



Client Accessibility Survey Gift Card Draw

Legal Aid BC (LABC) is pleased to launch its Client Accessibility Survey (the “**Survey**”). This Survey is conducted to gather feedback to help inform updates to LABC’s Client Accessibility Plan 2026-2028.

Survey participants who provide a valid email address will be entered into a draw for a gift card prize, as described in greater detail below.

No purchase is required to participate.

Survey dates

The Survey begins on February 20, 2026, at 12:00 PM and ends on March 20, 2026, at 5:00 PM.

Total number of prizes

There is a total of three (3) prizes available to be won. Each prize is a fifty Canadian dollar (CAD\$50) grocery gift card. Limit one (1) entry per person.

Skill-testing

Skill-testing question will be required to collect a prize.

Residency

The Survey is open to residents of the Province of British Columbia, who are the age of majority.

Odds of winning

Odds of winning depend on the number of eligible entries received before the Survey closes.

This Survey is subject to the Survey Terms and Conditions found here below. By completing and submitting a Survey, you are agreeing to the Survey Terms and Conditions.

Client Accessibility Survey Gift Card Draw

Survey Terms and Conditions

These Survey Terms and Conditions (“**Agreement**”) apply to your participation in the Client Accessibility Survey Gift Draw (“**Survey**”). By participating or submitting an entry to the Survey, you hereby agree to this Agreement. Entrants who do not comply with any of this Agreement are subject to disqualification by the LABC, in LABC’s sole discretion.

IMPORTANT: SECTIONS 10 THROUGH 13 CONTAIN IMPORTANT STATEMENTS REGARDING YOUR RIGHTS, OBLIGATIONS AND LIABILITIES. PLEASE READ THEM CAREFULLY. IF YOU HAVE ANY QUESTIONS ABOUT ANY OF THESE SECTIONS, YOU MAY DIRECT THEM TO FOI@LEGALAID.BC.CA.

IF YOU DO NOT AGREE WITH ANY OF THESE SECTIONS, DO NOT PARTICIPATE IN THE SURVEY OR THE PRIZE DRAW.

1. Survey Administrator. The Survey is sponsored and administered by Legal Services Society operating as Legal Aid BC, 400 – 510 Burrard Street, Vancouver BC V6C 3A80 (“**LABC**”).

2. Eligibility. To enter into and be eligible to participate in and obtain a prize under this Agreement, you must:

- (a) Be a current or former client for legal aid with LABC or an individual involved in the provision or facilitation of legal aid to LABC clients, excluding any employees or agents of LABC involved in the creation, administration and management of the Survey;
- (b) Be a legal resident of the Province of British Columbia;
- (c) Reached the age of majority at the time of entry; and
- (d) Provide a valid email address.

Survey Dates and Times. The Survey begins on February 20, 2026, at 12:00 PM and ends on March 20, 2026, at 5:00 PM (“**Survey End Date**”) after which time the Survey will be closed and no further entries will be accepted.

3. How to Enter. You can enter by submitting a response to the Survey and providing a valid email address. For this Survey, receipt of an entry occurs when LABC's server records the entry information or when LABC’s staff receives a mailed survey. All entries must be complete and are subject to verification by the LABC, in its sole discretion.

4. Limits. Limit one (1) entry per person. Any attempt or suspected attempt to use robotic, automatic, programmed or otherwise illicit means to enter the Survey, or any other methods not authorized by this Agreement, for example, but not limited to, submitting entries, identities, or registrations, all in the LABC’s sole discretion, shall be deemed as tampering and may disqualify you from entering, participating and/or winning a prize. Entries that are late, contain fraudulent, illegal, infringing or abusive information, garbled, incomplete, or otherwise irregular or that do not conform with or satisfy any or all of the conditions of this Agreement are void. No correspondence will be

entered into unless you are selected to obtain a prize. Proof of transmission (for example, screenshots or captures) does not constitute proof of entry or receipt of an entry.

5. Survey Prizes. There is a total of three (3) prizes available to be won as follows: digital grocery gift card. Approximate retail value for each prize is fifty dollars (\$50). All winners assume any and all liability for any injury or damage caused, or claimed to be caused, by entering, participating in this Survey or the use or redemption of a prize. Prizes must be accepted as awarded and have no cash value. LABC reserves the right to substitute an alternate prize of equal or greater value if an advertised prize is unavailable at the time of award.

6. Odds of Winning. The odds of winning depend on the number of eligible entries received before the Survey End Date.

7. Skill-testing Question. Selected Entrants will be required, as a condition of winning a prize, to correctly answer, without assistance of any kind, the LABC's time-limited, mathematical skill-testing question.

8. Winner Selection and Confirmation. On March 23, before 11:59 PM, LABC, or an employee, agent or other representative of the LABC, will conduct a random draw from all eligible entries received before Survey End Date and select the potential winners ("**Selected Entrants**"). If there are multiple types of gift cards available to be won, then LABC may elect to award the prizes on a first-come first-served basis or to draw the Selected Entrants sequentially. In the latter case, the first Selected Entrant will have the first choice to select one of the three available prizes. The second Selected Entrant will have the option to select one of the two remaining prizes, and the third Selected Entrant may claim the final remaining prize. Selected Entrants will be deemed winners if they meet all of the eligibility criteria set out in this Agreement. If a Selected Entrant does not meet the eligibility criteria, he/she will be disqualified and will not receive a prize and another entrant will be selected by way of a random draw from the remaining eligible entries. Before being declared a winner, Selected Entrants will be required to correctly answer the LABC's skill-testing question. Selected Entrants will be notified within three (3) business days of the Survey draw and will be contacted by the email address provided at the time of entry into the Survey. Up to three attempts will be made to contact Selected Entrants within three (3) business days following the draw. A Selected Entrant that does not or cannot accept a prize may be forfeited and a new Selected Entrant selected by random draw, in the LABC's sole discretion. LABC is not responsible for the failure for any reason whatsoever of a Selected Entrant to receive notification or for the LABC to receive a Selected Entrant's response.

