

**RED ROBIN “CUSTOMER SATISFACTION SURVEY” SWEEPSTAKES  
OFFICIAL RULES**

**NO PURCHASE NECESSARY TO ENTER OR WIN. MAKING A PURCHASE WILL NOT IMPROVE YOUR CHANCES OF WINNING.**

**SWEEPSTAKES ENTRY PERIOD:** The **Red Robin Customer Satisfaction Survey Sweepstakes** (the “Sweepstakes”) begins at 12:00:01 AM Eastern Time (“ET”) Tuesday, December 31, 2019 and ends at 11:59:59 PM ET on Monday, December 28, 2020 (the “Sweepstakes Period”). Sponsor’s computer is the official clock for this Sweepstakes.

**ELIGIBILITY:** The Red Robin Customer Satisfaction Survey Sweepstakes is only open to legal residents of the 50 United States, the District of Columbia, and legal residents of the province of British Columbia in Canada, age 18 or older at the time of entry, or if a Canadian resident, who are the age of majority in the province in which they reside at the time of entry (“Entrant”). Void outside these geographic areas and where prohibited or restricted by law. Employees of Red Robin International, Inc. (“Red Robin” or the “Sponsor”) and its advertising/promotional agencies and their parents, members, affiliates, subsidiaries and agencies, and their immediate family members (spouse, parents, children and siblings, and their respective spouses) and persons living in the household of each (whether related or not) are not eligible to participate. All federal, provincial, state and local laws and regulations apply. Participation constitutes Entrant’s full and unconditional agreement to these Official Rules and to Sponsor’s decisions, which decisions shall be final and binding on all persons as to all matters related to the Sweepstakes. Winning a prize is contingent upon the entrant fulfilling all requirements set forth in these Official Rules.

**ENTRY:** There are three (3) ways to enter.

**Method #1:** Receipt Invite - To enter Entrants must, enter the required information located on the bottom of your specially marked Red Robin receipt received from the participating Red Robin locations (the “Receipt Information”), at [www.redrobinlistens.com](http://www.redrobinlistens.com) or [www.redrobinlistens.ca](http://www.redrobinlistens.ca) and answer any required guest satisfaction survey questions including Entrant’s contact information. Entrants must follow online instructions at the designated website for entering Receipt Information. When the Receipt Information has been successfully entered and accepted (Receipt Information must be entered exactly as they appear or they may not be accepted), Entrants will be invited to complete a survey. The answers to the survey will have no effect on an Entrant’s ability to enter or win. Upon completion of the survey, the Entrant will be invited to complete the Sweepstakes entry form in its entirety and submit to receive one (1) Sweepstakes entry (the “Survey Entry”) during the Survey Period (as defined below) in which the entry is received. Each Receipt Information may only be entered one (1) time during the Sweepstakes Period and cannot be re-used. All information received becomes the property of the Sponsor and will not be sold to any third party. Proof of entry does not constitute proof of submission. All Receipt Information is subject to verification. Online Entrants are subject to all notices posted online including but not limited to the Sponsor’s Privacy Policy. There is no limit to the number of receipt invite entries an Entrant can receive.

**Method #2:** Email Invite - To enter using this method, participants must be the recipient of an email invitation, which will have instructions inviting Entrant to click the link to be taken to the survey

page, to complete the survey, and upon completion of the survey Entrant will automatically receive one (1) Sweepstakes entry in the Sweepstakes (the "Survey Entry") during the Survey Period in which the entry is received. All information received becomes the property of the Sponsor and will not be sold to any third party. Proof of entry does not constitute proof of submission. Online Entrants are subject to all notices posted online including but not limited to the Sponsor's Privacy Policy.

