

The Rocky Mountaineer & Wilder Institute/Calgary Zoo
RAFFLE PRIZE TERMS & CONDITIONS
Jan 2025 - Sept 2025

Introduction

By entering the Contest, entrants agree to abide by the Official Rules and all decisions of the independent contest organization with respect to any aspect of the Contest. Decisions made by the independent contest organization are final.

By participating in the competition, the entrant agrees to the following terms and conditions. The competition is being run and managed by The Calgary Zoological Society, doing business as “Wilder Institute/Calgary Zoo” and not by Rocky Mountaineer/Great Canadian Railtour Company or affiliates.

- All ticket numbers purchased will be emailed to entrants by the registered Electronic Raffle Supplier (ERS) (Rafflebox). A physical ticket will not be mailed out for this draw.
- The winner will be determined by a random draw utilizing an Alberta Gaming Liquor Commission (AGLC) registered Electronic Raffle Supplier (ERS) Random Number Generator (RNG).
- The winner will be contacted by phone and email. The winner has 30 days to claim their prize, a second draw from the same numbers will occur after 30 days if the prize goes unclaimed.
- Ticket sales will end on Sunday, August 31, 2025 at 11:59:59 PM MST, with the draw taking place on Tuesday, September 2, 2025.
- By playing the entrant consents to having their name and winning numbers published.
- Volunteers, staff and other employees of Wilder Institute/Calgary Zoo may purchase tickets, with the exemption of (4) listed raffle managers from the zoo.

Eligibility to Enter

To enter and be eligible to win, an entrant must be a legal resident of Canada who has reached the age of majority at time of entry in the province or territory in which he/she resides and not be one of four (4) previously indicated Raffle Managers from Wilder Institute/Calgary Zoo. All other volunteers, staff and other employees/contractors of Wilder Institute/Calgary Zoo may purchase tickets, with the exemption of (4) indicated internal Raffle Managers from the zoo.

By entering the competition, the entrant confirms that they are eligible to receive any prizes that may be awarded. Entrants must physically be in the province of Alberta at the time of purchase, be 18 years or older and entrant must use a major credit card, Visa Debit or MasterCard debit.

There is no limit to how many entries are purchased per person, however, all entries must be purchased (1 for \$20 (400 tickets available), 3 for \$50 (222 tickets available). Assuming all tickets are sold, the odds of winning are 1 in 622 for each ticket.

The Prize

The winner will receive the Rocky Mountaineer draw prize valued at \$7,788 CAD. The winning prize will be two Gold Leaf Service train journey tickets for a 2 day trip with the Rocky Mountaineer Train (operating at #1100 – 980 Howe Street, Vancouver, BC, V6Z 0C8). The trip is to be booked with

Rocky Mountaineer directly, and **travel must occur in their 2026 season** (April 13 – October 11, 2026). The prize cannot be extended beyond these dates and must occur in 2026.

- The prize package to include: Rocky Mountaineer Gold Leaf Service Trip with 2 days of train travel for two (2) guests including dining, beverages, train travel and transport and 1 nights' accommodation*
 - o *1 overnight hotel included between the two train travel days; hotel not included at the origin city or final city stop on 2nd day of travel)
- The winner can choose between one of two routes:
 - o a.) Journey Through the Clouds (Vancouver – Kamloops – Jasper), routes run both east and west directions
 - o b.) First Passage to the West (Vancouver – Kamloops – Banff), routes run both east and west directions
 - These train journeys include 2 days, all daylight, onboard the GoldLeaf Service Rocky Mountaineer Train
 - Each journey has 1 overnight included in Kamloops
 - Each journey is one-way; begin and end in different locations
- Included in this prize package:
 - o 2 breakfasts, 2 lunches, snacks throughout the journey and including all beverages (signature cocktails, premium alcohol, and non-alcoholic beverages)
 - o 2 days Rocky Mountaineer Gold Leaf Service, with bi-level glass dome seating and separate dining room car below
 - Full glass-dome windows with panoramic views and open air viewing vestibule on lower level
 - Reclining, comfortable pre-assigned seating with ample leg room
 - o Luggage handling and rail station bus transfer in Kamloops to the hotel booked by Rocky Mountaineer
 - o 1 night hotel in Kamloops (*hotel confirmed closer to the departure date, booked by Rocky Mountaineer)
 - o Engaging hosts with stories about historic sites as you pass mile markers, scenery and wildlife
 - o Luggage delivery at the mid-way point to your overnight hotel accommodation in Kamloops
 - o The option to customize your journey with recommended tours or optional add-ons from trusted partners, for an additional cost to each guest.

Travel to and from the start and end points of the train journey **is not included as part of the prize package. The arranging and cost of any travel required to/from the start and end points of the train journey are the sole responsibility of the winner.

The prize is non-transferable and non-exchangeable, not for resale and have no cash surrender value. The information and routes shared above cannot be altered.

We reserve the right to substitute prizes of equal or greater value if circumstances beyond our control require doing so.

Wilder Institute/Calgary Zoo's decision on any aspect of the competition is final and binding, and no correspondence will be entered into about it.

Winner Announcement

Ticket sales will end on August 31, 2025. The winner will be chosen at random and notified via the email address and/or phone number provided on September 2, 2025. The winner will have thirty (30 days) to claim their prize. If the winner does not respond to the emails and/or calls informing them of their win, they forfeit their right to the prize, and Wilder Institute/Calgary Zoo reserves the right to select and notify a new second draw winner.

If the prize is not claimed by midnight (12:00am) on October 1, 2025, a new winner name will be drawn.