9. **Privacy. Except with respect to your email address provided to LABC for the purposes of entering into the prize draw, Survey responses are intended to be anonymous and you agree not to provide LABC with any of your or a third party's personal information. In the event your Survey response contains personal information, we may return, destroy, delete or modify your submission to avoid the collection of personal information, and may disqualify you from entering into the prize draw. Surveys received on paper will be scanned and destroyed. Email addresses will be used solely for the purposes of administering the prize draw and notifying Selected Entrants. LABC's privacy practices are set forth in its Freedom of Information and Protection of Privacy Policy, found here: <https://legalaid.bc.ca/about/freedom-of-information>.**

For more information about LABC's privacy practices, you may contact us at privacy@legalaid.bc.ca.

10. Release. By entering into and participating in the Survey, you agree to release, discharge and hold harmless the LABC and its directors, officers, employees and all others associated with the administration, development and execution of the Survey ("**Released Parties**") from and against any and all manner of action, cause of action, claim or demand, loss or injury in relation to the Survey or the use or misuse of a prize, and the use of entries by the LABC, including legal fees and expenses, whatsoever, including but not limited to, claims based on negligence, breach of contract and fundamental breach, failure of any third-party contractor or supplier used in connection with any aspect of the Survey, any act of God or any other event beyond the Released Parties' control, any dissatisfaction of any kind by a winner with any aspect of the Survey or any prize, liability for physical injury, death, or property damage which the entrants, guests, their heirs, successors or assigns have, might have or could have suffered, by reason of or arising out of the entrant's participation in the Survey and/or in connection with the acceptance and/or exercise by the entrant of prizes as awarded.

11. Indemnification. You agree to indemnify the Released Parties against any loss, damage or expense, including legal fees, that any of the Released Parties may suffer or incur as a result of any non-compliance by entrants with any of this Agreement or participation in the Survey and/or in connection with the acceptance and/or exercise by an entrant of a prize, and the use of entries by the LABC.

12. Disclaimer. The LABC is not responsible for, and disclaims any representation, warranty or guarantee in respect of: (i) incorrect or inaccurate entry information that may affect a person's ability to participate in the Survey or be awarded a prize, including but not limited to human error, technical malfunctions, lost or delayed entries for any reason, or any combination thereof, and entries that fail to fully comply with this Agreement; (ii) technical failures of any kind; (iii) lost, incomplete, delayed, or misdirected entries; (iv) injury or damage to entrants' computers or to any other individual's computer related to or resulting from participating in, or downloading any material regarding the Survey or accepting a prize; (v) any injury or damage to persons or property which may be caused, directly or indirectly, in whole or in part, from entrant's participation in the Survey or receipt or use or misuse of any prize; (vi) the security or privacy of information transmitted via computer networks or for breaches of privacy due to interference by third-party computer hackers or otherwise; (vii) late, lost, misdirected or unsuccessful efforts to mail a Survey to LABC; or (viii) late, lost, misdirected or unsuccessful efforts to notify a potential winner.

13. Limitation of Liability. To the maximum extent permitted by applicable laws, in no event shall LABC be liable for any indirect, consequential, special or exemplary damages, including damages for loss of opportunity or profit. LABC's aggregate liability to you under this Agreement will be limited to direct and foreseeable damages up to a maximum of fifty Canadian Dollars (CAD\$50).

14. Other Conditions. The LABC reserves the right to terminate or amend this Survey at any time and in any way, without prior notice to entrants. Without limiting the foregoing, if, for any reason, the

Survey is not capable of running as originally planned for any reason, the LABC reserves the right to cancel the Survey and conduct a random draw from all previously received eligible entries received by the Survey End Date.

15. Applicable Laws. The Survey is void where prohibited by law. This Survey shall be governed exclusively by the laws of the Province of British Columbia and the federal laws of Canada applicable therein. Any dispute shall be adjudicated by the courts sitting in the City of Vancouver, in the Province of British Columbia.

16. Amendments. The LABC reserves the right, in its sole discretion, to amend or modify this Agreement, or modify, cancel or suspend this Survey, without prior notice for any reason whatsoever, including without limitation in the event that any cause beyond the reasonable control of the LABC corrupts, or threatens to corrupt, the security or proper administration of the Survey.

17. Intellectual Property. All intellectual property, including but not limited to trademarks, logos, designs, promotional materials, web pages, source codes, images, drawings, illustrations, slogans and representations are owned by LABC. All rights reserved. Unauthorized copying or use of any of the LABC's intellectual property without the express written consent of the LABC is strictly prohibited.

18. Entire Agreement. This Agreement and together with any other related schedules, attachments and appendices, constitutes the sole and entire agreement of the parties with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral, regarding such subject matter hereof.

19. Severability. If any term or provision of this Agreement is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction.

End of Survey Terms and Conditions