

Saskatoon Zoo Foundation Inc.

Ticket Purchase Policies, Donation Policies and Privacy Policies

A / Ticket Purchase Policies

1. Ticket Availability

All orders are subject to ticket availability. We will make every effort to cease sales, both online and in person, when capacity is reached. If, due to inadvertence on our part, we should be unable to honor your ticket order, we will immediately notify you and refund the total amount of your order, using the original method of payment.

2. Delivery Time and Location

Tickets will be mailed to the address provided on the website by the purchaser. Mailing of tickets will cease 7 days prior to the event. Ticket purchases made within 7 days of the event will be available for pick up at the Foundation office or at the event. Tickets may be picked up at the offices of the Saskatoon Zoo Foundation Inc. (the "Foundation"), which is located at 1903 Forestry Farm Park Drive during office hours up to 3 business days prior to commencement of the event. Pick up must take place during regular office hours which are Monday to Friday from 9:00am – 1:00pm. Where tickets are not picked up 3 business days prior to an event, tickets will be available at the event.

3. No Refunds

We do not accept returns of tickets.

B / Donations

Donations made to the Foundation shall be acknowledged in accordance with the acknowledgment policies of the Foundation in place for the campaign to which the donation is made. Where a donor so specifies, the name of the donor, the amount donated, or both will not be publicized and the donation will be recognized on the basis of anonymity. All donations made to the Foundation are final and will not be refunded.

C / Saskatoon Zoo Foundation Inc. Privacy Policy

The Saskatoon Zoo Foundation (the "Foundation") respects the privacy of its donors and stakeholders. To this end, the Foundation endeavors to be transparent and accountable in its treatment of personal information shared with the Foundation.

The Foundation does not trade, rent or sell personal information to third parties. The Foundation does not share personal information save and except for events undertaken in conjunction with the Enchanted Forest program, where limited personal information may be made available to our

partner, the Saskatoon City Hospital Foundation. Where such information is made available to the Saskatoon City Hospital Foundation, such information will be protected by policies which are at least as protective of personal information as those which govern the Foundation.

If at any time, a donor or any person doing business with the Foundation has any questions respecting its privacy policy, or wish to review their personal information, or wish to be removed from, limit, or opt-out of contact with the Foundation, they should email our Privacy Officer at

or write to Executive Director Saskatoon Zoo Foundation, 1903 Forestry Farm Park Drive, Saskatoon SK, S7S 1G9 or call 306-975-2241.

The Privacy Policy is as follows:

4. General

The Personal Information Protection and Electronic Documents Act does not apply to the Foundation, as the Foundation is not involved in commercial activities.

Nevertheless, the Foundation is committed to protecting the privacy of the personal information of its stakeholders, donors, volunteers, employees, and business partners. The Foundation has accordingly taken the necessary actions to ensure that personal information in any format (paper or electronic) is subject to this privacy policy.

Personal information is any information that can be used to distinguish, identify or contact a specific individual. Business contact information and certain publicly available information such as names, addresses and telephone numbers as may be published in telephone or online directories, is not considered personal information.

5. Accountability

The Foundation has an appointed privacy officer who is responsible for compliance with this privacy policy, and acts as a primary contact for privacy matters. The officer is presently the CEO of the Foundation.

6. Purpose for Collection

Prior to collecting personal information from any person, the Foundation will first identify the purpose for which that information is collected, the extent to which it is necessary for the administration, of the relationship with the person about whom the information is collected, the administrative requirements of the Foundation, and to comply with legal and regulatory requirements.

7. Consent

Any consent required for the collection, our use of personal information may be either express or implied. Express consent can be given orally, electronically or in writing. Implied consent is that which is reasonably inferred from a person's action or inaction. At any time, a person may ask to

cease receiving communication (printed and/or electronic) from the Foundation. To cease receiving such information, an individual must contact the privacy officer.

8. Limited Collection

The Foundation limits the collection of personal information to that which is necessary for the purposes identified. No other information will be collected.

9. Limitation on Use, Disclosure and Retention

Personal information will not be used or disclosed for purposes other than those for which it was collected, except with the consent of the person or as required by law.

Personal information will be retained only for so long as is necessary to fulfill identified purposes.

The Foundation does not trade, rent or sell personal information to third parties. The Foundation does not share.

The Foundation's online web page contains online forms that allow for donations to be made and/or tickets to be purchased from the Foundation. The personal credit card information contained in these forms is used only for the purpose of processing such donations and purchases. The donor's name and address will be retained in the Foundation's data base. Online donations are processed through a third party, Moneris Solutions. Information about their privacy policy can be obtained on their website at

10. Ensuring Accuracy of Personal Information

The Foundation will take all practicable steps to ensure that personal information is accurate, complete and up to date. If any individual has concerns about personal information, arrangements may be made to review and correct and update such information by contacting the privacy officer.

