

**ServiceNow University Lift Off to Knowledge Sweepstakes**  
**Official Rules**

**NO PURCHASE OR PAYMENT OF ANY KIND IS NECESSARY TO ENTER OR WIN. VOID WHERE PROHIBITED BY LAW.**

**ELIGIBILITY:** The ServiceNow University Lift Off to Knowledge Sweepstakes (the “Sweepstakes”) is open to (i) individuals except those who are legal residents of the Province of Quebec (Canada), Egypt, Argentina, Belgium, Hong Kong, Singapore, Thailand, Italy, Mexico, Brazil, Dominican Republic, Philippines, Australia, Finland, Israel, Pakistan, Poland, Romania, Uruguay, Colombia, Austria, Denmark, Hungary, Luxembourg, Nigeria, Portugal, Saudi Arabia, South Korea, United Arab Emirates, Turkey, and Morocco (“Ineligible Countries”); (ii) individuals who are the age of majority or older in his or her jurisdiction of residence at the time of entry; and (iii) if selected as a Grand Prize winner (as further described herein), are able to travel to Las Vegas, Nevada, USA to attend ServiceNow Knowledge 2026 (K26) scheduled to occur May 5 – May 7, 2026. Employees, temporary workers, interns, officers, and directors of ServiceNow, Inc., its affiliated companies, subsidiaries, advertising and promotion agencies, any and all other entities directly associated with this Sweepstakes (“Released Parties”), and the immediate family members and members of the same residing in the household of any of the above are not eligible to enter or win. Employees or officials of any government entity are not eligible to enter or win a prize. Individuals who are legal residents of one of the Ineligible Countries are not eligible to participate or win a prize.

**SPONSOR:** The Sweepstakes is sponsored by ServiceNow Inc., 2225 Lawson Lane, Santa Clara, CA 95054 (the “Sponsor”).

**AGREEMENT TO OFFICIAL RULES:** By participating, entrants (“Entrants”) agree to abide by and be bound by these “Official Rules” and the decisions of the Sponsor, which are final and binding in all matters relating to the Sweepstakes. Winning a prize (as defined below) is contingent upon fulfilling all requirements set forth herein.

**SWEEPSTAKES PERIOD:** The Sweepstakes begins at 12:00 a.m. United States Pacific Time (“USPT”) on February 17, 2026 and ends at 11:59 p.m. USPT on March 16, 2026. (“Sweepstakes Period”). The Sweepstakes Period is comprised of three (3) separate entry periods (each, an “Entry Period”) as set forth below:

<b>Entry Period</b>	<b>Start Date (at 12:00 a.m. USPT)</b>	<b>End Date (at 11:59 p.m. USPT)</b>	<b>Random Drawing Date (on or about)</b>
1	February 17, 2026	February 23, 2026	February 26, 2026
2	February 24, 2026	March 2, 2026	March 5, 2026
3	March 3, 2026	March 16, 2026	March 19, 2026

Non-winning entries submitted in an Entry Period will not carry forward to subsequent Entry Periods. However, all entries submitted during the Sweepstakes Period (regardless of Entry Period) will carry into a “Grand Prize Drawing” conducted on or about March 19, 2026, as further described herein. The designated computer clock of the Sponsor is the official time-keeping device in the Sweepstakes.

**HOW TO ENTER:** Eligible Entrants may enter the Sweepstakes by doing the following:

**Opt-In:** An eligible Entrant must first opt-in and register for the Sweepstakes by completing all of the following:

- Visit <https://servicenow.swoogo.com/LiftOfftoKnowledge2026> (“Website”) and click “Join Now.” You will be prompted to login to your ServiceNow University account. If you do not already have a ServiceNow University account, you may create one at no charge by visiting [learning.servicenow.com](https://learning.servicenow.com) and clicking “Start Learning”;
- Follow the on-screen prompts to complete a two-minute opt-in experience that explains the Sweepstakes rules and requires acceptance of the applicable Terms & Conditions.

Upon successful completion of the steps above, the Entrant will receive one (1) entry into the Grand Prize Drawing. All required information must be provided to enter and to be eligible to win. Incomplete entries will be disqualified and void.

**Complete Training Courses and Designated Activities:** During an Entry Period (and after completion of the Opt-In process described above), an Entrant may visit the Website, login with their ServiceNow University account, and follow the on-screen prompts to choose and complete a designated course or activity, as indicated at the Website. Upon completion of an active designated course or activity, the Entrant will receive one (1) entry into the applicable Entry Period.