**Method #3: Alternate Means of Entry** - To enter the Sweepstakes without making a purchase at a Red Robin location or without completing the survey, hand print your name, complete address, city, state or province, zip code, country, daytime phone number, and birth date on a 3" x 5" card and mail it to one of the following addresses:

**US Residents:** Red Robin Customer Satisfaction Sweepstakes, 625 Panorama Trail, Suite 2100, Rochester, NY 14625-2437.

**Canadian Residents:** Red Robin Customer Satisfaction Sweepstakes, 17-7000 McLeod Road, Unit 135, Niagara Falls, ON L2G 7K3:

Mailed entries must be postmarked by the Entry Period End Date and received by the date indicated in the chart below, to be eligible for the corresponding monthly Survey Period drawing. Each mail-in entry must be mailed in a separate outer envelope. No copies, facsimiles or mechanical reproductions will be accepted. Limit one (1) mail-in entry per post-marked envelope. Partially completed and/or mechanically reproduced entries or rubber-stamped entries will be void and ineligible. All entries received become the sole property of Sponsor and will not be returned. Sponsor will not be responsible for illegible, incomplete, late, lost, mutilated, misdirected, postage due or stolen manual entries.

Limit: One (1) entry (i) per Entrant or (ii) per Entrant's email address per day regardless of methods of entry. If more than one entry is received from the same person or email address on the same day, all but the first entry will be disqualified. Any attempt to enter the Sweepstakes other than as directed in these Official Rules will be invalid and void. All methods of entry have an equal chance of winning.

**SURVEY PERIODS:** There are fifty-two (52) Survey Periods as defined in the chart below ("Survey Period"). Entries must be received during the Survey Period to be eligible for that Survey Period drawing. Non-winning Survey Period entries will not be rolled over to subsequent Survey Periods.

Survey Period	Entry Period Start Date: 12:00:01 AM ET on	Entry Period End Date: 11:59:59 PM ET	Mail-In Entry Received By Date: 11:59:59 PM ET on	Survey Period Drawing Date: on or about
1	12/31/19	01/06/20	01/13/20	01/15/20
2	01/07/20	01/13/20	01/20/20	01/22/20
3	01/14/20	01/20/20	01/27/20	01/29/20
4	01/21/20	01/27/20	02/03/20	02/05/20
5	01/28/20	02/03/20	02/10/20	02/12/20
6	02/04/20	02/10/20	02/17/20	02/19/20
7	02/11/20	02/17/20	02/24/20	02/26/20
8	02/18/20	02/24/20	03/02/20	03/04/20
9	02/25/20	03/02/20	03/09/20	03/11/20
10	03/03/20	03/09/20	03/16/20	03/18/20
11	03/10/20	03/16/20	03/23/20	03/25/20

12	03/17/20	03/23/20	03/30/20	04/01/20
13	03/24/20	03/30/20	04/06/20	04/08/20
14	03/31/20	04/06/20	04/13/20	04/15/20
15	04/07/20	04/13/20	04/20/20	04/22/20
16	04/14/20	04/20/20	04/27/20	04/29/20
17	04/21/20	04/27/20	05/04/20	05/06/20
18	04/28/20	05/04/20	05/11/20	05/13/20
20	05/05/20	05/11/20	05/18/20	05/20/20
20	05/12/20	05/18/20	05/25/20	05/27/20
21	05/19/20	05/25/20	06/01/20	06/03/20
22	05/26/20	06/01/20	06/08/20	06/10/20
23	06/02/20	06/08/20	06/15/20	06/17/20
24	06/09/20	06/15/20	06/22/20	06/24/20
25	06/16/20	06/22/20	06/29/20	07/01/20
26	06/23/20	06/29/20	07/06/20	07/08/20
27	06/30/20	07/06/20	07/13/20	07/15/20
28	07/07/20	07/13/20	07/20/20	07/22/20
29	07/14/20	07/20/20	07/27/20	07/29/20
30	07/21/20	07/27/20	08/03/20	08/05/20
31	07/28/20	08/03/20	08/10/20	08/12/20
32	08/04/20	08/10/20	08/17/20	08/19/20
33	08/11/20	08/17/20	08/24/20	08/26/20
34	08/18/20	08/24/20	08/31/20	09/02/20
35	08/25/20	08/31/20	09/07/20	09/09/20
36	09/01/20	09/07/20	09/14/20	09/16/20
37	09/08/20	09/14/20	09/21/20	09/23/20
38	09/15/20	09/21/20	09/28/20	09/30/20
39	09/22/20	09/28/20	10/05/20	10/07/20
40	09/29/20	10/05/20	10/12/20	10/14/20
41	10/06/20	10/12/20	10/19/20	10/21/20
42	10/13/20	10/19/20	10/26/20	10/28/20
43	10/20/20	10/26/20	11/02/20	11/04/20
44	10/27/20	11/02/20	11/09/20	11/11/20
45	11/03/20	11/09/20	11/16/20	11/18/20
46	11/10/20	11/16/20	11/23/20	11/25/20
47	11/17/20	11/23/20	11/30/20	12/02/20
48	11/24/20	11/30/20	12/07/20	12/09/20
49	12/01/20	12/07/20	12/14/20	12/16/20
50	12/08/20	12/14/20	12/21/20	12/23/20
51	12/15/20	12/21/20	12/28/20	12/30/20
52	12/22/20	12/28/20	01/04/21	01/08/21

