



CATS Customer Appreciation and Try Transit Week Official Giveaway Rules and Regulations

- 1. Eligibility:** This giveaway is open to residents of the greater Charlotte region who are 18 years or older at the time of entry. Employees of CATS are ineligible to participate. No purchase is necessary.
- 2. Sponsorship:** Charlotte Area Transit System (CATS) is the official sponsor of this giveaway, which will be conducted in full compliance with these official rules.
- 3. Agreement to Rules:** By entering, contestants agree to follow all official rules and applicable federal, state, and local laws. CATS reserves the right to disqualify any entry at its discretion. By entering this giveaway, contestants agree to accept the decisions of the sponsor as final and binding.
- 4. Entry Period:** This giveaway begins October 6, 2024, at 12 a.m. EST and ends October 12, 2024, at 4:59 p.m. To be eligible for entry, entries must be received within this specified period.
- 5. How to Enter:** To enter, contestants should download the CATS-Pass app and create an account. Then, click the banner at the top of the app and complete the required information through the secure Seamless Document. Customers can also visit the ticket office at the Charlotte Transportation Center to complete a physical copy of the entry form. Incomplete entries, incorrect email addresses, or those that do not adhere to the official rules and specifications will be disqualified at the sponsor's sole discretion.
- 6. Prize:** The winner will receive one year of free transit rides, preloaded via twelve monthly promotional codes on the CATS-Pass app or twelve physical monthly passes. The prize is non-transferable and can only be used by the winner. No cash or other substitutions will be made.
- 7. Odds:** The total number of eligible entries received determine a contestant's odds of winning.
- 8. Obligations of Winner:** The winner grants CATS permission to use their name and/or likeness for one social media post and one associated post on the official CATS website.

The winner agrees to provide one photo each month documenting their experience through the duration of their prize to share on CATS' official social media.

- 9. Privacy Policy:** CATS will not share contestants' account and/or personal information. Individual account details are exempt from public records requests. For diagnostics, the CATS-Pass app stores username, phone number, build stage, app version, device model, platform, and version. User's credit/debit card information is protected by a user-selected PIN and stored securely with Payeezy, a leading provider of credit card processing for electronic payments. Payment information is neither stored in the app nor collected or stored by the Charlotte Area Transit System.
- 10. Terms and Conditions:** In its sole discretion, CATS reserves the right to modify or cancel the giveaway due to unforeseen issues such as unauthorized human intervention or tampering, bugs, viruses, fraud, or other uncontrollable factors. If tampering occurs, CATS may determine the winner from eligible entries. Anyone found tampering with the entry process or violating these terms will be disqualified.
- 11. Disputes:** This giveaway is governed by U.S. and North Carolina law. Any disputes must be resolved individually, without class action, in a Mecklenburg County court.
- 12. Limitations of Liability:** Entry into this giveaway constitutes your agreement to release and hold harmless CATS and its subsidiaries, representatives, affiliates, partners, advertising and promotion agencies, successors, agents, assigns, directors, employees, and officers against and from any and all claims, liability, illness, injury, death, litigation, loss, or damages that may occur, directly or indirectly from participation in the giveaway and/or the 1) winner accepting, possessing, using, or misusing of any awarded prize or any portion thereof; 2) any type of technical failure; 3) the unavailability or inaccessibility of any transmissions, phone, or Internet service; 4) electronic error or human error in the giveaway administration or the processing of entries. Contestants waive rights to any claim for damages associated with participation in the contest, whether punitive, incidental, special or consequential.