

MEMBERSHIP TERMS & CONDITIONS

Hotel Association of Canada (HAC) Members primarily reflect businesses, organizations, and educational institutions which operate in Canada and/or are related to a business with the Canadian Lodging Industry.

All membership applications are subject to review and approval by the HAC. Please note that receipt of payment with an application does not constitute an approved membership application.

Membership is contingent upon the applicant fulfilling the specific requirements for the category requested. If an applicant does not qualify for the category of membership requested an alternate category will be offered. If the applicant declines that category their payment will not be processed. The applicant will receive email notification once membership is confirmed.

Memberships are not transferable and are valid for 12 months from the date joined and are renewable on an annual basis. The membership belongs to the entity that has rendered payment to HAC and not to the individual who registered the member entity (except in the case of Student Members where the membership belongs to the individual).

Membership fees are payable within 30 days of invoicing.

HAC does not refund or reimburse any portion of its membership fee.

Memberships expire on anniversary date. Membership is archived 30 days after expiry at which point all benefits cease.

Changes to membership fees will only be made at the time of annual renewal of your membership.

Membership benefits are accessible once full payment has been received.

A key contact from the applicant is assigned to the membership and has complete control of the online membership content and can login on behalf of the applicant member and initiate actions such as membership renewals. The key contact can also add secondary contacts to the membership, and secondary contacts will receive their own login information and can enjoy member benefits. By entering an email address into the member profile the applicant will receive HAC email communications relevant to their membership category. All members, and all member contacts, have the option to tailor their choice of other HAC communications.

Services provided by HAC will only be made to authorized representatives (Key and Secondary Contacts) of the member and will be made via any means and / or medium deemed appropriate by HAC.

You must notify us of changes to your contact details otherwise we may not be able to make our services available to you. Key contacts can update all online membership information using the HAC Member Portal.

Services provided by HAC in relation to membership are only available via/to designated member representatives. It is the responsibility of the member to ensure that their assigned

representatives are accurate. HAC accepts no liability for the provision of services to assigned representatives. HAC accepts no liability for the denial of services to individuals not designated as representatives of associated members.

We reserve the right to change, from time to time, the services available to members.

Any variations made to these Terms & Conditions may be made by HAC without express written notice to existing members and will be effective fourteen (14) days after the posting on the HAC website.

PRIVACY

The Association is committed to protecting the privacy of our members and others who use our services. HAC's Privacy Policy (the "Policy") (found at www.hotelassociation.ca/privacypolicy) describes the policies and practices of the Association with respect to the collection, use and disclosure of Personal Information. The Policy may be updated from time to time, with updates approved by the Association to reflect developments in our practices, new technology or the law. Updates will be made available in the same ways as the Policy. HAC's collection, use and disclosure of Personal Information will be governed by the version of this Policy in effect at the time.