

ABRN TOP SHOPS CONTEST

Official Rules

NO PURCHASE IS NECESSARY TO ENTER OR WIN.

Top Shops (the "Contest") begins on June 3, 2009 and ends on August 19, 2009 ("Contest Period").

ELIGIBILITY: Entries will only be accepted from an individual owner of a professional auto repair shop or from an individual entering on behalf of the company that owns a professional auto repair shop located within the 50 United States or the District of Columbia. Entrants must be legal residents of the 50 United States or the District of Columbia and at least 21 years of age or older. Any company that owns an eligible professional auto repair shop must be legally organized under the laws of the United States. Employees of Advanstar Communications Inc. dba ABRN ("Sponsor"), and each of its parent, subsidiaries, affiliates, promotion and advertising agencies, and members of their immediate family (spouse, parent, child, sibling and their respective spouses, regardless of where they reside) and persons living in the same household of such employees, whether or not related, are not eligible to enter or win. An eligible minor should have his/her parent's or legal guardian's permission to enter. Void where prohibited by law. Contest is subject to all applicable federal, state and local laws.

Limit one (1) entry per eligible professional auto shop. Multiple entries received from any professional auto repair shop after the first entry received from such professional auto repair shop will be void. An entrant is responsible for ensuring entry is received by Sponsor undamaged. All entries become the sole property of Sponsor and will not be returned. Each entry must be entrant's own original work, be in English, true and verifiable, be in keeping with the Sponsor's image and may not be offensive or inappropriate, as determined by the Sponsor in its sole discretion, nor can it defame or invade publicity rights or privacy of any person, living or deceased, or otherwise infringe upon any person's personal or property rights or any other third party rights. Sponsor reserves the right to void any entry it deems in its sole discretion to be offensive or inappropriate, not in keeping with Sponsor's image or that is otherwise not in compliance with these Official Rules.

HOW TO ENTER:

There are four steps:

1. Complete your Company Profile.
2. Write an Essay based on 14 categories.
3. Provide the appropriate photographs of your shop.
4. Submit the above to us (address provided below) by **August 19, 2009**

Note: Submit your entry via electronic media – for example, CD, DVD or USB flash drive (paper submissions will not be accepted).

STEP 1 - COMPANY PROFILE:

Please answer the questions below (This does not count for your overall word count in your essay that we ask for below). **This profile should be submitted in a Microsoft Word file.**

- a. Name of Business:
- b. Main Location:
- c. Number of Shops:
- d. Years in Business:
- e. Number of technicians, their certifications and how long each has worked for you:
- f. Total number of employees (including office staff):
- g. Sq. footage of shop(s):
- h. Number of bays per shop:
- i. Number of customer vehicles per week at main location: _____ Number at all locations combined: _____
- j. Average repair ticket (specify average customer invoice per week):
- k. Annual gross revenue for your main location: _____ Annual gross revenue for all locations combined: _____
- l. Training/certifications your shop holds (i.e., I-CAR Gold, BMW, Mercedes-Benz) and how long you've had it _____

STEP 2 - ESSAY: Write an essay that should not exceed 1,200 words in its totality and **should be submitted in a Microsoft Word file.** It will not be judged on spelling and punctuation, but it must be typewritten in English. Handwritten essays and essays submitted in any other language will be disqualified.

Briefly explain your views and/or efforts for the following where applicable. Please use examples wherever possible.

1. The history and mission of your business
2. Your overall business philosophy and how you practice it
3. Your employee philosophy and how you practice it (include training and incentive programs, internal and external)
4. Your customer service philosophy and how you practice it
5. How you work with your suppliers (manufacturers, WDs, jobbers, retailers)
6. Your shop management procedures for better productivity (i.e., operations, work flow, computer connectivity)
7. General sales and marketing efforts, and unique sales and marketing efforts
8. Unique merchandising techniques and/or programs
9. Web site design and its offerings
10. Special equipment – shop or computers or both
11. Special events held at your shop
12. Your parts philosophy and policy
13. Industry involvement
14. Community involvement
15. Special repairs and services (i.e., mechanical repair, aluminum chassis repair, car rental, etc.)

STEP 3 - VISUAL TOUR: Now take us on a “visual tour” of your shop by submitting representative photographs of your main location (if you have more than one location).

