

**CUSTOMER SATISFACTION ONLINE SURVEY  
PRIZE DRAW  
OFFICIAL RULES**

- 1. SUMMARY:** Qatar Airways Q.C.S.C., PO Box 22550, Doha, Qatar (the “Sponsor” or “Qatar Airways”) is sponsoring the “Qatar Airways Cargo’s Customer Satisfaction Online Survey Prize Draw” (the “Prize Draw”), a free internet prize draw with no obligation to purchase at the end of the completion of a Qatar Airways Cargo Customer Satisfaction Online Survey (the “Survey”) on the dedicated website with web address of <http://www.surveyanalytics.com/t/AlyfrZOSvR> (which will run from April 20, 2017 to May 15, 2017). The Prize Draw is subject to these official rules set forth herein (the “Official Rules”) and participation in the Prize Draw represents unconditional acceptance of these Official Rules.
- 2. ELIGIBILITY:** The Prize Draw is open to employees of customers of Qatar Airways’ Cargo, who are at least 18 years old as of the first date of the Survey and have a valid passport at the time of participation in the Prize Draw. Employees, officers, directors, and agents of Qatar Airways, its subsidiaries and each of their immediate families (spouse, parents, siblings, and children) and household members are not eligible to participate in the Prize Draw. Participation in the Prize Draw is limited to one entry per participant for the entire Prize Draw. Any attempt at multiple entries by an individual with different email addresses will result in the expulsion of all identified participants and the immediate cancellation of any potential winnings from the Prize Draw. Participation is strictly personal and the participant cannot under any circumstances participate under several pseudonyms or on behalf of other participants or use any automated systems to enter. The Sponsor reserves the right to require any participant to justify the above conditions. Anyone not fulfilling these conditions or refusing to justify will be excluded from the Prize Draw and shall in case of winning, not receive the prize. **NO PURCHASE IS NECESSARY TO PARTICIPATE OR WIN. VOID WHERE PROHIBITED BY LAW.**
- 3. PARTICIPANTS AGREE TO RULES:** By participating in the Prize Draw, each participant unconditionally accepts and agrees to these Official Rules. All interpretations of these Official Rules by Sponsor are final.
- 4. SURVEY PERIOD:** This Survey period begins April 20, 2017 and ends on May 15, 2017.
- 5. ENTRY** Participants may enter the Prize Draw upon completion of the Survey located <http://www.surveyanalytics.com/t/AlyfrZOSvR> Survey participants will be given on-screen instructions to complete an anonymous Survey. Participants interested in participating in the Prize Draw will be asked to provide their full legal name and email address at the end of the Survey. Only one Survey per participant allowed. All submissions must be received during the Survey Period. Incomplete, invalid, unintelligible, late, lost, or invalid entries will be disqualified.
- 6. DRAWING** The Prize Draw will take place on May 31, 2017, in accordance with the Official Rules and winning is contingent upon a participant’s compliance with all of the terms and conditions of the Official Rules. One winner will be selected at random to win a prize of two Business Class Qatar Airways roundtrip tickets originating from any Qatar Airways destination on a published routing via Doha, for travel until October 31, 2017. Travel and booking is subject to the restrictions set herein and conditions of carriage apply.

The approximate retail value (ARV) of the prize is not more than twenty five thousand United States dollars (\$25,000) depending on the destination selected.

**7. WINNER VERIFICATION:**

The award of the Prize Draw is contingent upon full and unconditional compliance with these Official Rules. Potential winner will be notified by email. The winner will be contacted via the E-mail address provided at the time of Survey participation. Sponsor is not responsible for any errors in the communication of e-mail addresses provided by the winner. The prize must be claimed within seven (7) days of the notification email. If a potential winner cannot be contacted or verified or the prize is returned as undeliverable, or the participant is disqualified, the potential winner forfeits the prize. An unclaimed or forfeited prize will not be awarded. Sponsor is not responsible for any undelivered emails, including but not limited to emails that are not received because of a winner's email privacy or spam filter settings which may block or redirect any Sponsor related email, including any winner notification email or prize email to a junk, spam, or similar folder used to redirect unsolicited email or emails from unknown senders. Participants are required to check their spam settings and folders for any winner notification email from Sponsor.

**8. TRAVEL RESTRICTIONS:**

All travel arrangements must be booked through Qatar Airways, in compliance with instructions that will be given to the Prize Draw winner. The winner and travel guest must have valid government-issued documents as required for the itinerary and be legally able to travel without a legal guardian. The winner is responsible for any and all costs and expenses including, without limitation, taxes, fees, security, and passenger facility charges applicable to the ticket, which will not be issued without payment for taxes and fees. The prize tickets are for travel only on QATAR AIRWAYS operated flights. The winner is responsible for, all costs and expenses including, without limitation, the cost of destination visa, passport, car transportation to and from the airport, lodging expenses, meals, and any other travel expenses. The prize tickets do not entitle the holder to any mileage credit as part of the Privilege Club program. The validity period for the prize ticket may not be extended and a prize ticket may not be rebooked. Sponsor is not liable for any expense incurred as a consequence of a flight cancellation or flight delay. The prize ticket will be issued as an electronic ticket. Travel is subject to availability and certain other restrictions, which are subject to change at the sole discretion of Sponsor. Flight schedules are subject to change without notice. Sponsor reserves the right to withhold delivery of a prize until proof of eligibility and identity has been confirmed or to disqualify a winner from the competition due to any reason as decided by the Sponsor at its discretion.

