Eligible Participant within three (3) calendar days of contact. If the selected Eligible Participant cannot be contacted, another Eligible Participant will be selected by way of random draw. Before being declared a winner, each selected Eligible Participant will be required to answer a four-step, two-to-three number time-limited mathematical skill-testing question and sign a release and waiver form confirming, without limitation, that:

- He/she complies with the eligibility requirements;
- he/she has read the Contest rules and regulations and complies completely;
- he/she accepts the Prize as awarded;
- he/she acknowledges the Contest Sponsor's right to publish his/her picture, name and city of residence without compensation other than the Prize offered; and

- he/she releases and agrees to hold harmless of all liability the Contest Sponsor, its subsidiaries and affiliates, media partners, advertising, promotional agencies and each of the foregoing entities' directors, officers, employees, contractors and agents.

No correspondence will be undertaken except with the selected Eligible Participants whose Eligible Entry was drawn. Once an Eligible Participant is declared a winner by Contest Sponsor, Contest Sponsor will send the Eligible Participant a letter containing the details on how to redeem the Prize.

6. General Terms and Conditions

All entries submitted, and all information provided, by Eligible Participants must be complete and accurate. Contest Sponsor will not be held responsible for any technological malfunctions, telephone or internet interruptions and/or any late/incomplete/erroneously completed Prize claims or release and waiver forms.

By entering the Contest, Eligible Participants expressly consent to the Contest Sponsor, media partners, advertising and promotional agencies, storing, sharing and using the personal information submitted with his/her entry only for the purpose of administering the Contest and in accordance with the Contest Sponsor's Privacy Policy publicly available on Contest Sponsor's website:

- <https://www.aircanada.com/ca/en/aco/home/legal/privacy-policy.html>.

Contest Sponsor will retain the personal information according to applicable laws.

All entries are subject to verification by the Contest Sponsor and may be disqualified if they are received outside of the Contest Period, are incomplete, illegible, irregular, photocopied or otherwise reproduced, submitted through illicit means or if they contain any false statements, or do not conform to or satisfy to any condition of these Contest rules and regulations.

By entering the Contest, Eligible Participants agree that the Contest Sponsor reserves the right to publish without compensation the full name, city of residence, and photograph of all winners and Eligible Participants waive all rights with respect to printed, broadcast and other forms of publicity. Eligible Participants further agree that all entries submitted and their content become the property of the Contest Sponsor and will not be returned. Eligible Participants agree to be bound by all decisions of the Contest Sponsor regarding the Contest which shall be final and binding in all respects.

Eligible Participants agree that the Contest Sponsor is not liable for any incorrect or inaccurate transcription of entry information or for any error or malfunction of any kind in connection with the Contest. If the Contest is not capable of running as planned for any reason, including tampering, unauthorized intervention, fraud, technical failures, or any other cause, the Contest Sponsor reserves the right, at its sole discretion, to, without advance notice, terminate or suspend the Contest, in whole or in part, or modify it in any way, without any further obligations to Eligible Participants.

Furthermore, if the Contest Sponsor determines, at its sole discretion, that any entry compromises the integrity of the Contest, the Contest Sponsor reserves the right to disqualify the entry at issue or terminate the Contest in its entirety without any further obligations to Eligible Participants. The Contest Sponsor further reserves the right, at its sole discretion, to disqualify any individual from the Contest and to ban the individual from any future contest of the Contest Sponsor who it finds or believes to be tampering with the entry process or the operation of the Contest; to be acting in violation of the Contest rules and regulations or in an unsportsmanlike or disruptive manner, or with intent to annoy, abuse, threaten or harass any other person.

By entering this Contest, Eligible Participants agree to release and hold harmless the Contest Sponsor, its subsidiaries and affiliates, media partners, advertising and promotional agencies and each of the foregoing entities' respective directors, officers, employees, agents, representatives, successors and assigns from any liability in connection with the Contest or, if declared a winner, the Prize awarded and use thereof.

The Contest is subject to federal, provincial and local rules and regulations.

For Quebec Residents only: 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 board only for the purpose of helping the parties reach a settlement. All issues and questions concerning the construction, validity, interpretation and enforceability of these official contest rules, or the rights and obligations of an Eligible Participant in connection with the Contest, shall be governed by and construed in accordance with the laws of the Province of Quebec and the laws of Canada applicable therein.

Governing Law. All issues and questions concerning the construction, validity, interpretation and enforceability of these official contest rules, or the rights and obligations of an Eligible Participant in connection with the Contest, shall be governed by and construed in accordance with the laws of the Province of Quebec and the laws of Canada applicable therein.

Eligible Participants may obtain the Prize winner's name between December 13, 2021 and December 17, 2021, by sending an email to agencycontest@aircanada.ca.



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