Required – Photography tour of no more than 25 photographs.

1. Start at the front of your building and show us your shop from various angles of your building and property (make sure to include your street sign)

2. Now progress through the front door and shoot the following:

- a. Customer Service Counter
- b. Parts Counter (if applicable)
- c. Backroom storage
- c. Retail area (if applicable)
- c. Customer waiting area
- d. Rest rooms
- e. Tear down/estimating
- f. Service bays
- g. Prep paint area
- h. Paint booth
- i. Detailing area
- j. Special area - car rental, classroom/training, etc. (if applicable)
- k. Employee lounge/area (if applicable)
- l. Office

Note: Every photo must include a number or label AND a caption describing what's being shown. Please make sure to include employees' names, titles and what they are doing. For example, "John Smith, estimator, writes an estimate on a 2001 Maxima."

Note: **Photographs must be submitted in a high-resolution digital format at least 300 dpi. We accept .tif, .jpg or .gif files.** Professional photographs are not required.

3. Please provide a group photo of your entire team with all people clearly identified.

Note: Please include shots of all of the above when not occupied, plus action shots of the office, the customer service counter and, especially, the service bays.

Optional –Video tour

1. Repeat the photography tour except with a video camera (please limit this to three minutes)

2. Provide a short video statement explaining one thing about your business you're most proud of (please limit this to one minute)

Note: Video must be submitted as follows:

Acceptable formats: Windows Media, Flash (with video data rate of 1800Kbs or above, and audio at 44Khz or above and bit depth of 16bit or above).
Preferred formats: Quicktime – mpeg4, h.264, mpeg2 (with video data rate of 1800Kbs or above, and audio at 44 Khz or above and bit depth of 16bit or above).

STEP 4 - SUBMISSION DIRECTIONS: Photographs, essay and video should be combined on one disc or memory device and mailed to Sponsor:

ABRN Top Shops Competition
c/o ABRN Contest Administrator
24950 Country Club Blvd.
Suite 200
North Olmsted, OH 44070

Deadline for submission is August 19, 2009.

Make sure to include the writer's and photographer's name(s), name of the shop, name of the owner of the shop, full mailing address, daytime phone number (with area code) and e-mail address in the submission.

RULES & REGULATIONS

JUDGING: All eligible entries received by Sponsor will be judged by a panel of qualified judges equally on the following criteria: originality, practical business sense and creativity to determine the top ten (10) highest scoring entries, as determined by Sponsor in its sole discretion. In the event of a tie, an additional, "tie-breaking" judge will determine the winner(s) from among such tied entries based on the criteria listed herein. Sponsor reserves the right to not award all prizes if, in its sole discretion, it does not receive a sufficient number of eligible and qualified entries. Judges' decisions are final and binding on all matters relating to this Contest.

WINNER NOTIFICATION: Potential winners will be notified by telephone, mail and/or e-mail. Potential winners (or, if a company, a representative authorized to act on company's behalf) will be required to execute an Affidavit of Eligibility, Liability and Publicity Release (unless prohibited by law), which must be returned within fourteen (14) days of date appearing on prize notification. Return of prize or prize notification as undeliverable, failure to execute and return requested documentation within fourteen (14) days of date of issuance, or noncompliance with these Official Rules by any potential winner will result in disqualification and, at Sponsor's sole discretion, the prize may be awarded to a runner up.

PRIZES: One (1) Grand Prize of a wall plaque that features the winning shop's profile as it appears in the December 2009 issue. The shop will be profiled in a feature story in the December 2009 issue of ABRN and in online features on the ABRN Web site. Approximate retail value: \$150.

Nine (9) First Place Prizes: Nine shops will be chosen for the Top Shop Contest and will receive a shop profile in the Top Shop section of the December 2009 issue of ABRN, an online profile of their shop on the ABRN Web site and a wall plaque recognizing them as a 2009 Top Shop. Approximate retail value: \$110 for each First Place plaque. Total ARV of First Place Prizes: \$990.
Total ARV of all prizes: \$1,140.