Designated Courses and Activities by Entry Period are as follows :

- Entry Period 1: What is Artificial Intelligence?; What is Agentic AI?; How Do AI Agents Learn and Adapt?; Real-world Uses of AI Agents; and the Information Transformation puzzle for eligibility in Entry Period 1.
- Entry Period 2: AI Agents: Build an AI Agent; AI Strategy for Platform Owners; Build a Community of Change Champions; Introduction to Digital Accessibility for Partners and Customers; and the Change Champions Puzzle for eligibility in Entry Period 2.
- Entry Period 3: AI Agents: Configure AI Agents; AI Agents: AI Agent Administration; Get Started with User Experience Analytics; Now Assist Essentials (2025 Q2 Store Release); and The AI Sorting Workflows Puzzle for eligibility in Entry Period 3.

An Entrant MUST complete an available designated course or activity for the applicable Entry Period as set forth above to receive an entry into such Entry Period. If an Entrant completes a designated course or activity OUTSIDE of the applicable Entry Period, he/she/they will only receive the number of entries into the Grand Prize Drawing corresponding to the Entry Period noted above for the designated course or activity, and no entries for the Entry Period that is active at time of course/activity completion. Limit one (1) entry per Entry Period, regardless of the number of designated courses or activities completed within an Entry Period.

Additionally, upon completion of a designated course or activity during an Entry Period, an Entrant will receive the following number of entries into the Grand Prize Drawing:

- Entry Period 1: Two (2) entries into the Grand Prize Drawing.
- Entry Period 2: Three (3) entries into the Grand Prize Drawing.
- Entry Period 3: Five (5) entries into the Grand Prize Drawing.

Grand Prize Drawing entries are only earned upon the completion of the first designated course or activity. Completion of additional designated courses or activities will not result in additional entries into the Grand Prize Drawing. If you complete a designated course or activity outside of the indicated Entry Period, you

will not receive additional entries into the Grand Prize Drawing. For example, if you complete “What is Artificial Intelligence” in Entry Period 2, you will still only receive two (2) entries into the Grand Prize Drawing for that course since that is an Entry Period 1 designated course.

**Refer a Friend:** During the Sweepstakes Period (and after completion of the Opt-In process described above), an Entrant may visit the Website, login with their ServiceNow University account, and follow the on-screen prompts to refer a friend, family, or contact to ServiceNow University through the Friends & Family referral program. Referrals must follow the program terms & conditions and guidelines as set forth at the Website. An Entrant will receive one (1) entry into the Grand Prize Drawing for each person referred who uses the referral link and creates a ServiceNow University account. The referred friend must create a ServiceNow University account by 11:59 p.m. USPT on March 16, 2026 to be eligible for entry.

Sponsor reserves the right to disqualify any person or email address that submits more than the stated number of entries. Entries generated by artificial intelligence, script, computer programs, macro, programmed, robotic, or other automated means are void and may be disqualified. Entries that are in excess of the stated limit(s), forged, false, deceptive, or otherwise not in compliance with the Official Rules may be disqualified from the Sweepstakes at Sponsor’s sole and absolute discretion. The Released Parties are not responsible for: lost, late, incomplete, invalid, unintelligible, illegible, misdirected, corrupted, damaged, or misdirected entries. All entries become the exclusive property of Sponsor and will not be acknowledged or returned. By participating, you consent for Sponsor to obtain, use, and transfer your name, address and other information for the purpose of administering this Sweepstakes and for other purposes as set forth below.

**WINNER SELECTION AND NOTIFICATION:** All potential prize winners will be selected in random drawings from among all eligible entries received by Sponsor, whose decisions are final and binding. On or about each of the Random Drawing Dates set forth above for the Entry Periods, the Sponsor will randomly select the following number of potential winner(s) (“Prize Winners”) from among all eligible entries received for the applicable Entry Period:

- Entry Period 1: 500 potential winners.
- Entry Period 2: 350 potential winners.
- Entry Period 3: 100 potential winners.

Entries submitted in an individual Entry Period will not be included in the random drawing for a different Entry Period. An Entrant must submit an entry into a specific Entry Period to receive entry into the applicable Entry Period’s random drawing.

Additionally, on or about March 19, 2026, the Sponsor will randomly select five (5) potential Grand Prize Winners (“Grand Prize Winners”) from among all eligible entries received for the entire Sweepstakes Period.

