

# Privacy Policy for Funvilla

**Effective Date:** April 13<sup>th</sup> 2026

At Funvilla, we are committed to protecting the privacy and security of our guests. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our facilities, use our website ([www.funvilla.ca](http://www.funvilla.ca)), or sign our waivers.

## 1. Information We Collect

We collect information to provide a safe and fun environment. This includes:

- **Waiver Information:** Names and dates of birth for all participants (adults and children), and contact information for legal guardians.
- **Booking Data:** Email addresses, phone numbers, and payment details for birthday parties, memberships, and ticket purchases.
- **Visual Data:** For the safety of our guests, we use **video surveillance (CCTV)** throughout our facilities.
- **Digital Data:** IP addresses and cookies via our website to improve user experience and analyze site traffic.

## 2. How We Use Your Information

We use the data collected for the following purposes:

- **Safety & Liability:** To maintain valid waivers as required by our insurance and provincial safety regulations.
- **Transaction Processing:** To manage bookings
- **Communication:** To send booking confirmations, safety updates, and (with your consent) promotional offers regarding Funvilla events.
- **Security:** To monitor the facility for the safety of children and staff.

## 3. Children's Privacy

As a family-focused entertainment center, we take children's privacy seriously.

- We only collect information about minors (under 18) through their parent or legal guardian via our waiver system.
- We do not knowingly collect personal information directly from children.
- This data is used strictly for safety verification and emergency contact purposes.

## 4. Sharing Your Information

Funvilla does **not** sell or rent your personal information to third parties. We only share data with:

- **Service Providers:** Third-party platforms that manage our booking systems, waiver software, and payment processing (Roller).
- **Legal Compliance:** If required by law, or to protect the safety and rights of Funvilla, our guests, or the public.

## 5. Data Retention & Security

- **Retention:** We keep waiver information for as long as required by provincial statutes of limitations for personal injury claims.
- **Security:** We implement physical, electronic, and procedural safeguards to protect your personal information from unauthorized access.

## 6. Your Rights (Canada/PIPEDA)

Under Canadian privacy laws, you have the right to:

- Access the personal information we hold about you.
- Request corrections to inaccurate information.
- Withdraw consent for marketing communications at any time.

## 7. Contact Us

For questions regarding this policy or your personal data, please contact the manager of your local Funvilla location or email us at:

**Email:** [info@funvilla.ca](mailto:info@funvilla.ca)

**Locations:** Ancaster | Aurora | Barrie | Guelph | Kitchener | London | Milton | Oakville | Oshawa

# Terms of Use for Funvilla

**Last Updated:** April 13<sup>th</sup>, 2026

Welcome to Funvilla. By using our website ([www.funvilla.ca](http://www.funvilla.ca)), purchasing tickets, or entering our facilities, you agree to these Terms of Use. Please read them carefully.

## 1. Acceptance of Terms

By accessing our services or facility, you represent that you are at least 18 years old (or the age of majority in your province) and that you have the legal authority to agree to these terms for yourself and any minors in your care.

## 2. Waiver and Safety Requirement

- **Mandatory Waiver:** All visitors (adults and children) must have a signed waiver on file before entering the play area. Signing a waiver is a condition of entry.
- **Assumption of Risk:** You acknowledge that active play involves inherent risks. By entering Funvilla, you assume all risks associated with the use of the equipment, including the trampoline park, ninja course, and wall climbing.
- **Supervision:** Funvilla is an unsupervised play area. Parents and guardians are solely responsible for the supervision of their children at all times.

## 3. Admission and Facility Rules

- **Grip Socks:** For safety and hygiene, special grip socks are required for all participants. Regular socks must be worn on slides. No shoes or bare feet are permitted in play areas.
- **Age/Height Restrictions:** Certain attractions (e.g., Trampoline Park, Ninja Course) have specific age or height requirements
- **Conduct:** Funvilla reserves the right to refuse entry or remove any guest who misuses equipment, poses a danger to themselves or others, or is disrespectful to staff or other guests.

## 4. Ticketing and Memberships

- **Refund Policy:** All sales, including admission tickets, game cards, and memberships, are **non-refundable and non-transferable**.
- **Capacity:** Admission is subject to facility capacity and is on a first-come, first-served basis.

- **Pass Validity:** Memberships require a valid photo ID. Passes cannot be "frozen" or transferred to other individuals.

## 5. Birthday Parties and Events

- **Deposits:** A non-refundable deposit is required at the time of booking for all parties and private events.
- **Outside Food:** Funvilla is a "nut-aware" facility. Outside food is strictly prohibited except for pre-approved items for reserved birthday parties (e.g., fruit/veggie trays, cake). No popcorn or piñatas are allowed.
- **Overtime:** Party room rentals are strictly timed. Delays exceeding 15 minutes will result in additional fees (e.g., \$50 per 15-minute increment).

## 6. Intellectual Property & Surveillance

- **Website Content:** All content on [www.funvilla.ca](http://www.funvilla.ca) is the property of Funvilla and protected by Canadian copyright laws.
- **CCTV:** For the safety of our guests and staff, Funvilla uses video surveillance throughout the facility. By entering, you consent to being recorded for security purposes.

## 7. Limitation of Liability

To the maximum extent permitted by law, Funvilla and its affiliates shall not be liable for any indirect, incidental, or consequential damages, or any loss of personal property, arising from your use of the facility or website.

## 8. Governing Law

These terms are governed by the laws of the Province of Ontario (or the province of the specific Funvilla location you are visiting) and the federal laws of Canada.

## 9. Changes to Terms

Funvilla reserves the right to modify these terms at any time. Changes will be effective immediately upon posting to our website.

## 10. Contact Information

For questions regarding these terms, please contact:

**Email:** [info@funvilla.ca](mailto:info@funvilla.ca)

**Locations:** Ancaster | Aurora | Barrie | Guelph | Kitchener | London | Milton | Oakville |  
Oshawa