



PURCHASING AND PRIVACY POLICY

Introduction

With the development of technology, it is important to pay particular attention to e-commerce and the protection of privacy. That is why we are committed to defining our terms and conditions for online sales and commerce and to respecting the confidentiality of the personal information we collect.

Responsibility

You agree to abide by all the safety and other rules imposed by the Treetop Walk Laurentides. The e-ticket holder assumes all responsibility for risks and hazards that may arise from the activity whether incurred before, during or after the activity and waives all claims for loss and damage resulting from any cause whatsoever. EAK Treetop Walks Inc. cannot be held responsible for any direct or indirect problems or damages that may occur during the experience.

By acquiring your tickets, you acknowledge that you are undertaking the trail at your own risk and that you are able to undertake the activity with full knowledge and acceptance of the risks that may be involved. The trail is accessible to people with limited mobility; however, the walkway includes ascents and descents of up to 6 degrees.

Purchase Policy

Day tickets are non-refundable, non-exchangeable and non-cashable. They must be used on the date specified on the ticket. A change of date is possible up to 48 hours before the date specified on the ticket, by using the online ticketing service. EAK Treetop Walks Inc. reserves the right to refuse you access to the site in order to control the number of visitors.

Refunds

The electronic ticket and all transactions made at the Treetop Walk Laurentides constitute a contract between the buyer and EAK Treetop Walks Inc. The buyer agrees to pay the amount indicated on the receipt, including service fees if applicable. The amount invoiced will appear on the buyer's next statement under the name of EAK Treetop Walks Inc. or EAK Treetop Walks Restaurants Inc. No refund or exchange will be given unless the activity is cancelled or postponed. In such a case, the buyer must contact EAK Treetop Walks Inc. customer service at +1 873 229-0363.

Non-Refundable, Non-Exchangeable, Non-Cashable Product

Rain or shine, the Treetop Walk Laurentides remains open. In case of extreme and sudden weather changes (ex.: thunderstorms, hail, violent storms), EAK Treetop Walks Inc. may modify its opening hours or close the trail to ensure the safety of everyone. In case of modification of the opening or closing hours, the information will be published on the same day or as soon as possible on sentierdescimes.ca/laurentides, as well as on the Sentier des cimes Laurentides



Facebook page. For any cancellation made by EAK Treetop Walks Inc. ticket holders with a specified date for the day of the cancellation will be able to select a new date.

Description of the Products

EAK Treetop Walks Inc. and its affiliates make every effort to ensure the accuracy of the products offered on the site. However, EAK Treetop Walks Inc. does not guarantee that the product descriptions or any other content of the EAK Treetop Walks Inc. site are accurate, complete, reliable, up-to-date or error-free. If a product offered by EAK Treetop Walks Inc. does not conform to its description, your only recourse is to contact the EAK Treetop Walks Inc. customer service department at +1 873 229-0363.

Prices

The prices of the products are indicated in Canadian dollars and the applicable taxes are to be added. All orders, regardless of their origin, are payable in Canadian dollars. EAK Treetop Walks Inc. reserves the right to modify its prices at any time. Products are always invoiced on the basis of the rates in effect at the time the order is placed.

EAK Treetop Walks Inc. reserves the right to reduce its prices and apply discounts without being obliged to reimburse buyers who purchased tickets at the regular price.

Taxes

EAK Treetop Walks Inc. is subject to applicable sales taxes in Canada. The added taxes are the QST (Quebec Sales Tax) and the GST (Goods and Services Tax).

Payment

Payment for your purchases can be made in cash, by debit card or by credit card: Visa, American Express or Mastercard. Fees must be paid according to the payment procedure described during the registration process. The client agrees to pay the total cost and charges related to the product purchased, including taxes. EAK Treetop Walks Inc. may modify the price after notifying the client. The client is solely responsible for the actual payment of the product purchased. Only the user is responsible for the payment by credit card of the proposed service. EAK Treetop Walks Inc. is not responsible for payment problems related to the operation of the e-commerce service.

Acceptance of an Order

Receipt of an order confirmation by email does not automatically mean that EAK Treetop Walks Inc. accepts the said order and is not a confirmation that EAK Treetop Walks Inc. is committed to selling the tickets, annual passes or other products mentioned. The electronic tickets are the confirmation of the transaction.

EAK Treetop Walks Inc. reserves the right, without further notice, to refuse to do business with a customer or to set a quantity limit for any item in an order. At any time, it may be necessary for EAK Treetop Walks Inc. to verify personal or credit card information before accepting any order.



Electronic Day Ticket Purchase

Within minutes of completing your purchase, you will receive a confirmation email. This email does not give you access to the Laurentian Peaks Trail. Only the ticket attached to the email allows you to visit the Treetop Walk Laurentides. If more than one ticket is purchased, each ticket presented at the box office will give access to the trail.