Prize Winners and Grand Prize Winners will be contacted by the Sponsor via email. As a part of the winner notification process, all Prize Winners may be required to complete and return a prize redemption form and all Grand Prize Winners will be required to sign a declaration of eligibility/release of liability/prize acceptance agreement (“Declaration”), as a condition of accepting a prize. Potential Prize Winners/Grand Prize Winners who are residents of Canada must complete correctly, without assistance of any kind, whether mechanical or otherwise, a mathematical skill-testing question. Failure to comply with any of the requirements set forth in these Official Rules may result in disqualification or forfeiture of the prize.

## **PRIZES, PRIZE CONDITIONS, AND ODDS:**

**Prizes:** The following prizes are available in the Sweepstakes (each, a “Prize”):

- 500 Entry Period 1 Prizes: Each Entry Period 1 Prize is a ServiceNow University Tumbler. The approximate retail value (“ARV”) of each Entry Period 1 Prize is \$13 USD. The total ARV of all Entry Period 1 Prizes available in the Sweepstakes is \$6,500 USD.
- 350 Entry Period 2 Prizes: Each Entry Period 2 Prize is a ServiceNow notebook and ServiceNow hat. The ARV of each Entry Period 2 Prize is \$20 USD. The total ARV of all Entry Period 2 Prizes available in the Sweepstakes is \$7,000 USD.
- 100 Entry Period 3 Prizes: Each Entry Period 3 Prize is a \$450 ServiceNow Mainline Certification free exam attempt, which may be redeemed for any mainline certification exam offered through ServiceNow University. Winners may select their own certification, however, winners are responsible for any difference if the selected certification exceeds the value of the \$450. If the selected certification is less than the value of the \$450 USD ServiceNow Mainline Certification free exam attempt, the winner will not receive the difference. The ARV of each Entry Period 3 Prize is \$450 USD. The total ARV of all Entry Period 3 Prizes available in the Sweepstakes is \$45,000 USD.
- 5 Grand Prizes: Each “Grand Prize” is a five (5) day/four (4) night trip for the Grand Prize Winner only to Las Vegas, Nevada, USA to attend ServiceNow Knowledge 2026 (K26) (the “Conference”). Each Grand Prize includes round-trip coach class air transportation for the winner from a major international commercial airport near the winner’s residence (as determined by Sponsor) to Las Vegas, Nevada, USA; four (4) nights standard hotel accommodation (single room/single occupancy); one (1) Conference pass; round-trip airport transfers while in Las Vegas, Nevada, USA; one (1) \$750 USD ride share digital gift card that may be used for ground transportation while in Las Vegas, Nevada, USA; and Two Thousand and 00/100 Dollars (\$2,000 USD) made payable to the winner that may be used for meals and miscellaneous travel expenses while partaking in the Grand Prize. Additionally, any winner who is a US resident will also receive Two Thousand Nine Hundred (\$2,900) to help reduce, but not completely remove, the tax liability associated with accepting the Grand Prize (the “Tax Plus-Up”). Any Grand Prize winner who is NOT a US resident will NOT receive the Tax Plus-Up. The ARV of each Grand Prize is \$10,945 USD (\$13,845 USD for US residents, inclusive of the Tax Plus-Up). The actual value of a Grand Prize may vary depending on point of departure, fluctuations in the cost of air transportation and fluctuations in the cost of hotel accommodation. Any difference between the ARV and the actual value of the Grand Prize will not be awarded. The cash portion of the Grand Prize is drawn on US funds and in the event of an international winner, the local ARV will depend on applicable currency exchange rates at the time of deposit. The total ARV of all Grand Prizes available in the Sweepstakes is up to \$69,225 USD.

Travel must be taken on dates specified by Sponsor and is expected to be May 4 – 8, 2026. Travel must be booked fifteen (15) days prior to departure. If the Grand Prize Winner resides within a 100-mile radius of Las Vegas, Nevada, USA, as determined by Sponsor in its sole discretion, ground transportation may be provided in lieu of air transportation, and no compensation will be provided for any difference in prize value. The Grand Prize Winner is responsible for having valid travel documents including a REAL ID or other government-issued identification approved for air travel, and for international Grand Prize Winners, government-issued passports with at least six (6) months validity prior to the date of travel. Each Grand Prize Winner, if not a United States resident, must be able to enter the United States and return to their home country unencumbered. All airline tickets are subject to flight variation, work stoppages, and schedule or route changes. Sponsor reserves the right to structure travel routes, select hotels, and all other