**9. RESTRICTIONS ON ALL PRIZES:**

The prize is provided "as is" and without any warranty of any kind. No cash redemption or prize substitutions are allowed. Sponsor reserves the right to substitute a prize of equal or greater value in Sponsor's discretion or if a prize becomes unavailable without advance notice. Sponsor shall have no responsibility or obligation to a winner who is ineligible for a prize or is unable to or who does not accept or utilize the prize awarded, for any reason.

**10. PRIVACY:**

Information submitted in connection with the Prize Draw will be treated in accordance with these Official Rules and Sponsor's Privacy Policy, as may be amended from time to time, currently located at <http://www.qatarairways.com/us/en/privacy.page>.

**11. RELEASE OF LIABILITY:**

BY PARTICIPATING, EACH PARTICIPANT AGREES TO RELEASE AND HOLD SPONSOR AND ITS SUBSIDIARIES, AFFILIATES, DIVISIONS, EMPLOYEES, OFFICERS, DIRECTORS, AND AGENTS, HARMLESS FROM AND AGAINST ANY CLAIMS, ACTIONS, LOSSES, DAMAGES, OR LIABILITY OF ANY KIND, INCLUDING

WITHOUT LIMITATION, PERSONAL INJURIES, DEATH, OR PROPERTY DAMAGE, OR ANY DIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, WHICH PARTICIPANT OR ANYONE ELSE MAY INCUR AS A RESULT OF THIS PROMOTION OR THE USE OR MISUSE OF ANY PRIZE. BY PARTICIPATING, EACH PARTICIPANT HEREBY KNOWINGLY AND EXPRESSLY WAIVES ALL RIGHTS TO SEEK PUNITIVE, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, LOST PROFITS, OR ANY OTHER DAMAGES AGAINST SPONSOR OR ITS RESPECTIVE SUBSIDIARIES, AFFILIATES, DIVISIONS, EMPLOYEES, OFFICERS, DIRECTORS, OR AGENT. THE SPONSOR'S TOTAL LIABILITY FOR ALL CLAIMS ARISING OUT OF OR IN CONNECTION WITH THE SURVEY OR PRIZE DRAW SHALL BE LIMITED TO THE VALUE OF THE PRIZE WON BY A PARTICIPANT. IN THE EVENT AND TO THE EXTENT THAT THE LAWS OF ANY PARTICULAR JURISDICTION PROHIBIT THE APPLICATION OF ANY OF THE TERMS OF THE OFFICIAL RULES OR STIPULATE REQUIREMENTS NOT CONTAINED IN THE OFFICIAL RULES, THEN THE SPONSOR AND PARTICIPANT AGREE THAT THE PRIZE DRAW WILL BE TREATED NULL AND VOID AB INITIO IN RESPECT OF THAT PARTICIPANT. **SOME JURISDICTIONS DO NOT ALLOW CERTAIN LIMITATIONS OR LIMITATIONS OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES; THEREFORE, TO THE EXTENT PARTICIPANT IS FROM SUCH JURISDICTION, THE ABOVE MAY NOT APPLY IN PART.**

- 12. FORCE MAJEURE:** EXCEPT AS OTHERWISE EXPRESSLY SET OUT IN THESE TERMS AND CONDITIONS, SPONSOR AND ITS SUBSIDIARIES, AFFILIATES, DIVISIONS, EMPLOYEES, OFFICERS, DIRECTORS, AND AGENTS SHALL NOT BE LIABLE OR RESPONSIBLE FOR ANY FAILURE TO PERFORM, OR DELAY IN PERFORMANCE OF, ANY OF THEIR RESPECTIVE OBLIGATIONS THAT ARE CAUSED BY EVENTS OUTSIDE OF THEIR REASONABLE CONTROL. SPONSOR IS NOT RESPONSIBLE IF THE PROMOTION TERMINATES OR ANY PRIZE CANNOT BE USED OR REDEEMED DUE TO ACTS OF GOD, WAR, TERRORISM, EXPLOSIONS, FIRES, FLOODS OR OTHER NATURAL CALAMITIES, BAD WEATHER, STRIKES, RIOT, CIVIL DISRUPTION, INTERNET FAILURES, OR OTHER ACTS OF GOD OR THE WINNER, OR FOR ANY OTHER OCCURRENCES WHICH ARE OUTSIDE OF SPONSOR'S REASONABLE CONTROL.
- 13. DISCLAIMERS:** If this Prize Draw cannot be administered as contemplated for any reason, Sponsor reserves the right at its sole discretion to suspend, modify, or terminate the Prize Draw, winner selection, or prize without advance notice. Sponsor's failure to enforce any term of these Official Rules shall not constitute a waiver of that provision.
- 14. GOVERNING LAW AND DISPUTE RESOLUTION:** The Survey and Official Rules are subject to and governed by all applicable laws of the State of Qatar and are subject to the jurisdiction of the Qatari courts. Official Rules are VOID WHERE PROHIBITED OR RESTRICTED BY LAW. If one or more provisions of the Official Rules were declared void or unenforceable, the remaining provisions shall remain in full force and effect.
- 15. TAXES:** Each winner is responsible for paying any applicable taxes on the prize. Sponsor will comply with all government reporting obligations; winners will be asked to provide tax and personal information as a condition of being awarded a prize.
- 16. WINNER LIST:** The Prize Draw result may be obtained by sending a self-addressed, stamped envelope and letter to Cargo Marketing & Communications, Airport Road, P.O. Box 22550, Doha, Qatar within thirty (30) days of the Drawing.

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