

REVENUE OPERATIONS**Wine Corkage**

It is the policy of The Niagara Parks Commission (NPC) that wines served at NPC restaurants, whether à la carte sales or for groups, must be purchased directly from the specific NPC restaurant. The use of corkage fees may be applied for reception wine service strictly in accordance with the provisions of this policy.

Corkage for the purposes of this policy is defined as a charge added at an NPC restaurant for every bottle of wine served that was purchased through a Special Occasion Permit (SOP) from an approved Alcohol and Gaming Commission of Ontario (AGCO) supplier and not purchased on the NPC premises. Corkage fees are not a listed option on any of NPC's menus and will only be allowed in extenuating circumstances with the prior approval from the Director of Food Services or Golf Operations. The typical extenuating circumstances for which the Director may approve a corkage fee are:

- a) specialty labeled wine that the Commission does not wish to carry in stock, or
- b) the customer is a local winery or grape grower or associate of the local winery or grape grower.

Corkage will only be considered when a full meal is being served, or for a special reception where a room charge is applied. The customer must purchase wine under an SOP. Wine served under an SOP may not be served simultaneously with the NPC facility's liquor license.

Once approved by the respective Director in accordance with the requirements of this policy, a corkage fee, which includes a tip and GST per 750 ml of wine, will be applied as established from time to time by the Commission.

A reduction in the corkage fee may be approved by the respective Director if one or more of the following conditions are met:

- 1. the customer has a very large purchase of other NPC products for his/her event and/or a reduced fee has been negotiated,
- 2. the customer is an NPC employee, a member of The Niagara Parks Commission or has a close business affiliation with Niagara Parks,
- 3. NPC is a major sponsor of the customer's event,
- 4. the customer is a registered charity.

Original Signed

John Kernahan
General Manager

REVENUE OPERATIONS/FINANCE**Goods for Resale**

POLICY

The acquisition of **goods for resale** is to be carried out responsibly, effectively and in the best interest of The Niagara Parks Commission (NPC). Inventory shall be managed in a manner that reflects business trends, volumes and consumer preferences. Overall the purposes of the policy are to:

- acquire the right product for resale that meets the approved general themes and concepts of each venue
- negotiate the best price, terms of sale, volume discounts and payment terms, and
- confirm product availability with vendor to ensure specified delivery dates and terms are achieved.

Employees involved in the purchasing of goods for resale shall meet the following ethical standards and requirements, and meet the provisions of all applicable corporate policies relating to employee conduct and behaviour:

- behave with impartiality, fairness, independence, openness, and integrity with all suppliers
- develop and maintain professional relations and dealings with suppliers
- advance the interests of The Niagara Parks Commission in all transactions with suppliers
- refrain from accepting any gift or service from vendors in exchange for business or orders (as stipulated in the Vendor Agreement, no vendor is to provide gifts or services in exchange for business or orders with any representative of NPC)
- adhere to the provisions of corporate policies CPM-05-04, Conflict of Interest and Acceptance of Benefits and CPM-05-07, Employee Conduct.

This policy shall be adhered to in conjunction with CPM-08-06, Sponsorships, respecting product partner sponsorships where there may be opportunities to leverage with partners who want to sell their products at NPC.

PURCHASING OBJECTIVES

The following purchasing objectives shall be adhered to:

- seek product that is site specific to reflect individual store and attraction theme(s)
 - develop and maintain products exclusive to The Niagara Parks Commission stores
 - educate customers of the NPC brand through labels and guarantees
 - select product that adapts to and accommodates changing customer tastes and preferences and capitalizes on seasonal trends
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- maximize volume and margins in accordance with the Departmental annual goals and objectives and be profit focused
- ensure product quality standards are met and maintained through the life of the product
- monitor buying patterns for inventory control purposes
- implement clearance measures (price reductions) to turn over non-producing product lines and merchandise

PURCHASING PROCESS

The majority of purchasing of goods for resale and the systems associated with NPC purchasing is carried out and identified by the Retail Department. The following is a summary of the purchasing procedures and process to be adhered by the Retail Department as set out in the Retail Department Procedures Manual:

1. Retail store and theme concept developed through management and/or as a result of market research on new business initiatives. New concept shall be endorsed by department Executive Director in consultation with the General Manager and Management Committee.
2. Primary and secondary research conducted for concept testing.
3. Results of primary research presented to marketing, operational managers and buyers.
4. Concept, approved in conjunction with senior management, operational managers, buyers and store managers.
5. Buyers source and select the approved product and ensure consistency (fit) with selection.
6. Final product approval presented by buyers to operational managers, directors and store managers.
7. Preparation and placement of the purchase order (buyers).
8. Buyers review store plan with operational managers and store managers.
9. Once purchase order has been submitted, in conjunction with the Manager, Distribution Centre, the buyers are responsible for managing order logistics.
10. Evaluation of product performance prior to repeat orders.

Other departments involved in the purchase of goods for resale shall adhere to the principles of the purchasing process followed by the Retail Department as deemed appropriate by the respective department Executive Director.

Original Signed

John Kernahan
General Manager