aspects of the Grand Prize in their sole and absolute discretion. Each Grand Prize Winner is responsible for all travel expenses not included herein, including airline baggage fees, gratuities, meals, and any other incidental costs or expenses related to participation in the Grand Prize. Each Grand Prize Winner hereby acknowledges that Sponsor has not and will not obtain or provide travel insurance or any other form of insurance for any part of the Grand Prize. No changes will be made to travel details once any element of the travel arrangements have been booked, except at Sponsor's sole discretion. Each Grand Prize Winner will be required to provide a major credit card upon hotel check-in, and all in-room charges will be charged to the credit card. Any damage to the room will be the responsibility of the Grand Prize Winner. Sponsor bears no responsibility if any event, element, or detail of the Grand Prize is canceled, postponed, or becomes unavailable for any reason whatsoever by the air carriers, hotels, venue operators, transportation companies, prize providers or any other persons providing any prize-related services or accommodations. Sponsor is not liable for any missed Grand Prize events, or expenses incurred as a consequence of flight cancellation/delay or ground transportation delay. No refund or compensation will be made in the event of the cancellation or delay of any transportation or other Grand Prize element except at the sole and absolute discretion of Sponsor.

Total ARV of all prizes available in this Sweepstakes is \$127,725 USD.

All currency listed in these Official Rules is in USD. Any difference between the actual value of a Prize and the stated ARV (if less than the actual value) due to currency exchange rates and/or differences in local MSRP will not be awarded. All Prize Winners/Grand Prize Winners outside of US residents will bear the valuation exposure due to changes in foreign exchange values, and any difference will not be awarded.

**Odds:** Odds of winning an Entry Period prize depend upon the number of eligible entries received for the applicable Entry Period. Odds of winning a Grand Prize depend upon the total number of eligible entries received for the entire Sweepstakes Period.

**Prize Conditions:** Prize Winners and Grand Prize Winners are subject to all applicable terms and conditions associated with the prize. Sponsor is not responsible for lost or stolen prize elements. Prize Winners will receive their prizes within sixty (60) days of the winner selection. Grand Prize Winners will be contacted by Sponsor's designee within two (2) days from winner verification to arrange for Grand Prize travel booking. There is a limit of one (1) Entry Period prize per entrant. An Entrant may win both an Entry Period prize and a Grand Prize.

ALL FEDERAL, STATE, PROVINCIAL, TERRITORIAL, AND LOCAL TAXES ARE SOLELY THE RESPONSIBILITY OF THE WINNERS. Prize Winners and Grand Prize Winners (regardless of country of residence) will be solely responsible for all applicable federal, state, provincial, territorial, and/or local taxes, and for any other fees or costs associated with the Prize(s) received, regardless of whether they, in whole or in part, are used. Prize Winners and Grand Prize Winners will be solely responsible for complying with any tax reporting obligations. Please consult a tax professional to discuss your tax obligations and individual situation. If a Grand Prize Winner is a US resident, they will be required to provide Sponsor with a valid social security number before the Grand Prize will be awarded, for tax reporting purposes. If the Grand Prize Winner is a US resident, an IRS Form 1099 will be issued in the name of such Grand Prize Winner, for the actual value of all Prizes received. If a Grand Prize Winner is a Canadian resident, an IRS Form W-8 BEN will be issued in the name of the Grand Prize Winner for the actual value of all Prizes received. Any difference between the stated estimated value of a Prize and its actual value will not be awarded. Prize Winner/Grand Prize Winner agrees to accept the Prize "as is."

The value of the Prizes set forth above represents Sponsor's good faith determinations of the ARV thereof and such determinations are final and binding and cannot be appealed. If the actual value of any Prize turns out to be less than the stated ARV, the difference will not be awarded in cash.

ALL EXPENSES OR COSTS ASSOCIATED WITH ACCEPTANCE OF A PRIZE NOT MENTIONED HEREIN ARE THE SOLE RESPONSIBILITY OF THE PRIZE WINNERS. Prizes are non-transferable, with no cash redemptions, equivalents, or substitutions except at Sponsor's sole and absolute discretion. All Prize details not specified in these Official Rules will be determined in Sponsor's sole and absolute discretion. In the event that Sponsor is unable to provide a Prize or Prize component, the Sponsor may elect to provide Prize Winners/Grand Prize Winners with the approximate value of such item in cash or award an alternate prize of comparable or greater value.

