



## **Business Policies**

### **Anti-Social Behaviour**

We pledge to serve our customers and visitors with respect and to provide excellent customer service.

Furthermore, we expect our customers and visitors to treat everyone on the business premises with respect. Anti-social behaviour will not be tolerated under any circumstances.

Please be sure to read our **Customer Service Charter** and our **Customer & Visitor Code of Conduct**.

### **Conditions of Entry**

Customers and visitors must agree to abide by the **Customer & Visitor Code of Conduct**

No Smoking or use of e-cigarettes

No Animals (certified service animals excepted)

No Wheels (skateboards, roller blades, heelee shoes, etc.)

No Strollers/Wagons (oversize)

## **Employee Instructions**

Customers & Visitors will follow employee instructions at all times. Customers & Visitors will leave the premises when requested, at closing time and during emergency procedures.

## **Video Surveillance**

24-Hour, recorded video surveillance is in operation throughout the business premises.

## **Products Entering Store**

Products entering Sherkston Supermart must be shown to cashier - otherwise customers may be charged the full purchase price for products in their possession which are available for sale.

## **Theft**

Action will be taken against theft of any value.

We reserve the right to inspect purses, beach bags, backpacks, strollers, wagons or other forms of conveyance, or other personal property for products that have been concealed with the intent of theft.

***Criminal offences will be referred to the Niagara Regional Police.***

## **Food Allergies**

Sherkston Supermart and Sherkston Café are NOT allergen-free premises.

We strongly urge customers to be aware that any item on the premises may have come into contact with nuts, nut-based products or other allergens.

## **Credit Cards & Debit Cards**

Signed photo-ID may be required for signature transactions.

All cards requiring signatory authorization will be presented by the owner of the card as indicated by the imprinted name on the card. A card, which is presented by someone other than the card owner, will not be accepted for payment.

## **In-Store ATM Transactions**

The ATM located inside Sherkston Supermart is administered by ATM Canada. It is connected to the Canadian banking network. If a customer should experience any transaction issues, they are instructed to retain the receipt and make an inquiry at the home branch of their bank.

***Employees and management at Sherkston Supermart are unable to assist with any aspect of ATM transactions.***

## **Foreign Currency**

Foreign currency, including United States currency, is not legal tender in Canada.

It is accepted at Sherkston Supermart and Sherkston Café as a courtesy to our customers.

Foreign currency will be subject to an in-house exchange rate. The daily rate will be provided to customers upon request.

It is suggested that customers visiting from other countries obtain Canadian currency prior to arrival in Canada, or at a major Canadian financial institution.

## **Traveller's Cheques & Personal Cheques**

Traveller's cheques are accepted at Sherkston Supermart and Sherkston Café as a courtesy to our customers. Signed photo ID may be required.

Traveller's cheques in Canadian funds are accepted without a service charge. Traveller's cheques in foreign funds will incur a service charge of \$5.00 / cheque.

Personal cheques are not accepted.

**NO Returns / NO Exchanges - Retail**

Sherkston Supermart and Sherkston Café have a no return, no refund and no exchange policy.

Please be sure to inspect products before purchase and to consider your purchases carefully.