

CONTEST RULES

10 Évasion Fenêtres CONCERTO Getaways at the Manoir du Lac William

Eligible purchases from October 1 to December 15, 2026. Registration closes at 11:59 p.m. on December 21, 2026.



NO PURCHASE NECESSARY TO ENTER OR WIN.

1. Contest Organizer

The “10 Évasion Fenêtres CONCERTO Getaways at the Manoir du Lac William” contest (hereinafter the “Contest”) is organized by **Thermoplast Nextrusions Ltd.**, owner of the Fenêtres CONCERTO brand (hereinafter the “Organizer”).

Manoir du Lac William is a partner of the Contest and the provider of the vacation packages offered as prizes.

2. Contest Period

Eligible purchases must be made between October 1, 2026, at 8:00 a.m. and December 15, 2026, at 11:59 p.m. Participants who have made an eligible purchase have until December 21, 2026, at 11:59 p.m. to complete the online entry form. Entries without a purchase must also be received no later than December 21, 2026, at 11:59 p.m. The period from December 16 to December 21, 2026, is reserved solely for completing an entry. No purchases made after December 15, 2026, are eligible. Any registration or entry received after 11:59 p.m. on December 21, 2026, will be considered ineligible.

3. Eligibility

The Contest is open to anyone who:

- is 18 years of age or older at the time of entry;
- resides in Quebec;
- complies with all the conditions set forth in these rules.

Employees, representatives, and agents of the Organizer, Fenêtres CONCERTO, Manoir du Lac William, participating Fenêtres CONCERTO retailers, and any other company directly involved in the design, administration, or promotion of the Contest are not eligible to participate.

Also excluded are immediate family members of the individuals listed above—father/mother, brother/sister, son/daughter (including brother-in-law and sister-in-law, half-brother and half-sister)—and individuals living in the same household as them.

4. How to Enter

There are two ways to enter: with a purchase, using the online form available at fenetresconcerto.ca/concours, or without a purchase, by submitting an entry request by mail. Only one entry per person is allowed for the entire duration of the Contest, across all entry methods. A person may not enter once with a purchase and a second time without a purchase. Participants must provide all required information as specified by the method of entry used.

Submitting an entry to the Contest means that you have read the Contest rules and agree to abide by them. You agree that submitting an entry to the Contest via the Website or any other electronic platform constitutes an electronic signature on your part, which binds you to these rules. Submitting an entry request by mail also binds you to these rules.

Fields on the form marked with an asterisk or otherwise indicated as required must be completed to enter the Contest. The other information requested is useful, but providing it is not required to enter the Contest.

To be valid, eligible purchases must have been made between October 1, 2026, at 8:00 a.m. and December 15, 2026, at 11:59 p.m. Entries with a purchase and entries without a purchase must be received no later than December 21, 2026, at 11:59 p.m.

4.1 Entry with a Purchase

To enter with a purchase, the participant must have made, between October 1, 2026, at 8:00 a.m. and December 15, 2026, at 11:59 p.m., a purchase of CONCERTO Windows totaling at least \$2,500 before taxes, on a single invoice, from a participating CONCERTO retailer. Combining multiple invoices to reach the minimum amount of \$2,500 is not permitted. The participant must complete the online registration form no later than December 21, 2026, at 11:59 p.m. and provide the following information:

- the date of purchase;
- the invoice number;
- the invoice amount before taxes;
- the name of the participating retailer.

Participating retailers:

- Les Fenêtres Côté
- CPL Windows
- MC Gagnon Masonry and Carpentry
- Multi-Fenêtres
- PF-Expert
- BSL Doors & Windows
- Dicaire Doors and Windows
- Thermavision Doors and Windows

The invoice must be in the participant's name and must not have been canceled, refunded, or returned. One eligible invoice entitles the participant to a single entry. The purchase amount does not increase the chances of winning. The Organizer reserves the right to verify the authenticity and eligibility of the invoice with the relevant retailer before declaring a participant a winner.

4.2 Entry Without Purchase

No purchase is necessary to enter the Contest.

To enter without a purchase, the participant must mail their entry request in a stamped envelope to:

CONCERTO Windows - Advertising Contest

3035 Le Corbusier Blvd.
Laval, Quebec H7L 4C3

In addition to contact information—including the participant's name, mailing address, phone number, and email address—the entry must also include answers to the following three questions related to the content available at fenetresconcerto.ca/fenetres/prix-en-ligne/ and specify the date the information was collected:

- the number of window types displayed in the “Choose Your Window Type” section,
- the number of materials displayed in the “Choose your window's material(s)” section,
- the number of glazing options displayed in the “Choose Your Window Glazing” section.