**RANDOM DRAWING:** One (1) potential Grand Prize winner will be selected each Survey Period during the Sweepstakes Period in a random drawing from among all eligible entries received for that Survey Period. The drawing for each Survey Period will be held in accordance with the chart

above. The drawings will be performed by an independent sweepstakes agency, whose decisions are final and binding in all matters related to this Sweepstakes.

**WINNER NOTIFICATION:**

**US Residents:** Potential US Grand Prize winners will be notified via email and required to confirm their mailing address within 48 hours via return email. Noncompliance will result in disqualification and an alternate winner may be selected. The prize will be awarded within approximately 45 days after the winner is verified.

**Canadian Residents:** Potential Canadian Grand Prize winners will be notified via email and/or phone, and will be required to correctly answer a skill-based mathematical test question without mechanical or other aid (which may, in the sole and absolute discretion of the Sponsor, be administered online, by email or other electronic means, by telephone, or in the Sponsor's form of Declaration and Release) within a limited time-period in order to be eligible to receive his or her prize. Not providing the answer within the required time period, providing an incorrect or incomplete answer, or noncompliance with the terms of administration of the skill-testing question will result in disqualification of the potential winner and an alternate winner may be selected. Without limiting the generality of the forgoing, the Sponsor reserves the right, in its sole and absolute discretion, to administer an alternate test of skill as it deems appropriate based on the circumstances and/or to comply with applicable law. Noncompliance will result in disqualification and an alternate winner may be selected. Prize will be awarded within approximately 45 days after the winner is verified

If winner notification is returned as undeliverable or if a selected winner cannot accept or receive the prize for any reason, or he/she is not in compliance with these Official Rules, the prize will be forfeited and an alternate winner may be selected in a separate random drawing.

**PRIZE/APPROXIMATE RETAIL VALUE ("ARV")/ODDS:**

**Grand Prize:** One (1) Grand Prize will be available to be won each Survey Period during the Sweepstakes Period. Grand Prize is for a US\$250.00 VISA Pre-Paid card (ARV US\$250.00). Total value of all Grand Prizes per Survey Period is US\$250.00.

Total value of all prizes available to be won: US \$13,000.00. Limit: One (1) prize per person/household during the Sweepstakes Period.

Odds of winning a prize will depend upon the total number of eligible entries received for each Survey Period.

**PRIZE CONDITIONS:** Prizes are non-assignable or transferable. No substitution is permitted except if prize is unavailable, in which case a prize of equal or greater value will be awarded. No exchange or substitution of prizes, except at the sole discretion of the Sponsor. Any other incidental expenses associated with the receipt and/or use of prize is the winner's sole responsibility.

Pre-Paid card is not redeemable for cash and will not be replaced if lost or stolen. Pre-Paid card usage is subject to the issuing company's complete terms and conditions, including expiration dates.

The winner is responsible for all federal, state, provincial and local taxes, if applicable. Except where prohibited by law, entry and acceptance of prize constitute permission to use winner's name, prize won, hometown, likeness, video tape, photographs, and statements for purposes of advertising, Sweepstakes and publicity (including online posting) in any and all media now or hereafter known throughout the world in perpetuity, without additional compensation, notification or permission.

