EVERYDAY HEROES PROGRAM PRESENTED BY SERVPRO

OFFICIAL PROGRAM RULES

1. Program Description: The following terms and conditions apply to the *Everyday Heroes Program presented by ServPro* (the "Program"). The Recipient (as defined in **Section 6**) will have the opportunity to win (i) four (4) tickets to one (1) 2026-2027 Cleveland Monsters regular season home game played at Rocket Arena with in game recognition as an Everyday Hero (particular game and seat locations to be determined by Cavaliers Hockey Holdings, LLC ("CHH") in its sole discretion); and (ii) one (1) large autographed hockey puck (particular autographed hockey puck to be determined by CHH in its sole discretion) (the "Award") (signatory to be determined by CHH in its sole discretion).

2. Program Award Qualification: To qualify for the Program, Recipient must meet the following requirements:

- be a current resident of Ohio; and
- be a first responder this includes a firefighter, law enforcement officer, paramedic, emergency medical technician, or other individual (including an employee of a legally organized and recognized volunteer organization, whether compensated or not), who, in the course of his or her professional duties, responds to fire, medical, hazardous material, or other similar emergencies.

This Program is powered by Wit Labs, Inc. ("Wit") on behalf of CHH and is accessible via the Wit website at https://web.witcontests.com/monsters/artwall/servpro-everyday-heroes-261012, through a mobile device, or computer (collectively, the "Platform"). For the avoidance of doubt, Wit provides the Platform for the Program, but is not the sponsor for the Program. To participate in the Program, Applicants (as defined in **Section 4**) must agree to the Wit Terms of Use. By creating and using a Wit account, Applicant is further required to read and agree to the Wit Terms of Use.

3. Program Period: Nominations will be accepted by CHH during the following period (the "Program Period"): October 12, 2026, at 12:01:00 AM ET through March 31, 2027, at 11:59:59 PM ET. In order to be entered, nominations must be received during the Program Period. Any nominations received thereafter shall be null and void, and ineligible for the Program. CHH is not responsible for late, incomplete, or misdirected nominations.

4. To Enter: To nominate an eligible Recipient, a applicant pursuant to and in accordance with **Section 2** above (each, an "Applicant") must, during the Program Period, (i) complete and submit a nomination form via https://web.witcontests.com/monsters/artwall/servpro-everyday-heroes-261012 (ii) submit a detailed statement articulating why the recipient is considered an "Everyday Hero" in the role of a first responder (iii) upload a photo of the nominated recipient.

To ensure a comprehensive evaluation of the recipient's qualifications this statement should include at least one of the following:

- **Personal Impact:** Describe specific instances where the recipient has positively affected individuals or the community through their actions as a first responder;
- **Dedication and Commitment:** Highlight the recipient's commitment to their role, including any voluntary efforts, training, or additional responsibilities they have undertaken;
- **Exemplary Qualities:** Identify the qualities that set the recipient apart, such as bravery, compassion, leadership, and resilience in challenging situations; and
- **Community Engagement:** Provide examples of how the recipient engages with and supports the community beyond their primary duties.

By entering the Program, Applicants consent to (a) being contacted by CHH and its respective affiliates; and (b) being bound by, and shall comply with, all of the terms and conditions set forth in these Official Program Rules. Nominations must be submitted on behalf of another person; self-nominations are not accepted. All nomination statements become the property of CHH and will not be returned.

5. Eligibility Restrictions: Owners, directors, officers, and employees (and their parents, siblings, spouses, and children) of Cavaliers Hockey Holdings, LLC, Professional Restoration Service, Inc. dba Servpro Team Fosdick its subsidiaries, and their respective advertising and promotional agencies for the Program are not eligible to participate in the Program. In order to be eligible to participate in the Program Recipients (as defined below) (must be at least 18 years of age at the time of entry and reside within (a) the area of the State of Ohio, and/or (b) a one hundred fifty (150) air-mile radius of the corporate limits of the City of Cleveland, Ohio, but excluding those territories identified in **Section 13** below. Program is void where prohibited or restricted by law. Recipients are eligible to win a prize/award in a contest or program conducted by CHH only once every thirty (30) days and only once every six (6) months if the prize is valued over $600. Only one (1) recipient per household is permitted in any CHH promotion.

6. Selection of the Recipient and Notification: Subject to the terms and conditions set forth herein, six (6) recipients will receive the Everyday Hero award (each, a "Recipient" and collectively, the "Recipients") chosen by Servpro leadership in its sole discretion on or about two (2) weeks prior to the recognition date during the Program period.