If a Prize or Prize notification is returned as unclaimed or undeliverable to the Prize Winners/Grand Prize Winners, if the Prize Winners/Grand Prize Winners cannot be reached by the Sponsor within three (3) calendar days from the first notification attempt, if the Prize Winners/Grand Prize Winners do not comply with the Sponsor's Prize acceptance instructions within three (3) calendar days from the first notification attempt, or the Prize Winners/Grand Prize Winners are not in compliance with these Official Rules, then such person shall be disqualified and, at Sponsor's sole discretion, alternate Prize Winners/Grand Prize Winners may be selected for the prize at issue.

Failure by the Sponsor to enforce any provision of these Official Rules shall not constitute a waiver of that provision. In the event of a dispute as to the identity of a Prize Winner/Grand Prize Winner based on an email address, the winning entry will be declared by the authorized account holder of the email address submitted at time of entry. "Authorized account holder" is defined as the natural person who is assigned to an email address by an Internet access provider, online service provider or other organization (e.g., business, educational, institution, etc.) that is responsible for assigning email addresses for the domain associated with the submitted email address.

**RELEASE AND LIMITATIONS OF LIABILITY:** By participating in the Sweepstakes and/or accepting a Prize, Entrants agree to release and hold harmless the Released Parties from and against any claim, action, injury, loss, damage or cause of action arising out of or relating to participation in the Sweepstakes, acceptance or receipt of any Prize, use or misuse of any Prize, or participation in any Prize-related activity, including, but not limited to: (a) any technical errors that may prevent an Entrant from submitting an entry; (b) unauthorized human intervention in the Sweepstakes; (c) errors in the administration of the Sweepstakes or the processing of entries; or (d) injury, death, or damage to persons or property which may be caused, directly or indirectly, in whole or in part, from Entrant's participation in the Sweepstakes or receipt or use of any Prize. Released Parties assume no responsibility for any error, omission, interruption, deletion, defect, delay in operation or transmission, theft or destruction or unauthorized access to, or alteration of, entries. Entrant further agrees that in any cause of action, the Released Parties' liability will be limited to the cost of entering and participating in the Sweepstakes, and in no event shall the Released Parties be liable for attorney's fees. Entrant waives the right to claim any damages whatsoever, including, but not limited to, punitive, consequential, direct, or indirect damages.

**GENERAL CONDITIONS:** If for any reason the operation or administration of this Sweepstakes is impaired or incapable of running as planned for any reason, including but not limited to (a) infection by computer virus, bugs, (b) tampering, unauthorized intervention, (c) fraud, (d) technical failures, or (e) 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 in whole or in part, at any time, without notice and award the Prizes using all non-suspect eligible entries received as of, or after (if applicable) this cancellation, termination, modification or suspension date, or in any manner that is fair and equitable and best conforms to the spirit of these Official Rules. Sponsor reserves the right, at its sole discretion, to disqualify any individual deemed to be (a) tampering or attempting to tamper with the entry process or the operation of the Sweepstakes website; or (b) acting in violation of these Official Rules or in an unsportsmanlike or disruptive manner.

ANY ATTEMPT TO DELIBERATELY DAMAGE ANY WEBSITE OR UNDERMINE THE LEGITIMATE OPERATION OF THE SWEEPSTAKES IS A VIOLATION OF CRIMINAL AND CIVIL LAWS AND SHOULD SUCH AN ATTEMPT BE MADE, THE SPONSOR RESERVES THE RIGHT TO SEEK DAMAGES OR OTHER REMEDIES FROM ANY SUCH PERSON(S) RESPONSIBLE FOR THE ATTEMPT TO THE FULLEST EXTENT PERMITTED BY LAW.

**PUBLICITY:** By participating in the Sweepstakes, where permitted by law, the Prize Winners and Grand Prize Winner grant to the Released Parties and those acting pursuant to the authority of the Released Parties, the right to print, publish, broadcast and use worldwide IN ALL MEDIA without limitation at any time a Prize Winner's/Grand Prize Winner's entry, full name, image, photograph, portrait, voice, likeness, signature and/or biographical information for advertising, trade and promotional purposes without further payment or additional consideration, and without review, approval or notification.

**USE OF DATA:** All information submitted by Entrants will be treated according to Sponsor's Privacy Statement, available at <https://www.servicenow.com/privacy-statement.html>. By participating in the Sweepstakes and providing any personal contact information, Entrants hereby agree to Sponsor's collection and usage of their personal information and acknowledge that they have read and accepted Sponsor's Privacy Statement.

