

## **Website Shopping Policies**

### **Ticket Purchase**

1. Tickets grant a revocable license to the holder, or their designate, for one time admission, as well as use of applicable rental equipment (skates/helmet) on any regularly scheduled day of operation.
2. All hours and operating schedules are subject to change without notice and all events are subject to closing or cancellation without notice.
3. Tickets may not be used with any other promotional offer unless specifically designated.
4. Tickets are non-refundable, cannot be sold, and will not be replaced if expired, destroyed, lost or stolen. This ticket may not be used for advertising promotion (including contests and sweepstakes) or other purposes without the prior written consent of Rink at the Brink management.
5. Management reserves the right to revoke Tickets at any time without refund if misused, abused, or if the holder fails to abide by the policies, rules and regulations of Rink at the Brink. Ticket holders may be removed at any time by refund of the purchase price.
6. The Ticketholder agrees to the posted regulations and conditions of use of Rink at the Brink.
7. Tickets must be presented at the admission gate upon visit without exception or full admission will apply.
8. Photographs or video tape taken at Rink at the Brink may not be used for any commercial purpose. The Winter Festival of Lights reserves the right to take photographs/video of guests while within the Rink at the Brink premises to be used for commercial or promotional purposes.
9. Rink at the Brink management reserves the right to remove from the premises those visitors breaking any law or regulation, without compensation.
10. Release - Ticket holder assumes all risks and danger of, and releases InfoNiagara.com, Winter Festival of Lights, The Niagara Parks Commission, and their management, partners, agents or employees from any liability for personal injury, property loss or damage, whether occurring prior to, during or after visiting Rink at the Brink premises and whether caused by negligence or otherwise.
11. For additional information about the facility, visit [www.WFOL.com/RinkatTheBrink](http://www.WFOL.com/RinkatTheBrink).

### **Cancellation Policy**

All sales are final. There are no refunds on ticket purchases. Tickets purchased up to and including February 28, 2010 expire on February 28, 2010.

### **Parking**

The Rink at the Brink is on the north side of the Falls Parking lot operated by The Niagara Parks Commission. Variable rate paid parking is available throughout the winter. From this location

you may also access the Table Rock Welcome Centre via the pedestrian overpass for Falls view dining and shopping. Free parking is available at the Falls Parking lot after the following hours:

November: 5:30pm Sundays to Thursdays, 7pm Fridays and 7:30pm Saturdays

December: 5:30pm Sundays to Fridays and 7:30pm Saturdays, all day December 25

January and February: 4pm Sundays to Fridays and 5:30pm Saturdays

Free parking does not apply U.S. Thanksgiving Day and December 26 through January 1. All hours are subject to change.

### **Currency Conversion**

All ticket orders are processed in Canadian funds. Your credit card company will process the order in Canadian dollars and convert it at their applicable exchange rates. The Winter Festival of Lights is not responsible for credit card foreign exchange rates or any fees for foreign currency conversion.

### **Privacy Policy**

Winter Festival of Lights is concerned about protecting the privacy of its website visitors. The company does not collect personally identifying data, such as names, addresses, email addresses, except when voluntarily submitted by website visitors. Our site uses online software and forms through which our members and guests request tickets, information and other services. We collect buyer contact information (e.g., their email addresses and mailing address), unique identifiers (e.g., their patron ID number) and financial information (e.g., their account and credit card numbers). Contact information from our order forms or information request forms is used to fulfill orders and send information about Winter Festival of Lights to our patrons by email or conventional mail. A patron's contact information is also used to contact the patron when necessary. Unique identifiers (such as patron ID numbers) are collected from website patrons to verify the user identity and for use as account numbers in our record system. Information that the company collects is used to make our website more useful by helping us learn about the number of visitors to our site and the types of technology our visitors use. The information we receive depends on what you do when visiting this site. In general, we receive two types of information: the personal information you provide voluntarily, and aggregated information about users as a whole. Under no circumstances do we sell or rent this information to other businesses, and we protect and enforce the confidentiality of this information.

### **Personal Information**

We may request personal information when you submit comments, buy tickets or merchandise, or register for online contests or other promotional programs we may offer. This personal information may include your name, email address, phone number, street address, etc.

### **Security**

Winter Festival of Lights uses a third-party that employs Secure Socket Layer (SSL) technology when finalizing your purchase order. SSL provides strong encryption and security for processing online transactions. If you experience any difficulty or prefer to place your order by telephone, please contact Winter Festival of Lights 905 374-1616.

**Choice/Opt-Out**

Send a remove request if you no longer wish to receive news and special offers from Winter Festival of Lights. Remember, however, that by electing to remove your name from the list, you will no longer have preferred access to special offers and the latest news about Winter Festival of Lights.

**Links**

Winter Festival of Lights provides links to other third-party websites, and other websites may provide links to Winter Festival of Lights website. Third-party websites operate according to their own terms of use and privacy policies. Winter Festival of Lights has no control over such third-party websites, and therefore you acknowledge and agree that Winter Festival of Lights is not responsible for the availability of such third-party sites and does not endorse and is not responsible or liable for any content, advertising, products or other materials on or available from such sites. You further acknowledge and agree that Winter Festival of Lights will not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, advertising, products, or other materials on or available from such sites.

**Consent**

By using the Winter Festival of Lights website, you consent to the collection and use of information as described above. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of the types of information we collect, how we use it, and under what circumstances we disclose it.

**Contacting Winter Festival of Lights**

If you have any questions about Winter Festival of Lights website, contact us at 905 374-1616.