**GENERAL RULES:** Each Entrant agrees to these Official Rules and the decisions of The US Sweepstakes & Fulfillment Company and the Sponsor, and release the Sponsor and its affiliated companies, and all other businesses involved in this Sweepstakes, as well as the employees, officers, directors and agents of each (collectively the "Released Parties"), from all claims and liability relating to their participation in the Sweepstakes, and the acceptance and use/misuse of the prize offered. Winner assumes all liability for any injury or damage caused or claimed to be caused by participation in this Sweepstakes or use/misuse or redemption of the prize. Sponsor is not responsible for any typographical or other error in the printing of the offer, administration of the Sweepstakes or in the announcement of the prize. Entrants agree that if any invalid, unenforceable or illegal provision of this paragraph would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable. Entrants further acknowledge that the provisions of this paragraph shall enure to the benefit of the respective heirs, executors, administrators, legal and personal representatives, successors and assigns of the Released Parties and shall be binding upon Entrant and his/her heirs, executors, administrators, legal and personal representatives.

If for any reason this Sweepstakes is not capable of running as planned due to a virus, bugs, tampering, unauthorized intervention, fraud, technical failures, or any other causes beyond the control of the Sponsor which corrupt or affect the administration, security, fairness, integrity, or proper conduct of this Sweepstakes, the Sponsor reserves the right at its sole discretion, to disqualify any individual who tampers with the entry process, and to cancel, terminate, modify or suspend the Sweepstakes, at which time, Sponsor will conduct a random drawing from among all eligible entries received at the time of the Sweepstakes termination to determine one (1) potential winner. The Sponsor assumes no responsibility for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction or unauthorized access to, or alteration of, entries. The Sponsor is not responsible for any problems or technical malfunctions of any telephone network or telephone lines, on-line systems, servers, or providers, computer equipment, software, failure of any e-mail or entry to be received by the Sponsor due to technical problems, human error or traffic congestion on the Internet or at any website, or any combination thereof, including any injury or damage to participant's or any other person's computer or device relating to or resulting from participating in this Sweepstakes or downloading any materials in this Sweepstakes. Sponsor is not responsible for incompatibility of Entrant's hardware, software or browser technology.

In the event of a dispute over the identity of an online Entrant, entry will be deemed submitted by the "Authorized Account Holder" of the e-mail address submitted at time of entry. Authorized Account Holder means the natural person who is assigned to an e-mail address by an Internet access provider, online service provider, or other organization that is responsible for assigning e-mail addresses for the domain associated with the submitted e-mail address. Any entrant may be required to show proof of being the authorized account holder to Sponsor's satisfaction. Entry materials/data that have been tampered with or altered, or mass entries or entries generated by a script, macro or use of automated devices are void. The Sponsor is not responsible for: (i) error, omission, interruption, deletion, defect, delay in operations or transmission, theft or destruction or unauthorized access to or alterations of entry materials, or for technical, network, telephone equipment, electronic, computer, hardware or software malfunctions of any kind, or inaccurate transmission of or failure to receive entry information by Sponsor on account of technical problems or traffic congestion on the Internet or at any web site or any combination thereof; or (ii) any injury or damage to Entrant's or any other person's computer or device or other personal property related to or resulting from participating in the Sweepstakes. By participating in the Sweepstakes, you (i) agree to be bound by these Official Rules, including all eligibility requirements, and (ii) agree to be bound by the decisions of Sponsor and the independent Sweepstakes administrator, which are final and binding in all matters relating to the Sweepstakes. Failure to comply with these official rules may result in disqualification from the Sweepstakes. Sponsor reserves the right to: (i) permanently disqualify from any Sweepstakes it sponsors any person it believes has intentionally violated these Official Rules; and (ii) withdraw the online method of entry if it becomes technically corrupted (including if a virus or system malfunction inalterably impairs its ability to conduct the Sweepstakes), and to select potential winners from among all eligible entries received prior to withdrawal.