The Program award Recipients will be notified by email on or about two (2) weeks prior to the recognition date during the program period. If a Program Recipient: (a) is unreachable; (b) does not make direct contact with CHH by the date specified in the notification message; or (c) fails to accept the award, CHH reserves the right, in its sole and absolute discretion, to disqualify such Recipient and to select a replacement Recipient from the remaining recipients. CHH shall not be responsible for failed attempts to notify the Recipients, and no responsibility is assumed by CHH for any correspondence returned as undeliverable or any other problems associated with

attempt(s) to notify the Program Recipients. Odds of winning depend upon the number of eligible nominations received.

7. Recipient Verification: Upon the request of CHH, the Recipients must sign and return the following documents by a date determined by CHH in order to be eligible to receive the award: (a) an affidavit of eligibility; (b) an additional liability/publicity release in form and substance satisfactory to CHH; (c) a copy of Applicant's government-issued photo identification; and (c) any other releases and waivers requested by CHH, releasing CHH from any and all liability, loss, claims, demands and causes of action for or related to personal injury, damage, theft, loss, or any other harm suffered in connection with the Program. If any of the foregoing documents are not completed, signed, and returned, or if a Recipient is deemed by CHH to be ineligible or not to have complied with these Official Program Rules, then such Recipient will be disqualified and an alternate Recipient will be selected from the remaining eligible nominations, time permitting.

8. Program Conditions, Terms, and Restrictions: Only the Award described in these Official Program Rules shall be awarded and no substitutions, cash equivalents, and/or redemptions may be made. The Award cannot be transferred, assigned, or redeemed for cash. Except where prohibited by law, Award acceptance constitutes a release granting CHH the right to use each Recipient's name, likeness, statements (if true), biographical information, voice, and cities and states of residence for advertising, marketing, and publicity purposes on a worldwide basis (without review by the Recipients) and in all forms of media, without compensation, remuneration, or other authorization.

9. Posting Terms and License to Use Applicant Personal Information: In order to promote, market, and publicize the Program, CHH and its respective affiliates may require a license to use any and all information, materials, and content submitted in the Program including, but not limited to, each Applicant's name (and likeness), biographical information, and any other personal information submitted. Accordingly, by submitting a nomination, each Applicant expressly grants CHH a worldwide, perpetual, irrevocable, royalty-free, non-exclusive, sub-licensable and transferable right and license to use, and share with its affiliates and any partner(s) of this Program to use, however CHH, its affiliates, and any partner(s) of this Program may deem fit in its sole and absolute discretion, whether in connection with the Program or otherwise, all content submitted in connection with a nomination.

10. Program Conditions: The Program is governed by and subject to all applicable federal, state, and local laws. By participating, Applicants waive any right to claim ambiguity in the Program or in these Official Program Rules. Any violation of these Official Program Rules may result in disqualification and any violation of these Official Program Rules by a Program Recipient will result in such Program Recipient's disqualification as a Program Recipient and all privileges as a Program Recipient shall be immediately terminated. APPLICANTS AND RECEIPENTS RELEASE, DISCHARGE, AND AGREE TO INDEMNIFY, DEFEND, AND HOLD HARMLESS CAVALIERS HOCKEY HOLDINGS, LLC, CAVALIERS OPERATING

COMPANY, LLC, CAVALIERS HOLDINGS, LLC, THE AMERICAN HOCKEY LEAGUE AND ITS MEMBER TEAMS, NBA PROPERTIES, INC., PROFESSIONAL RESTORATION SERVICE, INC. DBA SERVPRO TEAM FOSDICK, AND EACH OF THEIR RESPECTIVE OWNERS, MEMBERS, DIRECTORS, OFFICERS, MANAGERS, EMPLOYEES, PARENTS, SUBSIDIARIES, AFFILIATES, AGENTS AND REPRESENTATIVES FROM AND AGAINST ANY LIABILITY FOR ANY DAMAGES, INJURY OR LOSSES, TO ANY PERSON (INCLUDING DEATH), OR PROPERTY, OF ANY KIND RESULTING IN WHOLE OR IN PART, DIRECTLY OR INDIRECTLY FROM ACCEPTANCE, POSSESSION, MISUSE OR USE OF THE PARTICIPATION IN ANY PROGRAM-RELATED ACTIVITY OR PARTICIPATION IN THE PROGRAM.

