

# *Empower CX 2020 Sweepstakes*

## **OFFICIAL RULES**

**NO PURCHASE OR PAYMENT NECESSARY TO ENTER OR WIN. MAKING A PURCHASE OR PAYMENT OF ANY KIND WILL NOT INCREASE YOUR CHANCE OF WINNING. SWEEPSTAKES ENTRY PERIOD BEGINS AT 12:00 p.m. EST ON OCTOBER 1, 2019 AND ENDS AT MIDNIGHT EST ON DECEMBER 31, 2019 (THE "SWEEPSTAKES PERIOD"). SWEEPSTAKES ONLY OPEN TO LEGAL RESIDENTS OF THE UNITED STATES AND DISTRICT OF COLUMBIA WHO ARE 18 YEARS OF AGE OR OLDER AT THE TIME OF ENTRY. VOID WHERE PROHIBITED OR RESTRICTED BY LAW.**

### **1. SWEEPSTAKES DESCRIPTION**

The Empower CX 2020 Sweepstakes ("Sweepstakes") is sponsored by Site1 Operating Corporation (the "Sponsor"). By participating in the Sweepstakes, each Entrant (defined in Section 2 below) unconditionally accepts and agrees to comply with and abide by these Official Rules and the decisions of Sponsor, which shall be final and binding in all respects. Sponsor is responsible for the collection, submission or processing of Entries (defined in Section 4 below) and the overall administration of the Sweepstakes. Entrants should look solely to Sponsor to assist with any questions, comments or problems related to the Sweepstakes. Sponsor may be reached by email at [empowercx@site1.com](mailto:empowercx@site1.com) during the Sweepstakes Period.

### **2. ELIGIBILITY**

The Sweepstakes is open to legal residents of the United States of America and the District of Columbia who are at least 18 years old as of the date they pre-register for the Event (the "Entrant"). Sponsor, and their respective parents, subsidiaries, affiliates, distributors, retailers, sales representatives, advertising and promotion agencies and each of their respective officers, directors and employees (the "Promotion Entities"), are ineligible to enter the Sweepstakes or win the Grand Prize. Household Members and Immediate Family Members of such individuals are also not eligible to enter or win. "Household Members" shall mean those people who share the same residence at least three months a year. "Immediate Family Members" shall mean parents, step-parents, legal guardians, children, step-children, siblings, step-siblings, or spouses. This Sweepstakes is subject to all applicable federal, state and local laws and regulations and is void where prohibited or restricted by law.

### 3. PRIZE

There will be one grand prize (the "Grand Prize") awarded in this Sweepstakes, which is:

Grand Prize: A check for reimbursement amount in USD of one (1) round trip ticket to and from Entrant's nearest airport to San Diego, California for Entrant's attendance at Sitel's Empower CX 2020 conference on June 24, 2020 (the "Event"). "ARV": Not to exceed \$2500.00).

The Grand Prize cannot be transferred or substituted by winner. Sponsor reserves the right in its sole and absolute discretion to award a substitute prize of equal or greater value if a prize described in these Official Rules is unavailable or cannot be awarded, in whole or in part, for any reason. The ARV of the prize represents Sponsor's good faith determination. That determination is final and binding and cannot be appealed. Restrictions, conditions, and limitations may apply.

Each Grand Prize will only be delivered to addresses within the United States of America within thirty (30) days following the Event, provided, however Entrant attends the Event and provides Sponsor with a receipt of their booked airfare for the Event. All federal, state and/or local taxes, fees, and surcharges are the sole responsibility of the Grand Prize winner. Failure to comply with these Official Rules will result in forfeiture of the Grand Prize.

### 4. HOW TO ENTER

The Sweepstakes during the Sweepstakes Period will be hosted online on at <https://www.empowercx.sitel.com> (via desktop or mobile).

Entrants who have previously pre-registered as well as individuals who will register during the Sweepstakes Period will be eligible to win.

Automated or robotic Entries submitted by individuals or organizations will be disqualified. Internet entry must be made by the Entrant. Any attempt by Entrant to obtain more than the stated number of Entries by using multiple/different email addresses, identities, registrations, logins or any other methods, including, but not limited to, commercial contest/sweepstakes subscription notification and/or entering services, will void Entrant's Entries and that Entrant may be disqualified. Final eligibility for the award of the Grand Prize is subject to eligibility verification as set forth below. All Entries must be posted by the end of the Sweepstakes Period in order to participate. Sponsor's clock will be the official timekeeper for this Sweepstakes.

## 5. WINNER SELECTION

The Grand Prize Winner of the Sweepstakes will be selected in a random drawing from among all eligible Entries received throughout the Sweepstakes Period. The random drawing will be conducted within **seventy-two (72) hours** after the Sweepstakes Period by Sponsor's employees working on the Global Marketing team. Odds of winning will vary depending on the number of eligible Entries received. Grand Prizes will only be awarded to verified winners.

## 6. WINNER NOTIFICATION

Winner will be notified **by email** approximately **seventy-two (72) hours** after the random drawing. The potential Winner must accept the prize by confirmation email as directed by Sponsor within **seven (7) days** of notification. Sponsor is not responsible for any delay or failure to receive notification for any reason, including inactive email account(s), technical difficulties associated therewith, or Winner's failure to adequately monitor any email account.