Each electronic ticket has a barcode. This is a unique code assigned to your transaction and cannot be duplicated.

The electronic day ticket must be presented, either on your smart phone or printed, when you visit the EAK Treetop Walks Inc. ticket office. The barcode will be read on the site. The barcode allows only one entry.

Electronic day tickets are not refundable, exchangeable, or redeemable for cash. They must be used on the date specified on the ticket. A change of date is possible up to 48 hours before the date specified on the ticket, using the online ticketing service. EAK Treetop Walks Inc. reserves the right to refuse access to the site in order to control attendance.

If you forget your e-ticket, a photo ID and the credit card used to purchase the ticket(s) must be presented to validate the purchase.

Types of Electronic Messages

It is important to note that the delay in receiving the purchase confirmation email may vary depending on the type of email used. In case of non-receipt of this email, the buyer must contact EAK Treetop Walks Inc. customer service at +1 873 229-0363. After verification of identity, the confirmation email will be forwarded to the buyer at the email address indicated in his file.

Annual Passes

The annual pass issued by EAK Treetop Walks Inc. allows the holder to always have access to the Treetop Walk Laurentides during the opening hours, which vary according to the period of the year.

The card is valid for a period of one year, unless otherwise specified. The period covered by the card begins on the date of purchase, unless otherwise specified. To purchase an annual pass, the purchaser must come to the Treetop Walk Laurentides with proof of identity to have their photo taken and obtain their pass.

The card can only be used by its holder and cannot be sold, transferred, or exchanged at any time. The cardholder's photo must appear on the card. Cardholders under the age of 14 must be accompanied by an adult to gain access to the Treetop Walk Laurentides.

To have access to the Treetop Walk Laurentides, the cardholder must present his or her card at the ticket office. An identity card can be requested at any time from the pass holder.

In case of loss or breakage of the card, a new card can be requested at the ticket office for a fee of \$5.

EAK Treetop Walks Inc. reserves the right to temporarily close the trail or certain sections due to extreme weather conditions or for any other reason deemed appropriate.



An annual pass may be withdrawn at any time by EAK Treetop Walks Inc. if the holder's behaviour does not respect the safety rules of the Treetop Walk Laurentides. No refund or compensation will be given in such a situation.

Recommendations

- When visiting the trail, bring photo identification and the credit card used to purchase the ticket.
- Protect your ticket like any other valuable item.
- Never buy an electronic ticket from a stranger. It may be an unauthorized copy. The electronic ticket has no resale value.

Collection of Personal Information

We collect the following information:

- Last Name
- First Name
- Email Address
- Address
- Date of birth
- Information for credit card payment (name on card, card number, expiration date and resume)
- Photo (for annual card)

The personal information we collect is gathered through forms and through the interactivity established between you and our website. We also use, as described in the next section, cookies or logs to collect information about you.

Forms and Interactivity

Your personal information is collected using forms: web-based products purchase forms (tickets, annual passes and reservations) and contact forms. We use the information collected for the following purposes: to sell products on our website or to contact you in the event of a contact request.

Log Files and Cookies

We collect certain information through log files and cookies. This information is mainly the following:

- Last Name
- First name
- Email address
- Address
- Date of birth
- Information for credit card payment (name on card, card number, expiration date and resume)



- Photo (for annual card)

The use of such files allows us to facilitate the entry of data for the customer during a purchase on the website.

Right of Opposition and Withdrawal

We are committed to offering you the right to object and withdraw your personal information. The right to object is the possibility offered to Internet users to refuse that their personal information is used for certain purposes mentioned at the time of collection.

The right to withdraw is the possibility offered to Internet users to request that their personal information no longer appears, for example, in a mailing list.

To exercise these rights, you may contact us by email at info@sentierdescimes.ca.

Security

The personal information we collect is kept in a secure environment. People working for us are required to respect the confidentiality of your information. To ensure the security of your personal information, we use the following measures:

- Secure Sockets Layer (SSL) protocol
- Network monitoring software
- Firewalls
- Secure password access management
- Authorized people only
- Computer backup
- Regular audits of the source code to prevent vulnerabilities

We are committed to maintaining a high degree of confidentiality by integrating the latest technological innovations to ensure the confidentiality of your transactions. However, since no mechanism offers maximum security, there is always a degree of risk when using the Internet to transmit personal information.

Legislation

We are committed to respecting the legislative provisions set out in the Civil Code of Quebec.

Need Help?

If you have any questions regarding the online purchase service or the protection of personal information, please do not hesitate to contact the EAK Treetop Walks Inc. customer service department at +1 873 229-0363 during business hours. You can also contact us by email at info@sentierdescimes.ca.

**Thank you for using EAK Treetop Walks Inc.'s online shopping service.
Enjoy your visit!**