

November 27, 2025

Say the Magic Word Contest

Official Rules

Agreement

These rules (the “Contest Rules”) govern the City of St. Catharines’ Say the Magic Word Contest (the “Contest”). It is a condition of participating in the Contest that the entrant agrees to be bound by these Contest Rules and the conditions set out herein governing the Contest. The act of entering the Contest constitutes acceptance of the Contest Rules and the decisions of the Contest judges, which decisions shall be final and binding upon all entrants. No purchase is necessary to enter the Contest.

Administrator

The Contest Administrator is the Corporation of the City of St. Catharines (the “Administrator”). The Contest is administered, managed, directed, controlled, run and overseen solely by the Administrator.

Eligibility

The Contest is open to all residents of St. Catharines, Ontario, Canada who have attained the age of nineteen (19). Limit of one entry per person, per day. Incomplete or illegible entries, bulk drop offs, photocopies, scanned copies, facsimiles or other mechanically or electronically reproduced Contest entries will not be accepted and will be disqualified.

Contest

To enter the Contest, access the Secret Say the Magic Word Contest Entry Form by typing the magic word to Catharine, the AI Digital Assistant at stcatharines.ca and follow the instructions to enter during the Contest period. A valid email address is required. It is not a requirement to read these contest rules. However, it is a condition of participating in the Contest that the entrant agrees to be bound by these Contest Rules and the conditions set out herein governing the Contest.

The Contest period begins Monday, December 1, 2025, at 8:30 a.m. ET and ends on Tuesday, December 23, 2025 at 11:59 p.m. ET. Potential winners will be chosen by random draw, which may be held by any means and at such time and place as the Administrator determines. The random draws will take place at 10 a.m. ET on Tuesdays during the contest period. In the event the random draw cannot be held on the date and time fixed, such draw shall be held when practicable.

Results

The potential winners will be contacted by email by a representative of the Administrator and must reply and claim the prize within forty-eight (48) hours of contact to maintain eligibility. If the potential winners cannot be contacted and / or fails to respond to any attempted contact within the required time, such potential winners will be disqualified, his / her entry will be declared null and void and the Administrator reserves the right, in its sole and absolute discretion, to select at random another eligible entry, in which event these provisions shall apply to such another eligible entry.

The Administrator reserves the right to satisfy itself as to the validity of any Contest entry that is presented as a winning entry, by means of such authentication and validation tests, requirements, and procedures as it may from time-to-time determine, and to declare that a Contest entry which does not pass, meet, or fulfil such tests, requirements or procedures is void. To win, the potential winners must correctly answer a mathematical skill-testing question, without assistance or mechanical or electronic aid.

The Administrator does not recognize protests, overturn decisions or amend results, after the Administrator has entered the result of the event.

Prizes

There are 3 prizes available to be won:

- Week 1: A (1) St. Catharines Downtown Gift Card valued at \$25
- Week 2: A (1) St. Catharines Downtown Gift Card valued at \$25
- Week 3: A (1) St. Catharines Downtown Gift Card valued at \$25

Disclaimer

Downtown St. Catharines Gift Cards are issued by Peoples Trust Company. Card funds are not insured by the Canada Deposit Insurance Corporation (CDIC) or any other government deposit insurer or agency. Funds do not expire, are non-reloadable and have no cash access.

Prize recipients can use Downtown St. Catharines Gift Cards at participating businesses in Downtown St. Catharines and are responsible for all costs and expenses that exceed the value of the prize.

A list of participating businesses is available on the [Downtown St. Catharines website](#). Prizes have no cash value; Should Contest winners be unable or unwilling to accept or otherwise redeem the Prize on the terms it is awarded, the prize shall be deemed forfeited and no cash or substitutes will be provided in whole or in part and the next eligible entry will be selected by random draw.

Prize recipients must attend at 50 Church St, St. Catharines, ON L2R 7C2, Monday to Friday (excluding holidays) from 8:30 a.m. to 4:30 p.m. to collect the prize won. If a selected recipient does not claim the prize within five (5) days of notification without

making arrangements, the next eligible entry will be selected by random draw and will be contacted, and the first selected entrant will have no further claim to the prize. The Administrator will not mail or courier the prize and is not responsible for unclaimed prizes. No warranties or guarantees of any kind are given by the Administrator and / or Contest Partners.

Release

Prior to receiving the prize, the recipients will be required to show valid photo ID and to sign a declaration of eligibility and release form releasing the Administrator, Contest Partners and any and all related parties from any and all liability in connection with the Contest and/or the prize, confirming compliance with the Contest Rules and consenting to the use of his or her name and photograph, without further compensation, in any publicity carried out by the Administrator and/or its advertising and promotional agencies. The signed form must be received by the Administrator within forty-eight (48) hours of notification, or the prize may be forfeited and awarded to an alternate entrant.

Privacy

The Administrator and its affiliates use Contest entrants' personal information collected the Say the Magic Word Contest to administer this Contest, including contacting, announcing, and promoting the prize winners.

Banning

The Administrator may, in its sole discretion, prohibit any person from entering the Contest whom it believes to be abusing the Contest Rules. Such abuse includes but is not limited to entering false information and submitting more than one entry per day.

Other

Odds of winning depend on the number of eligible entries received. The Contest is governed by the laws of Ontario and the laws of Canada applicable therein and is void where prohibited by law. The Administrator reserves the right to cancel or modify the Contest or the Contest Rules at any time without notice.

All prizes must be accepted as awarded, are non-transferable and are not convertible to cash. All prizes are awarded as-is and no warranties or guarantees are implied or expressed or of any kind are given by the Administrator and/or its Contest Partners. The Administrator reserves the right to substitute any prize or portion of the prize with a prize of equal or greater value.

The Administrator and Contest Partners are not liable for any lost, late, misdirected or stolen entries or inability to process entries, or any errors, injury, loss, damage or negligence that may arise in connection with this Contest, including technical failures on the part of any website, Contest software, viruses, website disruptions, malfunctions, website down-time, human error or property damage incurred by any Contest entrant.

The Administrator and Contest Partners are not responsible for any errors or omissions in printing or advertising this Contest. Use of any automated system including robotic or form filling software to enter or participate in this Contest is prohibited and will result in disqualification of all entries by anyone using such assistance. If a dispute arises regarding who submitted an online entry, the entry will be deemed to be submitted by the authorized account holder of the email address provided at time of entry. Authorized account holder is the natural person who is assigned to an email address by an Internet access provider, online service provider, or other organization responsible for assigning email addresses for the domain associated with the submitted email address.

Miscellaneous

The Administrator may amend Contest Rules at any time and in any manner. The headings in these Contest Rules are for convenience of reference only and do not affect the interpretation of these Rules.