All prize details will be at the sole discretion of Sponsor. Prizes are awarded "as is" with no warranty or guarantee, either express or implied by Sponsor. If Sponsor is unable to provide the opportunity for each winner and his/her/its shop to be featured in an article created by Sponsor featuring the Top Shops that will be appear in the December issue of ABRN and accompany the December 2009 issue, no compensation or substitution will be provided, however, remainder of prize package will be awarded. No substitution, transfer, or cash equivalent of prize is permitted, except by Sponsor, which reserves the right to substitute a prize (or portion thereof) of comparable or greater value, at its sole discretion. Any and all federal, state and local taxes on a prize as well as any other costs, fees, and expenses associated with acceptance and use of a prize not explicitly stated herein as being awarded are the sole responsibility of the winners.

OWNERSHIP/USE OF ENTRY: By submitting an entry, entrant agrees Sponsor shall own the entry submitted (including the photographs, essay and video and all rights embodied therein) and that it and its designees may exploit, edit, modify, and distribute the entry and all elements of such entry, including, without limitation, the names, likenesses, trademarks and logos of any persons or locations embodied therein, in any and all media now known or

not currently known (including in ABRN), throughout the world in perpetuity without compensation, permission or notification to entrant or any third party.

GENERAL: By participating, each entrant agrees: (a) to abide by these rules and decisions of Sponsor and judges, which shall be final and binding in all respects relating to this Contest; (b) to release, discharge and hold harmless Sponsor, and its parent, affiliates, subsidiaries, and advertising and promotion agencies, and the respective officers, directors, shareholders, employees, agents and representatives of the forgoing (collectively, "Released Parties") from any and all injuries, liability, losses and damages of any kind to persons, including death, or property resulting, in whole or in part, directly or indirectly, from entrant's participation in the Contest or any Contest-related activity or the acceptance, possession, use or misuse of any awarded prize or the use of any rights granted herein; and (c) to the use of his/her name, company name, city and state of residence, trademarks, logos, photographs, image, likeness and/or entry (photographs and essay) for programming, advertising, publicity and promotional purposes in any and all media, now or hereafter known, worldwide and on the Internet, and in perpetuity by Sponsor and its designees, without compensation (unless prohibited by law) or additional consents from entrant or any third party and without prior notice, approval or inspection, and to execute specific consent to such use if asked to do so.

Released Parties are not responsible for late, lost, damaged, misdirected, incomplete, inaccurate, illegible, undeliverable, destroyed or stolen entries or mail; or for any technical, typographical, printing, human or other errors or problems relating to or in connection with this Contest, including, without limitation, errors or problems which may occur in connection with the administration of the Contest, the processing or judging of entries, the announcement of the prizes or in any Contest related materials. Sponsor may disqualify anyone (and void his/her entry) from participating in the Contest or winning a prize if, in its sole discretion, it determines that such person is attempting to undermine the legitimate operation of the Contest by cheating, deception or other unfair playing practices, or intending to annoy, abuse, threaten or harass any other entrant or Sponsor's representatives or is in violation of these Official Rules. ANY ATTEMPT TO DELIBERATELY UNDERMINE THE LEGITIMATE OPERATION OF THE CONTEST MAY BE IN VIOLATION OF CRIMINAL AND CIVIL LAWS AND SHOULD SUCH AN ATTEMPT BE MADE, SPONSOR RESERVES THE RIGHT TO SEEK DAMAGES AND OTHER REMEDIES (INCLUDING ATTORNEYS' FEES) FROM ANY SUCH INDIVIDUAL TO THE FULLEST EXTENT OF THE LAW, INCLUDING CRIMINAL PROSECUTION. Sponsor reserves the right in its sole discretion to cancel or suspend the Contest should tampering, unauthorized intervention, fraud, or any other causes corrupt the administration, security or proper play of the Contest and, if terminated, at its discretion, judge all non-suspect, eligible entries received up to time of such impairment using the judging procedure outlined above.

Request for Winners' Names: For a list of winners (available after November 30, 2009) send a hand-printed, self-addressed, stamped, envelope by November 30, 2009 to: Top Shops Contest Winners, c/o ABRN Contest Administrator, 24950 Country Club Blvd., Suite 200, North Olmsted, OH 44070.

Sponsor: Advanstar Communications Inc., Great Northern Corporate Center II, 24950 Country Club Blvd., Suite 200, North Olmsted, OH 44070.