



Sarnia RV Centre Ltd.

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Terms and Conditions of the V.I.P. Program by Sarnia RV Centre Ltd.

The Program

Sarnia RV Centre Ltd. (hereafter referred to as «SRV») is offering a privilege **V.I.P. Program** (hereafter referred to as «VIP») for its customers that have purchased their recreational vehicle from SRV.

The SRV **V.I.P.** is not a credit card. The V.I.P. is a loyalty program that allows SRV customers to save with every dollar spent at SRV upon presentation of the **V.I.P.** card. The **V.I.P.** card benefits can be applied to the purchase of parts, accessories or any other service offered by SRV, or any other promotion offered within the privilege program.

Becoming a member

There are no fees to join the program. You have been chosen by the Management Team to become a member as a loyal and valued customer. Participating in the SRV **V.I.P.** can only be done on an individual basis and is not transferable. The SRV **V.I.P.** card has been issued to the registered owner of the recreational vehicle. Only the individuals named on the card, can use the card. Corporations, businesses or any other form of commercial entities cannot join the SRV **V.I.P.**, unless a special authorization had been granted by one of the SRV directors.

This program is regulated by the terms and conditions stated in this document and using the SRV **V.I.P.** card for the first time will be considered as an acceptance of these terms and conditions, as well as all the changes that could be brought to them without notification. Using the card also means that you authorize SRV to use your personal information to further modify the program and its special offers to the customer's needs. To take full advantage of this program, please forward your e-mail address to info@sarniarv.com, with "Re: VIP Program" in the subject box.

More advantages and privileges

In addition to saving on every dollar purchased, **V.I.P.** members will also receive special offers and will be notified of SRV's events before every one else, either by direct mail, electronic mail or on the SRV website at www.sarniarv.com.

Lost or stolen card

Every member has the responsibility to advise us immediately if his or her card is lost or stolen, in which case SRV will cancel the card. There is no fee to replace card.

Program infringement

SRV has the right to cancel the **V.I.P.** membership if the member does not respect the terms and conditions stated in this document or any other rule inherent to the program or if the card is used in a fraudulent manner. Without limiting the generality of the foregoing, the **V.I.P.** member commits to using the **V.I.P.** card solely in the manner permitted by these terms and conditions. In addition to these rights, SRV can use any reasonable or legal means against the perpetrator(s) should the administrators see it fit.

Terms and Conditions of the V.I.P. Card Program by Sarnia RV Centre Ltd. (Continued...)

The SRV **V.I.P.** card belongs to SRV and must be returned to SRV upon request. All form of unauthorized reproduction of this card will lead to the cancellation of the **V.I.P.** membership privileges.

Program modification or interruption

The privilege card V.I.P. can be modified without prior notice, or interrupted, in part or in whole at any given time, at SRV's sole discretion.

General information

Participation to the V.I.P. is a privilege and any misunderstanding pertaining to these terms and conditions will be solved by one of SRV's directors to the best of his or her judgment for all parties involved.

SRV, its affiliates, subsidiaries and all of its administrators, directors or employees have no responsibility towards members of the program. Without limiting the generality of the foregoing, the afore mentioned parties can not be held responsible in any way regarding: i) any aspect related to the program management; ii) the unauthorized use of your card; iii) the constant availability of the program, the interruption, cancellation or modification of the program or conditions, as well as all consequences of the interruption, cancellation or modification for the members. These terms and conditions shall be governed by the laws of the Province of Ontario and the laws of Canada applicable therein.

Acceptance of the terms and conditions

When the card is used for the first time, the member: i) certifies that he or she is of legal age in his or her province or state of residence; ii) agrees for SRV to collect personal information, unless otherwise stated; and iii) accepts the terms and conditions of the SRV **V.I.P.**, as they may be amended from time to time.

Confidentiality

The personal information required to participate in this program will only be used by SRV; it will not be sold or rented to any other businesses or organisations. That information is necessary to manage the program, as well as award and administer the rewards associated with the program as well as maintain the accuracy of your account information such as to grant the rewards and privileges to the card's holder, as well as to help determine the member's needs and preferences in order to tailor the program in accordance to those needs and preferences.

The information required by SRV may also be used to communicate with members to inform them of events to come, special offers or exclusive promotions. If you do not wish to receive special member communication, please inform one of SRV's customer service representatives. SRV's **V.I.P.** member files must contain a valid address in order to communicate with the program members. Should the member's address change, it is the member's responsibility to inform SRV of the new address. SRV can not be held responsible if the member does not receive the sent communication or if said communication is delivered to the member at the last minute or after the event publicized by the communication.

All information pertinent to the **V.I.P.**, including the member's personal information is considered part of SRV's assets and in the eventuality of the sale of part or of all of the ownership titles, that information will be transferred along with the rest of SRV's assets.

WE DELIVER "THE GOOD LIFE"

WE SERVICE WHAT WE SELL