Wilder Institute/Calgary Zoo will make two attempts to contact the winner via email and phone.

Delivery of the Prize

The Winner will be required to complete a Declaration and Release Form (the "Release Form") confirming compliance with the Official Rules, acceptance of the Prize as awarded, without substitution, and releasing Wilder Institute Calgary Zoo, its dealers, agents, affiliated and related companies, advertising and promotional agencies, the independent contest organization and their respective shareholders, directors, officers, employees, agents, dealers, representatives, successors and assigns (collectively, the "Releasees") from any liability in connection with a Prize or this Contest. Release Forms must be completed and submitted within the time period specified on the Release Form or the Prize may be forfeited. Upon receipt and verification, Prizes will be shipped to the confirmed Winners by the independent contest organization.

The winner will allow 30 days from confirmed contact for the prize to be delivered; otherwise, alternative collection or delivery arrangements can be made through mutual agreement. The winner will be directed to book directly with the service provider, Rocky Mountaineer. It is the sole responsibility of the winner to contact Rocky Mountaineer to book an available date for travel and redeem the prize; all travel must occur within their 2026 season of April 13 – October 11, 2026.

Data Protection and Publicity

You agree that any personal information that you provide when entering the competition will be used by Wilder Institute/Calgary Zoo for the purposes of administering the competition. Wilder Institute/Calgary Zoo respects each entrant's right to privacy. Personal information collected from entrants will only be used by Wilder Institute/Calgary Zoo to administer the Contest and, only if consent is given at the time of entry, to provide the entrants with information regarding upcoming promotions and/or events from the Sponsor. If entrants provide consent when entering the Contest, entrants consent to the manner of collection, use and disclosure of personal information as set out in Wilder Institute/Calgary Zoo's privacy statement,

All entrants may request information or ask questions by emailing partnership@calgaryzoo.com.

The winner agrees for Wilder Institute/Calgary Zoo to release their full name and contact details to Rocky Mountaineer.

All raffle ticket purchases will be handled and monitored via Raffle Box.

The winner agrees to have their first name and province of residence announced on Wilder Institute/Calgary Zoo's website and social media channels, and Rocky Mountaineer, for promotional purposes.

Limitation of Liability

Wilder Institute/Calgary Zoo accepts no liability for any damage, loss, injury, or disappointment suffered by entrants as a result of participating in the competition or being selected for a prize.

General

1. This Contest is subject to all applicable federal, provincial and municipal laws and regulations.

2. Wilder Institute Calgary Zoo accepts no responsibility for loss, damage or claims caused by or resulting from the Contest or acceptance or use of a Prize. Wilder Institute / Calgary Zoo will not be responsible for late, lost, illegible, incomplete, falsified or destroyed entries and all such entries are void. Entries that have been falsified, tampered with or altered are void. The Releasees will not be liable for any failure of the Contest Website, do not assume any responsibility for incorrect or inaccurate capture of Entry information, technical malfunctions, human or technical error, printing errors, lost, delayed or garbled data or transmissions, omission, interruption, deletion, defect or failures of any telephone or computer lines or networks, computer equipment, software or any combination thereof. Entry material/data that have been tampered with or altered are void. In the event it is determined that an entrant has entered in a fashion not sanctioned by these Official Rules and/or has submitted more than the number of entries permitted by these Official Rules, the entrant will be disqualified, and all of the entries submitted by the entrant will be disqualified.

3. Wilder Institute/Calgary Zoo reserves the right, at any time and without prior notice, to cancel the competition or amend these terms and conditions. If a cancellation were to occur, or force majeure, the cost of the raffle ticket price less administration fees, will be returned to each purchaser/entrant.

4. Use of this Certificate constitutes acceptance of the following terms and conditions:
 - Rocky Mountaineer reserves the right to change these terms and conditions from time to time with or without notice to the extent permitted by applicable law.
 - This trip must be taken during our 2026 season, from April 13 to October 11, 2026. Refer to www.rockymountaineer.com for departure dates.
 - Under no circumstances may this certificate be extended past the expiry date.
 - Rocky Mountaineer is not responsible for lost, stolen or defaced Certificates.
 - Reservations are based upon availability of space for the period requested. Blackout dates apply.
 - This Certificate has no cash value, is non-transferable and cannot be redeemable for cash.
 - Non-commissionable to Travel Agents.

- Any items of a personal nature, air or ground transportation (other than that detailed above), upgrades, tour add-ons, return transportation or gratuities are the responsibility of the individual traveler.
- Rocky Mountaineer makes no warranties or conditions, express or implied, statutory or otherwise, with respect to Certificates.
- Rocky Mountaineer is not liable for any failure or inability to use Certificates in accordance with the outlined terms and conditions.
- YOU MAY NOT SELL, OFFER FOR SALE AT AUCTION, RESELL, DONATE, ACT AS COMMERCIAL AGENT FOR ANOTHER PARTY IN RELATION TO THE TRANSFER OF, OR OTHERWISE TRANSFER THIS CERTIFICATE FOR CONSIDERATION WITHOUT THE SPECIFIC PRIOR WRITTEN CONSENT OF ROCKY MOUNTAINEER.

Certificates obtained from unauthorized channels will be automatically rendered void and invalid. Rocky Mountaineer reserves the right to have any person presenting the Certificate for redemption provide evidence of their compliance with this requirement. In using this Certificate, the user agrees to the terms and conditions set forth by Rocky Mountaineer in the Terms and Conditions section of the Rocky Mountaineer product brochure. For more information please visit www.rockymountaineer.com.

AGLC Raffle License #: 720148