



## **Privacy Policy – Web Site**

Welcome to our web site. Protecting your privacy, security and the confidentiality of your personal information is fundamental to the way we conduct our affairs. That commitment includes the privacy and security of personal information of all visitors to this site fully permitted by law. Personal information is defined as information about a person that can identify them, i.e. their name, address and phone number. This policy applies only to personal information, not business contact information that may be provided as part of ongoing activities.

### **Browsing the Site**

As you surf through our web site, some basic information may be passively collected that is sent to us automatically by your web browser. The following information does not identify you personally and may be collected if you browse, read, or download information from the site.

1. The Internet Domain Name of the ISP used to access our site.
2. The type of browser and operating system you used to access our site.
3. The date and time you visited us.
4. The specific pages visited or services you accessed at the site.
5. Words you typed into any Search Engine used to find us.
6. If you linked us from another web site, their address.

The information collected is used by us solely to improve the content of our web services, and to identify the information important to our visitors. The information collected is analyzed to help us understand what services are being used on the web site so we can continue to add and build information to the site that is of the most interest to you.

### **Information Voluntarily Provided**

**Email:** If you email us with a question or comment, this is considered a voluntarily release of that information and the contents of your email are collected along with your return email address. This is done simply to enable us to address your concerns or questions and to respond directly to you. This information is not distributed to any third parties for direct marketing or email marketing purposes. The contents of the email may be used for analysis by us to assist in improving our services and addressing any concerns.

**Online Forms:** Personal information collected via any online forms may include your name, address and phone number. You must agree online that you are aware you sending personal information online before any form can be completed and sent to us. You may choose not to fill out the form online, and can instead opt to print the form, fill it out by hand and mail it in or fax it to us, or not fill out the form at all. Either way, once a form is filled in and sent to us, electronically, by direct mail, or fax it is considered information that has been voluntarily provided with your implied permission for its collection. The same will apply to any surveys that may be included on the site. If you fill out a form, or participate in a survey, the information collected will be used solely for the purpose

outlined in the form. Storage and retention of this form and information is subject our Privacy Policy, which can be obtained by contacting us directly.

Your choice not to participate in these activities will not hamper your ability to navigate or access information on our web site. It is not the intent of this site to collect information from a child. However, if a child voluntarily provides information via an email, online form or survey, it will be treated the same as information given by an adult and may be subject to public access.

**Staff Email:** Staff email made available through our Internet Service Provider is protected as a secure area with passwords. Email, content and passwords are protected by servers run on Windows protected by a Cisco Firewall.

#### **Review and Correction of Collected Information**

At any time, you can contact us and request to review any personally identifiable information collected about you, with proper identification. You may recommend changes to the information if you believe it is inaccurate. There may be exceptions to this access, and we reserve the right to deny an individual's access to their personal information file with explanation, unless prohibited by Law.

#### **Disclaimer**

We may provide Internet links to other web sites or email addresses of other organizations. When you link to these sites, or email individuals outside of our site and organization, you are no longer on our web site and this Privacy Policy will not apply. You are then subject to the Privacy Policy of that new site.

#### **Questions and Contact Information**

Office Administration Manager

**Fulton's Pancake House & Sugar Bush**

399 Sugar Bush Rd.

Pakenham, ON K0A 2X0

613 256-3867 info@fultons.ca

## **Fulton's Terms & Conditions**

- All prices are subject to change; HST is applicable.
- All prices are in Canadian dollars.
- Shipping cost is applied to online orders.

### **Product Return/Refund Policy:**

- All products are 100% guaranteed.
- Fulton's pride ourselves on providing top quality products and should one fail to deliver that quality, we will replace/refund at our discretion based on availability. All replacement products will be shipped to customer at Fulton's expense.
- Any problems or concerns with any of Fulton's products need to be reported to Fulton's as soon as possible by contacting us at 1-613-256-3867 or email [info@fultons.ca](mailto:info@fultons.ca) or mail to 399 Sugar Bush Rd, Pakenham, ON CANADA K0A 2X0.  
Fulton's reserves the right to request inferior product be returned to us, at customers' expense, for quality control and inspection.
- All refunded amounts will be excluding shipping charges.

### **Spring Season & Off-Season Group Policies:**

- Please contact us to make reservations at (613) 256-3867.
- Group reservations are recommended 4 weeks in advance.
- An invoice will be sent at the time of booking.
- For spring season group bookings, full payment is required on or before the date of the group visit.
- For off-season group bookings, a 30% deposit is due at the time of booking with full payment due before or on the date of the group visit. For off-season group bookings, there is a \$700.00 minimum (excluding *Aboriginal Maple Adventure*).
- Payment may be made by cash, company cheque, debit, Visa or MasterCard.
- A \$40 fee is applied additionally to any cheques returned NSF (insufficient funds).
- Tokens used during the spring season are non-refundable and have no cash value. They will not be exchanged for cash, other services or products.
- At Fulton's there are no gratuities.
- Fulton's is an alcohol free facility.
- All programs/prices are subject to change; HST is applicable.

### **Spring & Off-Season Group Cancellations/Postponements:**

- In the event that Fulton's needs to cancel your visit due to weather, attempts will be made to re-schedule. If this is not possible your full-payment will be returned.
- In the event that you need to cancel, you may do so up to 7 business days prior to your booking with no penalty.
- Should you cancel within the 6 business days immediately before your booking, your deposit is forfeited, unless you arrange for a postponement date. A postponement booking date can be arranged for up to 6 months from the original booking date.