Only one entry without a purchase is allowed per person. An entry without a purchase constitutes the person's sole entry in the Contest. Entries with and without a purchase have the same value and the same chances of winning. Entries without a purchase must be received no later than December 21, 2026, at 11:59 p.m.

5. Entry Limit

Only one entry per person is permitted throughout the duration of the Contest, regardless of the method of entry. Any additional entries will be deemed ineligible. Any attempt to submit more than one entry by using multiple email addresses, identities, invoices, entry forms, or any other means may result in the participant's disqualification. Automated, computer-generated, fraudulent, incomplete, or entries containing false information will be deemed ineligible.

6. Prizes

Ten (10) prizes will be awarded as part of the Contest.

Each prize consists of an **all-inclusive “Évasion” package for two people at Manoir du Lac William, 3180 Rue Principale, Saint-Ferdinand, QC G0N 1N0**, including:

- two nights' accommodation for two people in a suite with a lake view;
- four (4) five-course table d'hôte dinners, one per person per night;
- four (4) breakfasts served with a mimosa, one per person per night;
- gratuities on meals;
- applicable taxes;
- two bottles of wine, one bottle per night;
- access to the outdoor Nordic baths, hot tub, sauna, fitness room, and swimming pools;
- access to on-site activities, depending on the season.

The approximate value of each package is CA\$1,300, for a total approximate value of CA\$13,000 for the ten prizes.

Prize certificates, valid through June 30, 2027, along with booking instructions, will be provided to the winners.

7. Terms and Conditions for Stays

The stay must be booked no later than June 30, 2027, in accordance with the terms and conditions specified on the certificate provided to the winner.

The stay is subject to availability at Manoir du Lac William at the time of booking.

The reservation must be made in advance and in accordance with the terms and conditions provided to the winner.

Transportation costs between the winner's home and the Manoir du Lac William are not included. Personal expenses, additional activities or services, and any other items not expressly mentioned in the prize description are the responsibility of the winner.

The prize must be accepted as awarded. It cannot be exchanged for cash, replaced at the winner's request, or transferred to another person. No compensation will be provided for any portion of the package not used by the winner.

If, for reasons beyond the Organizer's control, a prize or any component of the prize becomes unavailable, the Organizer reserves the right to replace it with a prize or component of equal or greater value.

The winner and any accompanying guest must sign an acknowledgment and release form in which they release, to the extent permitted by law, the Organizer, Manoir du Lac William, participating CONCERTO retailers, and the other Contest partners from liability for damages or losses arising from the use of the prize.

8. Drawing for the 10 "Évasion" Packages

Ten (10) electronic drawings will be held at **1:00 p.m. Eastern Time (ET)** on the following dates by a representative of Fenêtres CONCERTO, from among all eligible entries received during the Contest period.

- October 20, 2026;
- October 27, 2026;
- November 3, 2026;
- November 10, 2026;
- November 17, 2026;
- November 24, 2026;
- December 1, 2026;
- December 8, 2026;
- December 15, 2026;
- December 22, 2026.

For each drawing, one participant will be selected at random from all eligible entries received before the time of the drawing. For the final drawing on December 22, 2026, entries with a purchase and entries without a purchase received no later than 11:59 p.m. on December 21, 2026, will be eligible. Any

purchase submitted as part of an entry with a purchase must have been made no later than 11:59 p.m. on December 15, 2026.

Eligible entries that were not selected in a drawing remain eligible for all subsequent drawings.

A person may win only one prize package during the entire duration of the Contest. Once a participant is declared a winner, their entry is removed from subsequent drawings.

9. Odds of Winning

The odds of winning in each draw depend on the total number of eligible entries received and still eligible at the time of the draw.

Entries with and without a purchase have the same value and the same odds of being selected.

10. Awarding of Prizes and Skill-Based Nature

Being selected in a drawing does not automatically mean that the participant is declared a winner.

To be declared a winner, the selected entrant must, among other things:

1. be eligible for the Contest in accordance with these rules;
2. have complied with all conditions of participation;
3. correctly answer, without assistance, a standard mathematical skill-testing question asked over the phone within a time limit of 30 seconds;
4. provide, if requested, proof of identity, age, and residence;
5. in the case of an entry with a purchase, allow verification of the submitted invoice;
6. sign and return a declaration of eligibility and release within the time limit specified in Section 11 of these rules.

Failure to comply with any of these conditions may result in the selected participant being disqualified, and the Organizer may select another participant.

