



RL Rewards – Terms & Conditions

IMPORTANT NOTICE

RL Solutions reserves the right to add to and/or change RL Rewards (“program”) Terms & Conditions at any time. This means, for example, that we may change the number of points earned for the various activities, or the number of points required to redeem rewards, impose caps on earning and/or redeeming points, and/or cancel rewards. In addition, we reserve the right to terminate the program with three months’ prior notice. During the three-month notice period, we may change or cancel some or all of the then-current rewards. The client’s (“you,” “your” or “client”) right to earn points and redeem accumulated points will terminate three months after we give you this notice.

ELIGIBILITY

1. The program is available to all clients of RL Solutions, regardless of product purchase date. A client is defined as any organization that has purchased any product from RL Solutions. Organizations who have signed a partnership agreement with RL Solutions are not eligible for the program. Organizations whose support and maintenance has expired and have not renewed their support and maintenance are not eligible for the program.
2. Only one account per client organization will be active. If two or more persons at a client organization earn points, RL Solutions will credit those points to the master client account.

ANNUAL FEES

There are no annual fees to participate in RL Rewards.

POINT ACCRUAL

1. Clients will accrue points for every activity they choose to undertake according to the details listed under RL Rewards.
2. Points accrued in your program will be cumulative.
3. You will not accrue points for anything that is not identified within the program.
4. Points accrued in any points earning program do not constitute property of the client and are not transferable by operation of law or otherwise to any person or entity and cannot be transferred to any other account or client.

POINT FORFEITURE

1. Accrued points will expire exactly 5 years from the date that RL Solutions approves/recognizes the points. Clients will forfeit any points not used in this 5-year window.

2. If, for any reason, the client ceases to be a legal entity (including but not limited to bankruptcy, acquisition, insolvency, and/or an act of God), the client forfeits any points accrued in its program.

GENERAL REWARDS AND POINT REDEMPTION INFORMATION

Please review the terms and conditions applicable to specific rewards before redeeming. For specific questions, please email rewards@rlsolutions.com.

1. The client's primary RL Rewards contact, an authorized additional contact or an individual authorized by the primary contact must make the request for conversion of points for redemption of a reward. The primary RL Rewards contact is the individual within the client organization who the client nominates to be the point of contact by the client. The client must select a primary contact for the administration of the program in order to participate.
2. To initiate a request for redemption of a reward, please navigate to 'Redeem Rewards' under Rewards in RL HUB.
3. All rewards are subject to availability. Certain restrictions apply to rewards (see below).
4. Once you have redeemed accrued points in your program account for a reward, RL Solutions cannot convert the points back into your program account.
5. Redeemed rewards are not refundable, exchangeable, replaceable, redeemable or transferable for cash, credit, other rewards or points under any circumstances.
6. Redeemed rewards are not refundable, exchangeable, replaceable, redeemable or transferable for cash, credit, other rewards or points under any circumstances.
7. The client must redeem rewards in accordance with their organization's compliance policy and program communications.
8. We reserve the right to modify or cancel any reward at any time.
9. Rewards may not be combined with any other discounts or offers.
10. If any of the listed challenges or rewards are stated in the client's contract, then the point redemptions do not apply.

SPECIFIC REWARD RESTRICTIONS

Certain specific restrictions may apply to each reward. For any questions beyond what is included below, please email rewards@rlsolutions.com.

- **RL Palooza Registration:** Includes the cost for one registration for a future User Group Conference. Reward is redeemable for one full program registration, and you cannot split it in any way, such as into one training day and one full conference. RL Solutions will provide any additional items included as part of a regular RL Palooza registration in line with what is offered for the year of redemption. Any costs outside of the registration fee, including but not limited to flights, taxis, hotels, non-RL Palooza provided meals, entertainment or any other fees are the sole responsibility of the client.

- **\$500 Charitable Donation:** RL Solutions reserves the right to reject a charity based on its sole discretion. There is a limit of a single \$500 donation per every twelve months per client.
- **Monetary Credit towards Client Services and Software Purchases:** The annual fees (support & maintenance, subscription etc.) will be covered for the first year only. Applicable travel and expenses are not covered by the credit. Training must be booked within 12 months of redeeming the reward. After 12 months, the reward will be forfeited.
- **All-inclusive ticket to RL Palooza** includes:
 - 1 full registration for RL Palooza (RL's annual user group conference) for all days associated to the event (training, conference, etc.)
 - Travel costs up to \$2,500 including 1 round-trip economy class flight and 1 single hotel room for the duration of the conference (Does not include pre-conference training days)
 - All meals and materials as included in the full conference registration

Any other costs including, but not limited to taxis, non-RL Palooza provided meals, entertainment or any other fees are the sole responsibility of the client. Reward must be claimed a minimum of 3 months before the first day of the event. The client is responsible for booking his or her own travel and will be required to submit all receipts to be reimbursed by RL. RL Solutions is not responsible for any travel related expenses that are booked without prior approval from RL Solutions, including any fees arising out of cancellation.