Any winner notification not responded to or returned as undeliverable may result in prize forfeiture. The potential Grand Prize winner may be required to sign and return an **affidavit of eligibility, release of liability, and a Publicity Release** (collectively "the Prize Claim Documents"). No substitution or transfer of the Grand Prize is permitted except by Sponsor.

## 7. PRIVACY

Any personal information supplied by an Entrant will be subject to the privacy policy of the Sponsor posted at <https://www.sitel.com/privacy-policy/>. By entering the Sweepstakes, each Entrant grants Sponsor permission to share their email address and any other personally identifiable information for the purpose of administration and prize fulfillment, including use in a publicly available Winners list.

## 8. CONDITIONS/LIMITATION OF LIABILITY

All Entrants, as a condition of entry into the Sweepstakes, agree to release the Promotion Parties from and against any and all liability, claims, or actions of any kind whatsoever for injuries, damages, or losses of any kind to persons including death or property which may be sustained directly or indirectly relating to the Sweepstakes. The winners shall bear all such risk of loss or damage to their Grand Prize after it has been delivered. Sponsor makes no representations or warranties of any kind concerning the appearance, safety or performance of any Grand Prize. Except where prohibited by law, winners grant Sponsor the right to print, publish, broadcast and use worldwide in any media now known or hereinafter known the winner's name, address, voice, statement, picture or other likeness without additional review, notification or compensation, for public relations, advertising and promotional purposes as may be determined by Sponsor.

Sponsor assumes no responsibility or liability for (a) any incorrect or inaccurate entry information, or for any faulty or failed electronic data transmissions; (b) any unauthorized access to, or theft, destruction or alteration of entries at any point in the operation of this Sweepstakes; (c) any technical malfunction, failure, error, omission, interruption, deletion, defect, delay in operation or communications line failure, regardless of cause, with regard to any equipment, systems, networks, lines, satellites, servers, camera, computers or providers utilized in any aspect of the operation of the Sweepstakes; (d) inaccessibility or unavailability of any network or wireless service, the Internet or website or any combination thereof; (e) suspended or discontinued Internet, wireless or landline phone service; or (f) any injury or damage to Entrant's or to any other person's computer or mobile device which may be related to or resulting from any attempt to participate in the Sweepstakes or download of any materials in the Sweepstakes.

If, for any reason, the Sweepstakes is not capable of running as planned for reasons which may include without limitation, infection by computer virus, tampering, unauthorized intervention, fraud, technical failures, or any other causes which may corrupt or affect the administration, security, fairness, integrity or proper conduct of this Sweepstakes, the Sponsor reserves the right at its sole discretion to cancel, terminate, modify or suspend the Sweepstakes in whole or in part. In such event, Sponsor shall immediately suspend the drawing and prize award, and Sponsor reserves the right to award the Grand Prize (up to the total ARV as set forth in these Official Rules) in a manner deemed fair and equitable by Sponsor. Sponsor and Released Parties shall not have any further liability to any Entrant in connection with the Sweepstakes.

Sponsor is entitled to interpret these Official Rules as needed and their decisions are final. Sponsor reserves the right to correct typographical, clerical or printing errors in any Sweepstakes materials. Any person attempting to defraud or in any way tamper with the secure operation of this Sweepstakes will be disqualified and ineligible to win. Sponsor reserves the right to terminate or cancel this Sweepstakes at any time in such circumstances. In such circumstances, the Grand Prize will be awarded based on entries received as of the date of termination.

## **9. WINNER LIST/OFFICIAL RULES**

To obtain a copy of the Winner List or a copy of these Official Rules, send your request along with a stamped, self-addressed envelope to Sitel Operating Corporation c/o: Melina Cholmondeley\_Empower CX 2020 Sweepstakes – 600 Brickell Avenue, Suite 3200, Miami, FL, 33131. Requests for the name of the winner must be received no later than seven (7) days after the Sweepstakes Period has ended. For accessing a Winner List online, visit [www.empowercx.sitel.com](http://www.empowercx.sitel.com). The winner list will be posted after winner confirmation is complete.

## **10. SPONSOR**

Sitel Operating Corporation  
600 Brickell Avenue, Suite 3200  
Miami, FL, 33131

**11. DISPUTE RESOLUTION:** Except where prohibited, by participating, entrants agree that all issues and questions concerning the construction, validity, interpretation and enforceability of these Official Rules, or the rights and obligations of Entrant(s) and Sponsor, shall be governed by the laws of the State of Florida without giving effect to any principles of conflicts of laws of any jurisdiction and that: (a) any and all disputes, claims and causes of action arising out of or connected with this Sweepstakes shall be resolved individually, without resort to any form of class action; (b) any and all claims, judgments and awards shall be limited to actual out-of-pocket costs incurred, including costs associated with participating, but in no event attorneys' fees; and (c) under no circumstances will any Entrant be permitted to obtain awards for and hereby waived all rights to claim punitive, incidental and consequential damages and any other damages, other than for actual out-of-pocket expenses, any and all rights to have damages multiplied or otherwise increased.