



Contest Rules

«KLM's 70th anniversary in Canada»

Article 1: ORGANIZER

Koninklijke Luchtvaart Maatschappij NV (KLM)
Milanseweg 55
1182 GP Amstelveen
the Netherlands

Is holding an online contest that is free of charge and without obligation to purchase, from May 29th, 2019 10:00 a.m. to June 12th, 2019 11:59pm (Montreal 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://www.70yearsoflove.ca/> The rules to participate are described in Article 4.

The contest is open to Canadian residents, ages 18 and over.

Directors, officers and employees of KLM and Air France, 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 Air France can use their names and pictures for promotional or advertising purposes and will sign the consent form used by Air France for this purpose.

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 can be announced by means of banners on the Air France Canadian websites and/or via the newsletters of Air France Canada.

It may also be announced in other ways such as (but not limited to) ads on partner websites and social media networks (Facebook and Instagram)

Article 4: PARTICIPATION RULES

In order to enter the contest, contestants must:

- 1- Complete the online form
- 2- Answer correctly the 5 questions in 90 seconds
- 3- Validate your participation

Every participant will get 2 chances to have the right answer for every question. If at the end of the quiz the person doesn't have a perfect score, he will get a second chance to take on the quiz.

A. Contest – DRAW FOR MAIN PRIZE – LOT A

During their participation, contestants who answer correctly to the 5 questions in 90 seconds will have one (1) entry to win the Main prize – LOT A mentioned in Article 6.

B. Contest – DRAW FOR SECONDARY PRIZE – LOT B

During their participation, contestants who answer correctly to the 5 questions in 90 seconds will have one (1) entry to win the Secondary prize – LOT B mentioned in Article 6.

Article 5: ENTRIES ALLOWED

Only 1 entry 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 prizes will be awarded at the end of the contest, according to the article 7 of the present rules and regulations.

1st PRIZE – LOT A: Two (2) KLM tickets, economy class, departure from Montreal, Toronto, Edmonton, Calgary or Vancouver to the KLM destination of their choice. Flight must be operated by KLM . Value: \$3000 CAD

2nd PRIZE – LOT B: 5 gift bags. Value: \$50 CAD each. Inside the bags: KLM pen, KLM cap, KLM coffee cup, KLM keyrings and a KLM watch.

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.

Costs of transportation to and from the residence, the hotel and the airport are the responsibility of the winner.

ARTICLE 7: NOMINATION OF THE WINNERS

A. MAIN PRIZE – LOT A

The main prize winner shall be decided at the end of the contest on June 12th, 2019. The contestants who answered correctly to the 5 questions in 90 seconds and completed the participation form will be eligible to win the Main Prize.

B. SECONDARY PRIZE – LOT B

The main prize winner shall be decided at the end of the contest on June 12th, 2019. The contestants who answered correctly to the 5 questions in 45 seconds and completed the participation form will be eligible to win the Secondary Prize.

C. GENERALITIES

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

Article 8: ATTRIBUTION OF PRIZES

A: MAIN PRIZE:

The winner of the main prize will be notified by email 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:

- MAIN PRIZE: The winners will be required to claim their prize by email at copayette-ext@airfrance.fr , no later than July 16th 2019, otherwise, although subject to the provisions in Section 11, they will be deemed as having relinquished their prize.

B: SECONDARY PRIZE:

The winner of the secondary prize will be notified by email 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:

- **SECONDARY PRIZE:** The winners will be required to claim their prize by email at copayette-ext@airfrance.fr, no later than July 16th 2019, otherwise, although subject to the provisions in Section 11, they will be deemed as having relinquished their prize.

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.

SECTION 9: LIABILITY

A. WITH RESPECT TO THE CONTEST

Air France 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, Air France cannot be held liable for any third party acts of Internet abuse.

While Air France 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, Air France 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 Air France;
- 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.

Air France 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 Air France, 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; Air France reserves the right, if warranted, to initiate proceedings against the defaulting party.

B. WITH RESPECT TO THE USE OF PRIZE TICKETS

KLM shall not be held liable for any physical incapacity, whether legal, physical or mental, preventing the winners from boarding their flight or entering a foreign country, including in the case of irregularity in their travel documents (missing or expired passport or visa, etc.).

SECTION 10: GENERALITIES

The present rules are governed by the laws of Québec, 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.

TRAVEL CONDITIONS OF AIRLINE TICKETS OFFERED BY



FOR PROMOTIONAL, ADVERTISING OR PUBLIC RELATIONS PURPOSES

70 YEARS IN CANADA CONTEST

May 29th to June 12th 2019

2 return tickets

Origin - Destination (via Amsterdam) Montreal, Toronto, Vancouver, Calgary or Edmonton
to a KLM destination of your choice

Economy Class

Taxes paid by KLM Royal Dutch Airlines

1. These tickets must be used for a roundtrip before March 31st, 2020 and **must have been issued by December 1st 2019**. Unfortunately, these tickets are **non-transferrable and no extension** shall be granted if not issued / used by said dates.
2. Ticket issuance is limited to 180 days before departure and no later than December 1st 2020. Flight availability on the www.klm.ca website does not guarantee availability for promotional tickets for the same flights and dates. Upgrades are not permitted and cannot be exchanged for Flying Blue miles / Delta Skymiles.
***Blackout dates for 2019:**
January 1st to 15th
July 15th to August 15th
December 15th to 31st
3. These tickets are for personal use only and must be used simultaneously by two persons, one of them being the winner and a person of their choice. Resale of these tickets is strictly forbidden. Flying Blue mileage, SkyBonus points or other mileage programs points may not be accumulated on these tickets. The benefits linked to Flying Blue Elite accounts are not permitted on these tickets, such as lounge access, SkyPriority boarding, extra baggage and seat selections.
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. No stopover in Amsterdam is allowed, unless Amsterdam is the destination.
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, KLM reserves the right to change the travel dates after consulting with the recipient.
7. Seat selection can be done at any time via the "Manage my booking" section on www.klm.ca, for a fee, or for free 30 hours or less before the flight when checking-in online on www.klm.ca.
8. In the event of a cancellation after tickets' issuance, these tickets will no longer be available to use for travel.
9. 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.

10. 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.
11. The above conditions may be changed without notice.

Ymqpi – 70yr in Canada contest