REDEMPTION FOR CASH

RL Solutions does not permit the redemption of points for cash in RL Rewards.

GENERAL

1. Fraud or abuse relating to the accrual of points or redemption of rewards may result in forfeiture of accrued points as well as cancellation of your program.
2. RL Solutions will resolve all questions or disputes regarding eligibility for the program, eligibility of points for accrual and/or redemptions of rewards at its sole discretion.
3. RL Solutions is not responsible for typographical errors, photographic errors and/or omissions in any communications material related to RL Rewards.
4. These Terms & Conditions supersede all previous RL Rewards communications.
5. These Terms & Conditions are governed by and construed under the laws (excluding conflicts of law provisions) of Ontario, Canada.

ARBITRATION

1. This Arbitration section sets forth the circumstances and procedures under which Claims (as defined below) may be arbitrated instead of litigated in court.
2. As used in this Arbitration section, the term "Claim" means any claim, dispute or controversy between you and us arising from or relating to your participation in the program, these Terms & Conditions, any other related or prior agreement that you may have had with us or the relationships resulting from your participation in the program, these Terms & Conditions or any prior agreement, including the validity, enforceability or scope of this Arbitration section, these Terms & Conditions or any prior agreement. For the purposes of this Arbitration Provision, "you" and "us" also include any corporate parent, or wholly or majority owned subsidiaries, affiliates, any licensees, predecessors, successors, assigns, all agents, employees, directors and representatives of any of the foregoing, and other persons referred to below in the definition of "Claims." "Claim" includes claims of every kind and nature, including but not limited to initial claims, counterclaims, cross-claims, third-party claims and claims based upon contract, tort, fraud and other intentional torts, statutes, regulations, common law and equity. "Claim" also includes claims by or against any third party using or providing any product, service or benefit in connection with the program if and only if such third party is named as a co-party with you or us (or files a Claim with or against you or us) in connection with a Claim asserted by you or us against the other. The term "Claim" is to be given the broadest possible meaning that will be enforced and includes, by way of example and without limitation, any claim, dispute or controversy that arises from or relates to (a) the program account or any point balances on the program account, (b) advertisements, promotions or oral or written statements related to the program or any reward or (c) the redemption for and use of any reward. We shall not elect to use arbitration under this Arbitration Provision for any Claim that you properly file and pursue in a small-claims court in your state/province or municipality as long as the Claim is individual and pending only in that court. As used in this Arbitration section, "you" and "us" also include any corporate parent, wholly or majority-owned subsidiaries, affiliates, licensees, predecessors, successors, assignees and all agents, employees, directors and representatives of any of the foregoing, and other persons referred to above in the definition of "Claim."
3. IF ARBITRATION IS CHOSEN BY ANY PARTY WITH RESPECT TO A CLAIM, NEITHER YOU NOR WE WILL HAVE THE RIGHT TO LITIGATE THAT CLAIM IN COURT OR HAVE A JURY TRIAL ON THAT CLAIM OR TO HAVE THEIR CLAIMS RESOLVED EXCEPT AS PROVIDED FOR IN THE CODE OF PROCEDURES OF THE NAF OR AAA, AS APPLICABLE (THE "CODE"). FURTHERMORE, YOU AND WE WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION. EXCEPT AS SET FORTH BELOW, THE ARBITRATOR'S DECISION WILL BE FINAL AND BINDING. NOTE THAT OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT MAY ALSO NOT BE AVAILABLE IN ARBITRATION.
4. If either party elects to resolve a Claim by arbitration, that Claim shall be arbitrated on an individual basis. There shall be no right or authority for any Claims to be arbitrated on a class-action basis or on bases involving Claims brought in a purported representative capacity on behalf of the general public, other clients or other persons similarly situated. The arbitrator's authority to resolve Claims is limited to Claims between you and us alone, and the arbitrator's authority to make awards is limited to awards to you and us alone. Furthermore, Claims brought by you against us or by us against you may not be joined or consolidated in arbitration with Claims brought by or against someone other than you, unless agreed to in writing by all parties.