

# TERMS & CONDITIONS

Capra Security Services Inc.

Effective Date: March 15, 2026

These Terms and Conditions ('Terms') govern your access to and use of the website located at [www.caprasecurity.ca](http://www.caprasecurity.ca) ('Site') and any services provided by **Capra Security Services Inc.** ('Capra Security', 'we', 'us', or 'our'). By accessing the Site or engaging our services, you agree to be bound by these Terms. If you do not agree, please do not use the Site or our services.

## 1. Acceptance of Terms

By using this website or requesting a quote, entering into a service agreement, or otherwise engaging with Capra Security Services Inc., you confirm that you have read, understood, and agree to these Terms and our Privacy Policy, incorporated herein by reference. These Terms apply to all visitors, clients, prospective clients, and job applicants.

## 2. Services Description

Capra Security Services Inc. is a licensed Ontario security provider offering the following services: • Static Guard / Concierge Services

- Mobile Patrol Security
- REIT and Property Management Security
- Commercial and Industrial Logistics Security
- Loss Prevention
- Event Security
- Onsite Construction Security
- Fire Watch Security
- All security personnel are licensed under the Private Security and Investigative Services Act, 2005 (Ontario) and operate in compliance with applicable provincial and federal regulations.

## 3. Quotations and Service Agreements

Quotes provided through our website, by phone, or by email are non-binding estimates until a formal written Service

Agreement is executed by both parties. Service Agreements will specify: scope of services, post instructions, billing rates, service term, notice periods, and specific site requirements. In the event of any conflict between these Terms and a signed Service Agreement, the Service Agreement shall prevail.

## 4. Client Obligations

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Clients engaging Capra Security agree to:

- Provide accurate site information, access credentials, and post instructions prior to commencement of services.
- Maintain a safe working environment for Capra Security personnel, free from harassment, unsafe conditions, and unreasonable hazards.
- Notify Capra Security promptly of any changes to site conditions, access requirements, or emergency contacts.
- Not direct Capra Security personnel to perform duties outside the scope of their license or the agreed post instructions.
- Remit payment in accordance with the agreed billing schedule.

## 5. Fees, Invoicing & Payment

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Services are invoiced in accordance with the applicable Service Agreement. Unless otherwise agreed: • Invoices are issued on a weekly or bi-weekly basis.

- Payment is due within fifteen (15) days of invoice date.
- Overdue balances bear interest at the rate of 1.5% per month (18% per annum) from the due date. • Capra Security reserves the right to suspend services upon thirty (30) days' written notice for non-payment. • All fees are in Canadian Dollars and exclusive of applicable taxes (HST).

## 6. Cancellation and Termination

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Either party may terminate a Service Agreement by providing the notice period specified in that Agreement (typically thirty (30) days' written notice). Capra Security may terminate immediately if: a client breaches any material term; the site becomes unsafe for personnel; or continued service would violate applicable law. Cancellation of scheduled event security engagements within forty-eight (48) hours of the event may attract a cancellation fee as set out in the Service Agreement.

## 7. Limitation of Liability

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TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CAPRA SECURITY'S AGGREGATE LIABILITY TO ANY CLIENT OR THIRD PARTY ARISING FROM OR RELATING TO SERVICES OR THESE TERMS SHALL NOT EXCEED THE TOTAL FEES PAID BY THE CLIENT IN THE THREE (3) MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM.

Capra Security is not liable for: loss or damage caused by events beyond our reasonable control (force majeure); consequential, indirect, or punitive damages; losses caused by third parties; or pre-existing site conditions not disclosed to Capra Security at the time of engagement.

Nothing in these Terms limits liability for death or personal injury caused by our negligence, or for fraud.

## 8. Insurance

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Capra Security maintains commercial general liability insurance and such other coverage as required under applicable Ontario legislation and our service agreements. Certificates of insurance are available upon request.

## 9. Intellectual Property

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All content on the Site — including logos, text, images, graphics, and service descriptions — is the property of Capra Security Services Inc. or its licensors and is protected by Canadian copyright law. You may not reproduce, distribute, or use any Site content for commercial purposes without our prior written consent.

## 10. Website Use

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You agree to use the Site only for lawful purposes. You must not:

- Use the Site in any way that violates applicable local, national, or international law.
- Transmit any unsolicited or unauthorised advertising or promotional material.
- Attempt to gain unauthorised access to any part of the Site or its related systems.
- Introduce viruses, malware, or other technologically harmful material.
- Scrape, crawl, or use automated means to extract data from the Site without our consent.

## 11. Disclaimer of Warranties

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THE SITE AND ITS CONTENT ARE PROVIDED 'AS IS' WITHOUT WARRANTY OF ANY KIND. CAPRA SECURITY DOES NOT WARRANT THAT THE SITE WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF VIRUSES. INFORMATION ON THE SITE IS FOR GENERAL INFORMATIONAL PURPOSES ONLY AND DOES NOT

CONSTITUTE PROFESSIONAL SECURITY ADVICE.

## 12. Governing Law & Dispute Resolution

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These Terms are governed by the laws of the Province of Ontario and the applicable federal laws of Canada, without regard to conflict of law principles. Any dispute arising from these Terms or our services shall first be addressed through good-faith negotiation. If unresolved within thirty (30) days, disputes shall be submitted to binding arbitration in accordance with the Arbitration Act, 1991 (Ontario), or, where agreed, to the courts of competent jurisdiction in the Province of Ontario.

## 13. Accessibility

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Capra Security is committed to making its website accessible in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and WCAG 2.0 Level AA guidelines. If you experience any accessibility barriers, please contact us at [info@caprasecurity.ca](mailto:info@caprasecurity.ca) so we may assist you.

## 14. Changes to These Terms

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We reserve the right to amend these Terms at any time. Updated Terms will be posted on the Site with a revised Effective Date. Your continued use of the Site or our services after the posting of revised Terms constitutes your acceptance of those changes.

## 15. Contact Information

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For questions about these Terms or our services, please contact:

- Capra Security Services Inc.
- Email: [info@caprasecurity.ca](mailto:info@caprasecurity.ca)
- Phone: 416-953-0539
- Mississauga: 7315 Torbram Rd, Mississauga, ON L4T 1G8
- Windsor: 3129 Marentette Ave, Unit #5, Windsor, ON N8X 4G1

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