



Participation instructions

To obtain the privileges of the Opéra de Montréal gift certificates, participants must fill out the survey form available on the Place des Arts and Opéra de Montréal websites, or included in the postal mailing, and indicate their name, full postal address, e-mail address and telephone number.

To be valid, the forms must be received by 11:59 Eastern Daylight Time on December 11, 2011.

Limit of one (1) survey form per person. Only one address may be used to enter in the contest, regardless of the number of addresses held by the participant. Survey forms produced by script, macro-command, robotic reproduction, programming or any other automated means are prohibited and will be automatically declared ineligible. If a person enters more than once, he or she will be automatically disqualified and all the survey forms received from this person will be declared ineligible.

The survey forms become the property of Opéra de Montréal and will not be returned to participants.

No purchase is required.

Conditions of eligibility

Participants must have reached the age of majority in their province or territory of residence as of the date of their contest entry. The administrators, directors and employees of Place des Arts, Opéra de Montréal and their affiliated companies and agencies, as well as their immediate families (father, mother, brother, sister, child) and people living in the same household are not eligible to enter this contest.

Gift certificate distribution process

On December 11, 2011, the forms from all eligible participants will be tallied. Participants who have correctly completed the survey form will be declared eligible for gift certificates, provided they meet all the conditions described in these rules.

Each eligible participant will be contacted by e-mail or mail in the week following the tally. Each eligible participant must claim their gift certificate as per the instructions provided by Opéra de Montréal within a maximum of three (3) days following the date they are first contacted. If the prize is not claimed in that time, the participant will be disqualified.

Description of prizes

Each participant will win one (1) gift certificate with a \$25 value to attend an Opéra de Montréal production at Salle Wilfrid-Pelletier at Place des Arts, valid for one category-2 ticket for the following productions:

- *Il Trovatore* – January 21, 24, 26 or 28, 2012
- *Faust* – May 19, 22, 24 or 26, 2012

The total value of the prize is \$25.

To be redeemed, gift certificates must be exchanged by telephone with Opéra de Montréal, or by coming in person to Opéra de Montréal with the gift certificate in hand.

Gift certificates are available in limited quantities. They may not be combined with any other offer. Gift certificates may be used for ticket purchase only.

General rules

To be declared eligible, each participant must first correctly fill out the survey form.

Each prize must be accepted as is and may not be exchanged for cash, sold or transferred. No substitutions will be provided.

Any false declaration on the part of a participant will automatically lead to disqualification from the contest.

Opéra de Montréal, its affiliated companies and agencies, as well as its administrators, directors and employees take no responsibility resulting from loss; lateness; errors in the e-mail or postal addresses received; printing errors; technical, computer or telephone malfunctions; software or IT equipment breakdown; fraudulent calls; or any other errors.

Personal information such as name, address, telephone number, e-mail address and age are collected only for administrative purposes related to this survey, and will not be used for any other purpose without participants' consent. By providing this information, participants consent to its use for the purposes described. Participating in this survey implies acceptance of these rules, which Opéra de Montréal will enforce. All Opéra de Montréal decisions are final.

General terms of purchase

The following terms govern all ticket reservations made through Opéra de Montréal. Any person who makes a ticket reservation through the Opéra de Montréal box office is understood to have freely agreed to these terms.

1. Customers must carefully check their show choice and performance date BEFORE reserving. NO REFUNDS, EXCHANGES OR CANCELLATIONS are possible once the reservation is made. Information about programming, dates, schedules and show casts are subject to change without notice.

2. Customers must fill out all the fields in the reservation form. Online payment may only be made using a credit card. Customers must clearly indicate their name as it appears on the credit card. Customers must use a valid credit card. Only Visa, American Express and MasterCard are accepted.
3. Only the discounts indicated on the form are available for this method of payment. For all other rates, customers must contact the Opéra de Montréal box office at 514 985-2258.
4. All purchases are submitted for approval to Opéra de Montréal and the financial institutions that issue the accepted credit cards.
5. In case of discrepancy between the information confirmed at the time a reservation is made through the box office and the information recorded by the Opéra de Montréal central box office system, the information judged to be accurate and treated as such is that recorded by the Opéra de Montréal central box office system.
6. Opéra de Montréal disclaims all responsibility should it be impossible to complete a reservation or transaction due to a power outage, computer system error, Internet outage or other ticket sales network outage.

Confidentiality and information security policy

Opéra de Montréal customers recognize that the information they provide us is accurate and complete.

Opéra de Montréal customers agree to and are entirely responsible for payment of all fees they incur, as well as all applicable taxes as appropriate for all transactions they carry out.

Opéra de Montréal is not responsible for the fees that Opéra de Montréal customers incur in carrying out transactions on the Opéra de Montréal website.

All transactions carried out through the customer's account are understood to be carried out by the account holder for and in the name of the account holder's business.

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