**DISPUTES:** EXCEPT TO THE EXTENT PRE-EMPTED BY FEDERAL OR OTHER APPLICABLE STATE LAW, THE SWEEPSTAKES SHALL BE GOVERNED BY THE LAWS OF THE STATE OF CALIFORNIA, WITHOUT GIVING EFFECT TO ANY CONFLICT OF LAW PROVISIONS THEREOF. ENTRANTS UNDERSTAND AND AGREE THAT ALL CLAIMS, DISPUTES OR CONTROVERSIES BETWEEN ENTRANT AND THE RELEASED PARTIES SHALL BE RESOLVED BY FINAL AND BINDING ARBITRATION IN THE COUNTY OF SANTA CLARA, STATE OF CALIFORNIA. BY ENTERING, ENTRANTS VOLUNTARILY AND KNOWINGLY WAIVE ANY RIGHT THEY HAVE TO A JURY TRIAL. THIS ARBITRATION CONTRACT IS MADE PURSUANT TO A TRANSACTION IN INTERSTATE COMMERCE AND ITS INTERPRETATION, APPLICATION, ENFORCEMENT AND PROCEEDINGS HEREUNDER SHALL BE GOVERNED BY THE FEDERAL ARBITRATION ACT ("FAA"), AND CONDUCTED BY JUDICIAL ARBITRATION AND MEDIATION SERVICES, INC. ("JAMS"), IN ACCORDANCE WITH THE JAMS COMPREHENSIVE ARBITRATION RULES. THE TRIBUNAL WILL CONSIST OF ONE ARBITRATOR. THE ARBITRATOR SHALL BE BOUND TO APPLY AND ENFORCE THE TERMS OF THE OFFICIAL RULES, AND THE ARBITRATOR'S DECISION WILL BE FINAL, BINDING, AND ENFORCEABLE IN A COURT OF COMPETENT JURISDICTION. NEITHER ENTRANT NOR SPONSOR SHALL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS IN ARBITRATION BY OR AGAINST OTHER CONSUMERS OR ARBITRATE ANY CLAIM AS A REPRESENTATIVE OR MEMBER OF A CLASS.

FURTHER, IN ANY SUCH DISPUTE, UNDER NO CIRCUMSTANCES WILL ENTRANTS BE PERMITTED TO OBTAIN AWARDS FOR, AND THEY HEREBY WAIVE ALL RIGHTS TO CLAIM, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING ATTORNEYS' FEES AND COSTS), OTHER THAN ACTUAL OUT-OF-

POCKET EXPENSES (I.E. COSTS ASSOCIATED WITH ENTERING THIS SWEEPSTAKES) AND FURTHER WAIVE ALL RIGHTS TO HAVE DAMAGES MULTIPLIED OR INCREASED.

Each Entrant hereby waives application of California Civil Code Section 1542 which provides as follows: *A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS THAT THE CREDITOR OR RELEASING PARTY DOES NOT KNOW OR SUSPECT TO EXIST IN HIS OR HER FAVOR AT THE TIME OF EXECUTING THE RELEASE AND THAT, IF KNOWN BY HIM OR HER, WOULD HAVE MATERIALLY AFFECTED HIS OR HER SETTLEMENT WITH THE DEBTOR OR RELEASED PARTY.*

Each Entrant expressly waives the provisions of Section 1542 of the California Civil Code as well as any other statutes, rules, laws, ordinances, or common law principles or other authority of similar effect of any jurisdiction, and further waives any right to invoke said provisions now or in the future with regard to the Sweepstakes. Entrants and the Winners further acknowledge and agree that this waiver is an essential and material term of these Official Rules and the Sweepstakes.

**PRIZE WINNERS LIST REQUEST:** You may request the name of all Prize Winners and Grand Prize Winners by sending a self-addressed, stamped envelope within thirty (30) days from the end of the Sweepstakes Period to: ServiceNow University Lift Off to Knowledge Sweepstakes Winners List Request, Attn: ServiceNow University Marketing Team 2225 Lawson Lane, Santa Clara, CA 95054. During the Sweepstakes Period, Official Rules requests may be sent to the aforementioned address. Official Rules requests must include a self-addressed, stamped envelope. Residents of Vermont may omit return postage for Official Rules requests.

**NO SOCIAL MEDIA ENDORSEMENT:** This Sweepstakes is not endorsed, sponsored, or administered by any social media platform for which Entrants may interact with in participation of this Sweepstakes.