11. Communication with Selected Participants

Each selected participant will be contacted **first by phone and then by email, if not reached**, using the contact information provided on the entry form.

The selected participant has five business days following the first attempt to contact them to respond to the Organizer and return the required documents, duly completed and signed.

If the participant cannot be reached within this time frame, does not answer the math skill question correctly, declines the prize, or fails to comply with the terms of these rules, he or she may be disqualified.

In that case, the Organizer may conduct a new drawing from among the remaining eligible entries.

12. Prize Delivery

After confirmation of eligibility, the winner will receive, via email within a maximum of ten business days, a certificate and the necessary information to book their stay at Manoir du Lac William.

The specific booking procedures, the package's validity period, and any applicable restrictions will be communicated to the winner via **email**.

13. Publication of Winners' Names

Subject to their consent where required, the **first name, last name, and city of residence** of the winners may be published on the Fenêtres CONCERTO website and on its social media platforms.

Any use of a photograph, video, or testimonial from a winner for promotional purposes will be subject to the appropriate authorizations.

14. Protection of Personal Information

Personal information collected as part of the Contest will be used to administer the Contest, verify participants' eligibility, communicate with selected participants, and award prizes.

It will be processed in accordance with the Organizer's privacy policy, available at:
https://fenetresconcerto.ca/assets/docs/THERMOPLAST_PrivacyPolicy-FR_CONCERTO_2023-05-16.pdf

The necessary information may be shared with Manoir du Lac William and with vendors involved in administering the Contest, solely to the extent necessary to verify eligibility, communicate with selected participants, and award prizes.

Participation in the Contest does not require the participant to consent to receiving marketing communications from Fenêtres CONCERTO or Manoir du Lac William. Any consent to receive such communications must be requested via a separate, optional checkbox that is not pre-checked. Refusal to receive marketing communications has no impact on eligibility for the Contest or on the chances of winning.

Personal information will be retained only for as long as necessary to administer the Contest, award prizes, and comply with applicable legal obligations. It will then be destroyed or anonymized in accordance with the Organizer's retention policy and applicable laws.

15. Verification of Entries

The Organizer reserves the right to verify any entry and to request any information or documents reasonably necessary to confirm its eligibility.

Any entry containing false, inaccurate, incomplete, or fraudulent information may be voided.

The Organizer also reserves the right to disqualify any person who attempts to circumvent the rules, manipulate the entry or drawing process, or interfere with the normal operation of the Contest.

16. Website Operation and Technical Issues

The Organizer and the other parties involved in the Contest cannot be held liable for any entry that is lost, misrouted, or not received due to a technical issue beyond their control, including an outage of the Internet, the website, the server, the computer system, or the entry form.

If, for a reason beyond the Organizer's control, the Contest cannot proceed as planned, the Organizer reserves the right, subject to applicable laws, to modify, suspend, or cancel the Contest or to amend its terms and conditions in order to preserve its integrity.

17. Limitation of Liability

To the extent permitted by law, the Organizer, Manoir du Lac William, participating CONCERTO retailers, and other partners involved in administering the Contest shall not be liable for any damages arising from participation in the Contest or from the acceptance and use of a prize.

In particular, the Organizer shall not be held liable for circumstances beyond its control that may affect the availability or use of a package. This limitation does not apply where an exclusion or limitation of liability is prohibited by law, including in cases of intentional or gross fault or bodily or moral injury.

18. Modification, Suspension, or Cancellation

The Organizer reserves the right to modify these rules or to suspend, postpone, or cancel the Contest when circumstances beyond its control compromise its conduct, integrity, or administration, in accordance with applicable laws. Any significant changes will be communicated to participants by a means deemed appropriate by the Organizer.

19. Acceptance of the Rules

By participating in the Contest, each participant acknowledges having read these rules and agrees to abide by them.

Any decision by the Organizer regarding the administration of the Contest, the eligibility of entries, and the awarding of prizes will be made in accordance with these rules and applicable laws.

20. Governing Law

The Contest and these rules are governed by the laws of Quebec and the applicable federal laws of Canada. Any dispute arising out of or relating to the Contest shall be submitted to a court of competent jurisdiction in Quebec, subject to the mandatory provisions of applicable consumer protection legislation.

21. Availability of the Rules

The official Contest rules may be viewed free of charge throughout the duration of the Contest at: fenetresconcerto.ca/concours

A copy of the rules may also be obtained from the Organizer and CONCERTO retailers upon request.

Retailer contact information is listed by region in the online directory at <https://fenetresconcerto.ca/trouvez-un-detaillant>