ANY ATTEMPT BY AN INDIVIDUAL, WHETHER OR NOT AN ENTRANT, TO DELIBERATELY DAMAGE, DESTROY, TAMPER OR VANDALIZE THIS WEB SITE OR INTERFERE WITH THE OPERATION OF THE SWEEPSTAKES, IS A VIOLATION OF CRIMINAL AND CIVIL LAWS AND SPONSOR RESERVES THE RIGHT TO SEEK DAMAGES AND DILIGENTLY PURSUE ALL REMEDIES AGAINST ANY SUCH INDIVIDUAL TO THE FULLEST EXTENT PERMITTED BY LAW.

**DISPUTES:** Entrants agree that: (1) any and all disputes, claims and causes of action arising out of or connected with this Contest or any prize awarded shall be resolved individually without resort to any form of class action, and exclusively by the United States District Court for the 10<sup>th</sup> Circuit or the appropriate Colorado State Court located in Arapahoe County, Colorado; (2) any and all claims, judgments and awards shall be limited to actual out-of-pocket costs incurred, including costs associated with entering this Contest, but in no event attorneys' fees; and (3) under no circumstances will Entrant be permitted to obtain awards for, and Entrant hereby waives all rights to claim, indirect, punitive, incidental and consequential damages and any other damages, other than for actual out-of-pocket expenses, and any and all rights to have damages multiplied or otherwise increased. All issues and questions concerning the construction, validity, interpretation and enforceability of these Official Rules, or the rights and obligations of the Entrant and Sponsor in connection with the Sweepstakes shall be governed by, and construed in accordance with, the laws of the State of Colorado without giving effect to any choice of law or conflict of law rules (whether of the State of Colorado or any other jurisdiction), which would cause the application of the laws of any jurisdiction other than the State of Colorado.

THE PARTIES HEREBY WAIVE THEIR RIGHT TO JURY TRIAL WITH RESPECT TO ALL CLAIMS AND ISSUES ARISING OUT OF OR RELATING TO THIS AGREEMENT WHETHER SOUNDING IN CONTRACT OR TORT, AND INCLUDING ANY CLAIM FOR FRAUDULENT INDUCEMENT THEREOF.

**PRIVACY: Except where prohibited by law**, by entering and providing the required entry information, Entrants acknowledge that the Sponsor may also send information, samples or special offers it believes may be of interest to Entrant, or other information or goods offered by its marketing partners. Personal information collected from Entrants will be treated in accordance with Sponsor's Privacy Policy, which can be found at <http://www.redrobin.com/privacypolicy> .

**OFFICIAL RULES REQUEST:** To request a copy of the Official Rules, see [www.redrobinlistens.com](http://www.redrobinlistens.com) or [www.redrobinlistens.ca](http://www.redrobinlistens.ca) or send a self-addressed, stamped envelope by December 28, 2020, to one of the following addresses:

**US Residents:** Red Robin Customer Satisfaction Survey Sweepstakes Official Rules Request, P.O. Box 25466, Rochester, NY 14625-0466

**Canadian Residents:** Red Robin Customer Satisfaction Survey Sweepstakes Official Rules Request, 17-7000 McLeod Road, Unit 135, Niagara Falls, ON L2G 7K3.

**WINNER LIST:** For the names of winners, send a stamped, self-addressed envelope to one of the following addresses:

**US Residents:** Red Robin Customer Satisfaction Survey Sweepstakes Winner Confirmation Request, P.O. Box 25466, Rochester, NY 14625-0466

**Canadian Residents:** Red Robin Customer Satisfaction Survey Sweepstakes Winner Confirmation Request, 17-7000 McLeod Road, Unit 135, Niagara Falls, ON L2G 7K3.

Sponsor must receive all requests for the names of winners no later than thirty (30) days after the published end date of the Sweepstakes.

**INDEPENDENT SWEEPSTAKES ADMINISTRATOR:** The US Sweepstakes & Fulfillment Company, 625 Panorama Trail, Suite 2100, Rochester, NY 14625.

**SPONSOR:** Red Robin International, Inc., 6312 S. Fielder's Green Circle, Suite 200 North, Greenwood Village, CO 80111.