Any donor who requests that their name and/or the amount of their gift shall not publicly be released will remain anonymous.

11. Safeguards

All Foundation employees, volunteers and directors must sign a confidentiality agreement in which they agree to hold all personal information gathered by the Foundation in confidence. In addition to the foregoing, any independent contractor or vendor which has a working relationship with the Foundation, and may receive personal information from the Foundation must sign a confidentiality agreement.

12. Transparency

Our privacy policy is available to view on our website at www.saskatoonzoofoundation.ca. A printed version of the Foundation's privacy policy can be requested from the Foundation at Saskatoon Zoo Foundation, 1903 Forestry Farm Park Drive, Saskatoon, SK, S7S 1G9.

13. Access to Personal Information

Upon request, any person will be informed with respect to the existence, use and disclosure of any personal information in the possession of the Foundation. Any person requesting will be given access to that information.

14. Challenging Compliance

Any person may challenge the accuracy and completeness of information in the hands of the Foundation and have it amended as appropriate.

Any person may challenge compliance with the above principles by contacting the privacy officer at

or by calling the privacy officer at 306-975-2241.

If you do not receive acknowledgment of your inquiry or if your inquiry has not been satisfactorily addressed, you may contact the office of Saskatchewan Information and Privacy Commissioner at

D / Saskatoon Zoo Foundation Inc. Website Terms of Service

15. Introduction

This website is operated by the Saskatoon Zoo Foundation Inc. (the "Foundation"). The use of this website is subject to the following terms and conditions of use as amended from time to time (the "Terms"). The Terms are to be read together by you within any terms, conditions or disclaimers provided on the pages of the website. Please review the Terms carefully.

The Terms apply to all users of the Foundation's website, including, without limitation, users who are browsers, customers, merchants, vendors and/or contributors of content. If you access and use this website, you accept and agree to be bound by and comply with the Terms and our Privacy Policy. If you do not agree to the Terms or our Privacy Policy, you are not authorized to access the website, use any of the website's services, or make a donation or place an order on the Foundation's website.

16. Use of the Website

You agree to use the website for legitimate purposes and not for any illegal or unauthorized purpose, including, without limitation, in violation of any intellectual property or privacy law. By agreeing to the Terms, you represent and warrant that you are at least the age of majority in your

state or province of residence and are legally capable of entering into a binding contract.

You agree not to use our website to conduct any activity that would constitute a civil or criminal offence or violate any law. You agree not to attempt to interfere with our website's network or security features or to gain unauthorized access to our systems.

You agree to provide us with accurate personal information, such as your email address, mailing address and other contact details in order to complete your order or contact you as needed. You agree to promptly update your account and information. You authorize us to collect and use this information to contact you in accordance with our Privacy Policy.

17. General Conditions

We reserve the right to refuse service to anyone, at any time, for any reason. We reserve the right to make modifications to the website, including terminating, changing, suspending or discontinuing any aspect of the website at any time, without notice. We may impose additional rules or limits on the use of our website. You agree to review the terms regularly and your continued access or use of our website will mean that you agree to any changes.

You agree that we will not be liable to you or any third party for any modification, suspension or discontinuance of our website or for any service, content, feature or product offered through our website.

18. Products and Services

The Foundation only offers the ability to make donations through our website, and the ability to purchase tickets for Foundation events. Please note the content of our Ticket Purchase and Donations Policies which will govern the acceptance of orders for tickets, and delivery thereof and governs refunds respecting tickets and donations.

We reserve the right, in our sole discretion, to refuse donations or ticket orders, including without limitation, orders that appear to be placed by distributors or re-sellers. If we believe that you made a false or fraudulent order, we will be entitled to cancel the order and inform the relevant authorities.

19. Cookies

A cookie is a small computer file or piece of information that may be stored in your computer's hard drive when you visit our website. We may use cookies to improve our website's functionality, and in some cases, to provide visitors with a customized online experience.

Cookies are widely used and most web browsers are configured initially to accept cookies automatically. You may change your browser settings to prevent your computer from accepting cookies or to notify you when you receive a cookie so that you may decline its acceptance. Please note, however, if you disable cookies, you may not experience optimal performance.

20. Links to Third Party Websites

Links from or to pages outside our website are meant for convenience only. We do not review, endorse, approve or control, and are not responsible for any sites linked from or to our website, the content of those sites, the third parties named therein, or their products and services. Linking to any other website is at your sole risk, and the Foundation will not be responsible for or liable to any damages in connection with linking.

