

OFFICIAL CONTEST RULES AND REGULATIONS

REPORT A PROBLEM USABILITY STUDY CONTEST

The Report a Problem Usability Study Contest (the “Contest”) is sponsored by The Regional Municipality of York (“York Region”).

Please read these official Contest Rules and the Notice of Collection in their entirety before entering the Contest. You are not eligible to enter the Contest unless you agree to these official Contest Rules and the Notice of Collection. Participation in the Contest constitutes full and unconditional agreement and acceptance of these official Contest Rules, which are final on all matters relating to the Contest.

By participating in this Contest, Contestants agree to comply with these official Contest Rules and regulations and with the decisions of York Region.

CONTEST DURATION

The Contest starts on **May 18, 2026** at 12:01 a.m. ET and ends on **May 22, 2026** at 11:59 p.m. ET (the “Contest Period”). All submissions must be made no later than **May 22, 2026** at 11:59 p.m. (“Closing Time”).

ELIGIBILITY

Contestants must complete participation in a 45-minute website testing and feedback session, conducted online for the Report a Problem Usability Study on either Wednesday, May 20, or Thursday, May 21, 2026.

Contestants will receive one (1) entry only upon completion of study session.

Contestants must live, work or travel to York Region regularly.

Any Submissions received after the Closing Time will not be accepted into the Contest.

The Contest is open to the Report a Problem Usability Study participants 18 years old or older at the time of entry, except York Region employees, York Region agents and Regional Council members.

No purchase is necessary to enter.

A skill-testing question must be answered successfully by the Contest winner.

Contestants that meet these requirements will be included in a random draw after the Contest Period.

PRIZE DESCRIPTION

There are two (2) prizes available to be won, consisting of a one hundred dollar (\$100) prepaid Visa or MasterCard gift card. The odds of winning depend on the number of usability study participants. Contestants are limited to one (1) prize per contest.

PRIZE WINNER SELECTION AND NOTIFICATION

At the end of the Contest Period, representatives of York Region will randomly select the prize winner from the valid Submissions during the Contest Period.

All prize winners must meet the eligibility rules in order to receive the prize.

The winning Contestant will be notified by email from York Region of their selection as a prize winner, no later than **June 5, 2026**. The Contest winner must reply within seven (7) business days.

If the Contest winner does not respond to the Region's messaging within seven (7) business days or incorrectly answers the skill-testing question posed by York Region staff, the Contest winner will be disqualified and their entitlement to receive the prize will be declared null and void. York Region reserves the right, in its sole and absolute discretion, to select another eligible Submission as the Contest winner, in which event these provisions shall apply to such other eligible Submission.

CLAIMING THE PRIZE

The Contest winner agrees to release York Region, its employees, Regional Council members, agents, successors and assigns from any and all liability, loss, damage or claims caused by, resulting from or otherwise associated with the awarding, receipt, installation, possession, and/or use or misuse of any prize, including any travel or transportation related thereto.

The prize, unless otherwise specified, must be accepted as awarded with no changes or substitutions and picked up within thirty (30) days of being notified by the Region. It is the winner's responsibility to claim their prize within the thirty (30) days. Unclaimed prizes, after 30 days of being notified, will be forfeited. Unclaimed prizes may be awarded to another potential winner.

The prize must be picked up in person Monday to Friday (statutory holidays excepted) between the hours of 8:30 am and 4:30 pm at:

York Region Corporate Communications
17250 Yonge Street
Newmarket, Ontario
L3Y 6Z1

Winners must have valid/legal photo ID and sign a Release form. In order to claim the prize, the potential winner must also correctly answer a time limited mathematical skill-testing question without assistance or mechanical or electronic aid.

GENERAL CONTEST RULES

By participating in this Contest, each Contestant assigns all ownership rights in the Submission(s), including all intellectual property rights and copyright, to York Region. Submissions become the sole property of York Region upon entry and will not be returned to the Contestant.

1. York Region will have the irrevocable right to use, edit, reproduce, modify, publish, duplicate, display and create derivative works from any Submission(s) entered into the Contest without financial compensation to the Contestant.
2. By participating in this Contest, each Contestant agrees to hold harmless and indemnify York Region, its employees, Council members, successors and assigns against any and all liability, costs, losses, damages or causes of action with respect to or arising out of the Contestant's participation in or the administration of the Contest, and the receipt or use of any prize.
3. By participating in this Contest, each Contestant represents and warrants his or her Submission will not give rise to any claim of infringement of intellectual property rights, invasion of privacy or publicity, defamation or infringe on any rights and/or interests of any third party.
4. York Region reserves the right, at its sole discretion and without prior notice, to modify, cancel, terminate or suspend this Contest without prior notice for any reason, including but not limited to: the transmission of any virus, bug, worm, Trojan horse, technical failures, unauthorized human intervention, or other causes beyond York Region's control that corrupt or affect the administration, security, fairness or proper conduct of the Contest.
5. York Region reserves the right, in its sole discretion, to disqualify any person who it believes through their participation in the Contest has engaged in conduct that negatively affects the administration, fairness or integrity of the Contest, or who fails to meet or abide by these Contest Rules.
6. York Region will not be responsible or liable for any event that may cause any Submissions to be delayed or received after Closing Time or not received at all. These events include, but are not limited to: any failures or errors related to a website, network, server, hardware, internet or network traffic, power supply, computer failures, smartphone or internet data connections, applications, social media platforms, internet browsers or software that affects the Contest, or a Contestant's ability to enter a Submission into the Contest, or any other electronic issue or any other technical or human error of any kind.
7. Furthermore, York Region is not responsible for:
 - a. Lost, misdirected, misplaced, illegible, unintelligible, incomplete or late Submissions.

- b. Any act, failure to act, or delay regarding the transmitting or processing of Submissions.
 - c. Any technical errors or smartphone malfunctions on the part of the Contestants or York Region, or their respective service providers, that cause any Contestants to be unable to upload Submissions before the Closing Time.
 - d. Any fraudulent acts of other Contestants.
8. This Contest is subject exclusively to all applicable federal, Ontario and municipal laws. These Contest Rules are subject to change without notice to comply with any applicable federal, provincial and municipal laws or the policy of any other entity having jurisdiction over this Contest.
9. In the event of a discrepancy between anything in these Contest Rules and any other documentation related to this Contest, these Contest Rules will prevail and York Region are entitled to interpret these rules as required and the decision of York Region is final.
10. York Region is entitled to interpret these Contest Rules as required and its decision is final. Entries generated by script, macro or other automated means and Entries by any means which subvert these Official Contest Rules are void.
11. The Contest is not sponsored, endorsed, administered by or associated with Facebook, X, Instagram, Google, or any other digital platform on which this Contest is promoted.
12. **NOTICE OF COLLECTION:**

The personal information submitted in this form is collected under the authority of the *Municipal Act, 2001, S.O. 2001, c.25* and in accordance with the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56*. and will be used for the sole purpose of selecting a winner; and candidates for participation and use of anonymous demographics for the Report a Problem Usability Study. If you have questions about the collection, use, and disclosure, of your personal information by York Region please email Corporate.Communications@york.ca or call 1-877-464-9675 x71234.