

Cooper's CSA Farm – Fall Harvest Festival Terms & Conditions

Effective Fall 2025.

By purchasing a ticket and/or entering Cooper's CSA Farm for the Fall Harvest Festival, you (hereafter referred to as "**the patron**") acknowledge and agree to the following Terms & Conditions:

1. General Acknowledgement

- "The patron" refers to the individual attending the event. If purchasing tickets for a group (**your party**), you agree to share these Terms & Conditions with all individuals in your party.
 - You acknowledge responsibility for your own actions and for the actions of anyone in your party, including minors.
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2. Farm Environment & Agritourism Acknowledgment

- You understand that Cooper's CSA Farm is a working farm and agritourism venue. You are voluntarily choosing to engage in activities that carry **inherent risks**, including but not limited to walking on uneven terrain, exposure to weather, interaction with animals, and use of natural and man-made features (e.g., corn maze, hay climb).
 - Pursuant to the **Agritourism Act, 2024 (S.O. 2024, c. 38)**, Cooper's CSA Farm is not liable for injury, death, damage, or loss arising from the **inherent risks of agritourism activities**, provided reasonable precautions are taken for safety.
 - Any guest who disregards farm rules, signage, or staff instructions assumes all resulting liability and risk.
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3. Prohibited Conduct

- Smoking, vaping, or use of open flame is **strictly prohibited** anywhere on the property. Violations may result in **immediate removal without refund** and potential legal consequences due to fire risk.
- **Alcohol consumption** is not permitted on the property. Violators will be removed without refund.

- Disorderly, reckless, or disrespectful behavior (including **vandalism, harassment, or verbal abuse toward staff or other guests**) will result in removal and may lead to legal action.
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4. Assumption of Risk & Waiver of Liability

- You accept that the farm environment may include uneven ground and natural hazards. Slips, trips, and falls may occur. By entering the premises, you **voluntarily assume all associated risks**.
 - Cooper's CSA Farm is not responsible for personal injuries or property damage unless caused by **proven negligence beyond inherent risk**.
 - All incidents will be reviewed **on a case-by-case basis**.
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5. Weather Policy

- The Fall Harvest Festival operates **rain or shine**. Refunds will not be issued due to undesirable weather conditions.
 - In the case of **dangerous weather** (e.g., high winds, lightning, or government-issued alerts), the farm may close temporarily. If this occurs, guests will be issued a **credit to rebook during the current or following Fall season**.
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6. Refund & Rescheduling Policy

- **All ticket sales are final and non-refundable.**
- At Cooper's CSA Farm, we carefully coordinate staffing, corn maze operations, and produce harvesting based on the number of tickets sold for each time slot. Because each reservation directly affects our operations and resource planning, **we cannot offer refunds once your spot is booked**.
- Our event runs **rain or shine**, and **pre-picked pumpkins** are harvested in advance based on expected attendance. This guarantees the full experience for every guest—but it also means we cannot accommodate last-minute cancellations or no-shows.
- **Rebooking requests will not be accepted after the event date if you simply missed your scheduled time.** However, you're welcome to contact us, and we will review your case **at our discretion**.
- We understand that plans change. If needed, you may **reschedule your visit within the current years Fall season for a \$5.00 administration fee**. To rebook, email us at **info.cooperscornmaze@gmail.com** before your scheduled time slot.
- If the season has ended and there are no future dates available in the current year, we may offer a **credit or reschedule for the following years Fall season**, depending on the circumstances and availability.

- Exceptions due to **farm-initiated cancellations** (e.g., dangerous weather or operational issues) will be handled at no cost, and a credit will be issued for a future visit.

Thank you for understanding the care, planning, and coordination that goes into making each festival day a special experience for everyone!

7. Dog Saturday & Service Animal Waiver

This section must be read and agreed to by **any patron bringing a dog** on designated Dog Saturdays or attending with a **service dog**.

Dog Saturday Policy

- Dogs are only permitted on the property during **designated Dog Saturday events** and only during your **reserved time slot**. These events occur on **specific Saturdays between September and October**.
 - All dogs must be on a **short, non-retractable leash** and remain under the **owner's control at all times**.
 - You, the dog owner, accept **full responsibility for your dog's behavior**, including any incidents involving another dog, guest, or staff member.
 - You agree to bring your own **water, treats, and waste bags**, and to **clean up after your dog immediately**.
 - **Dogs must be well-behaved and non-aggressive** toward people or other animals. Aggressive or disruptive dogs will be required to leave the property without refund.
 - **No off-leash roaming** is permitted anywhere on the farm.
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Service Animal Policy

Service dogs are welcome **free of charge** on **any operating day** of the Fall Festival. However, the following rules apply:

- Only **legitimate service dogs** trained to assist with a disability are allowed. As per the **Canadian Association of Service Dog Trainers (CASDT)** and **Ontario's Accessibility for Ontarians with Disabilities Act (AODA)**, **emotional support animals (ESAs) are not considered service animals**.
- You may be asked to provide **proof of service dog status**, such as:
 - A **letter from a licensed healthcare professional**, or
 - Certification from a recognized organization such as **CASDT** or **Assistance Dogs International (ADI)**.
- The dog must wear **visible service dog identification**, such as a **vest, patch, or harness**.

- Service dogs must be **under control at all times, non-disruptive**, and in good behavior.
 - If any incident occurs involving a service dog, you may be asked to provide **follow-up documentation and contact information** for incident tracking.
 - Cooper's CSA Farm reserves the right to **remove any dog from the premises** if it presents a **health or safety risk**, in compliance with **provincial accessibility laws**.
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By bringing a dog onto the property, whether for Dog Saturday or as a service animal, you agree to all safety, conduct, and responsibility policies stated above.

8. Final Acknowledgment

By purchasing a ticket and/or entering Cooper's CSA Farm, I confirm that I have read, understood, and agreed to all the Terms & Conditions outlined above, including the waiver of liability, refund policy, conduct guidelines, and the Dog Saturday & Service Animal rules.

I understand that failure to comply with these policies may result in removal from the property without refund and, if necessary, legal action.

Thank you for respecting the safety and enjoyment of all guests, animals, and staff at Cooper's CSA Farm.