10. Limitations of Liability: CHH shall not be held responsible for late, misdirected, incomplete, or undeliverable nominations. CHH may prohibit an Recipient from winning the award if, in its sole discretion, it determines that said Recipient is attempting to undermine the legitimate operation of the Program by cheating, hacking, deception, or other unfair play, or intending to annoy, abuse, threaten or harass any other Applicants/Recipients or CHH representatives or employees. If, for any reason, the Program is not capable of running as planned including, but not limited to, by reason of tampering, unauthorized intervention, labor dispute, fraud, or any other causes beyond the control of CHH which, in the sole opinion of CHH, corrupt or affect the administration, security, fairness, integrity or proper conduct of the Program, then CHH reserves the right, in its sole discretion, to cancel, terminate, modify or suspend the Program and select the Program Recipients based on entries received prior to the action taken.

11. Claims/Choice of Law: (a) Any and all claims, judgments and awards shall be limited to actual out-of-pocket costs incurred, including costs associated with entering the Program, but in no event attorneys' fees; and (b) under no circumstances will Recipients be permitted to seek the award of, and Recipients hereby waive all rights to claim, punitive, incidental, and consequential damages or any other damages, other than actual out-of-pocket expenses, and hereby waives all rights to have damages multiplied or otherwise increased. All issues and questions concerning the construction, validity, interpretation, and enforceability of these Official Program Rules, or the rights and obligations of Recipients and/or CHH in connection with the Program, shall be governed by, and construed in accordance with, the laws of the State of Ohio, without regard for conflicts of law doctrine, and all proceedings shall take place in the State of Ohio. All Recipients agree to submit to the exclusive jurisdiction of the courts of the State of Ohio and agree to waive the right to a jury trial with respect to any claim or dispute with regard to any aspect of the Program or these Official Program Rules.

13. Excluded Territories: See below.

EXCLUDED TERRITORIES

Zip Code	City	County
43402	Bowling Green	Wood
43403	Bowling Green	Wood
43406	Bradner	Wood
43407	Cygnet	Sandusky
43412	Curtice	Ottawa
43416	Elmore	Ottawa
43420	Fremont	Sandusky
43430	Genoa	Ottawa
43431	Gibsonburg	Sandusky
43432	Graytown	Ottawa
43435	Helena	Sandusky
43436	Isle Saint George	Ottawa
43442	Lindsey	Sandusky
43443	Luckey	Wood
43445	Martin	Ottawa
43447	Millbury	Wood
43449	Oak Harbor	Ottawa
43450	Pemberville	Wood
43451	Portage	Wood
43452	Port Clinton	Ottawa
43456	Put In Bay	Ottawa
43457	Risingsun	Wood
43460	Rossford	Wood
43462	Rudolph	Wood
43465	Walbridge	Wood
43466	Wayne	Wood
43469	Woodville	Sandusky
43504	Berkey	Lucas
43515	Delta	Fulton
43521	Fayette	Fulton
43522	Grand Rapids	Wood
43525	Haskins	Wood
43528	Holland	Lucas
43532	Liberty Center	Henry
43533	Lyons	Fulton
43534	Mc Clure	Henry
43537	Maumee	Lucas
43540	Metamora	Fulton
43542	Monclova	Lucas
43551	Perrysburg	Wood
43558	Swanton	Fulton
43560	Sylvania	Lucas
43566	Waterville	Lucas
43567	Wauseon	Fulton
43569	Weston	Wood
43571	Whitehouse	Lucas
43604	Toledo	Lucas
43605	Toledo	Lucas
43606	Toledo	Lucas
43607	Toledo	Lucas

Zip Code	City	County
43608	Toledo	Lucas
43609	Toledo	Lucas
43610	Toledo	Lucas
43611	Toledo	Lucas
43612	Toledo	Lucas
43613	Toledo	Lucas
43614	Toledo	Lucas
43615	Toledo	Lucas
43616	Oregon	Lucas
43617	Toledo	Lucas
43618	Oregon	Lucas
43619	Northwood	Wood
43620	Toledo	Lucas
43623	Toledo	Lucas
44841	Kansas	Seneca
45001	Addyston	Hamilton
45002	Cleves	Hamilton
45003	College Corner	Butler
45013	Hamilton	Butler
45030	Harrison	Hamilton
45052	North Bend	Hamilton
45053	Okeana	Butler
45056	Oxford	Butler
45064	Somerville	Butler
45303	Ansonia	Darke
45311	Camden	Preble
45320	Eaton	Preble
45321	Eldorado	Preble
45331	Greenville	Darke
45332	Hollansburg	Darke
45338	Lewisburg	Preble
45346	New Madison	Darke
45347	New Paris	Preble
45362	Rossburg	Darke
45381	West Alexandria	Preble
45382	West Manchester	Preble
45390	Union City	Darke
45846	Fort Recovery	Mercer