21. Your Personal Information

Please see our privacy policy to learn about how we collect, use and share your personal information. Our website may contain links to other third party sites that are not governed by this privacy policy. Although the Foundation endeavors to only link the sites with high privacy standards, the Foundation's privacy policy will no longer apply once you leave our website. We are not responsible for the privacy practices employed by third party websites. We therefore recommend that you examine the privacy statements of those sites to learn how your information may be collected, used, shared and disclosed.

22. Errors and Omissions

Note that the Foundation's website may contain typographical errors or inaccuracies and may not be complete or current. The Foundation reserves the right to correct any errors, inaccuracies or omissions and to change or update information at any time, without prior notice (including after an order has been submitted). Such errors, inaccuracies or omissions may relate to pricing, promotions and availability, and the Foundation reserves the right to cancel or refuse any ticket order placed based on incorrect pricing or availability of information, to the extent permitted by law.

The Foundation does not undertake to update, modify or clarify information on the Foundation website, except as required by law.

23. Disclaimer and Limitation of Liability

You assume all responsibility and risk with respect to your use of the Foundation's website, which is provided "as is" without warranties, representations or conditions of any kind, either express or implied, with regard to information accessed from or via our website, including without limitation, all content and materials, and functions and services provided on our website, all of which are provided without warranty of any kind, including but not being limited to warranties concerning the availability, accuracy, completeness or usefulness or content or information, uninterrupted access, and warranties of title or non-infringement. We do not warrant that our website or its functioning or the content and material of the services made available thereby will be timely, secure, uninterrupted or error-free, that defects will be corrected, or that our website or the servers that make our website available are free of viruses or other harmful components.

The use of the Foundation's website is at your sole risk and you assume full responsibility for any costs associated with your use of the website. The Foundation will not be liable for any damages of any kind related to use of the website.

In no event will the Foundation or our affiliates, or their respective content or service providers, or any of our or their respective directors, officers, agents, contractors, suppliers employees be liable to you for any direct, indirect, special, incidentals, consequential, exemplary or punitive damages, losses or causes or action, or lost revenue, lost profit, lost business or sales, or any other type of damage, whether based in contract or tort (including negligence), strict liability or otherwise, arising from your use of, or the inability to use, or the performance of, our website or the content or material or functionality through our website, even if we are advised of the possibility of such damages.

Certain jurisdictions do not allow limitation of liability or the exclusion or limitation of certain damages. In such jurisdictions, some or all of the above disclaimers, exclusions or limitations may not apply to you and our liability will be limited to the maximum extent permitted by law.

24. Indemnification

You agree to defend and indemnify us, and to hold us and our affiliates harmless, and their respective directors, officers, agents, contractors and employees against any losses, liabilities, claims, expenses (including legal fees) in any way arising from, or related to, or in connection with your use of our website, your violation of the Terms or the posting or transmission of any materials on or through the website by you, including but not being limited to, any third party claim that any information or materials provided by you infringe upon any third party proprietary rights.

25. Entire Agreement

The Terms and any documents expressly referred to in them represent the entire agreement between you and us in relation to the subject matter of the Terms and supersede any prior agreement, understanding or arrangement between you and us, whether oral or in writing. Both you and we acknowledge that in entering into these Terms, neither you nor we have relied on any representation, undertaking or promise given by the other, or implied from anything said or written between you and us prior to such Terms, except as expressly named in the Terms.

26. Waiver

Our failure to exercise or enforce any right or provision of the Terms will not constitute a waiver of such right or provision. A waiver of us of any default will not constitute a waiver of any subsequent default. No waiver by us is effective unless communicated to you by writing.

27. Headings

Any headings and titles herein are for convenience only.

28. Severability

If any of the provisions of the Terms are determined by any competent authority to be invalid, unlawful or unenforceable, such provision will to that extent be severed from the remaining terms which will continue to be valid and enforceable to the fullest extent permitted by law.

29. Governing Law

Any disputes arising out of or relating to the terms, the privacy policy, use of our website or our products or services offered on our website will be resolved in accordance with the laws of the Province of Saskatchewan without regard to its conflict of law rules. Any disputes, actions or proceedings relating to the Terms or your access or use of our website must be brought before the Courts of the Province of Saskatchewan in the City of Saskatoon, and you irrevocably consent to the exclusive jurisdiction and venue of such Courts.

30. Questions or Concerns

Please send all questions, comments and feedback to us at

Privacy Policy and Disclaimer Document - 9:53 PM / 8 June, 2014