

Terms and Conditions

Last updated: October 10, 2026

These terms explain the conditions for using www.launchpadkitchens.ca and requesting or purchasing services from Launchpad Commercial Kitchens Inc. (LPCK).

1. About LPCK

LPCK provides shared commercial kitchen access, business space, culinary experiences and related products and services.

Business address: Unit 104 - 22 O'Meara Street, Ottawa, ON K1Y 4N6

Telephone: 343-429-7749

2. Website information

We aim to keep website descriptions, prices and availability accurate.

Please contact us if information appears unclear or inconsistent. We will explain material errors affecting a proposed booking or purchase before asking you to proceed.

Changes to website information do not automatically alter an existing accepted agreement.

3. Service-specific agreements

Different services have different eligibility, payment, access and cancellation conditions.

Depending on your purchase, additional documents may include:

- Food-Business Membership Agreement and Membership Schedule.
- Organizational Membership Agreement and Schedule.
- P.R.E.P. Terms and Conditions and User Agreement.
- E.A.T. Pass Agreement.
- One-Off Culinary Experience Host Agreement.
- Equipment rental terms.
- Product purchase, delivery and returns terms.
- Relevant kitchen-use policies and addenda.

The applicable documents will be supplied or made available before you commit.

Where these general terms differ from an expressly accepted service-specific agreement, the service-specific agreement governs that service, subject to rights that apply by law.

4. Enquiries, applications and confirmation

Submitting an enquiry or application does not reserve space or activate membership.

Your booking or order is confirmed when LPCK provides the relevant confirmation and the stated acceptance conditions have been met.

An automated acknowledgement may confirm only that your request has been received. It should not be treated as approval unless it expressly confirms the booking or order.

Kitchen access may also require completed agreements, payment, orientation, insurance, qualifications or other stated conditions.

5. Accounts and authorized use

Information supplied through the website must be accurate and kept reasonably up to date.

If you act for a business or organization, you must have authority to make the application, booking or purchase.

You are responsible for protecting your sign-in details and notifying us promptly of suspected unauthorized access.

An online account does not, by itself, grant building access or permission to use equipment.

6. Prices and payments

Prices are in **Canadian dollars**, unless stated otherwise.

Applicable taxes, mandatory charges, deposits and payment dates will be disclosed before you commit.

Instalments, recurring payments and optional services require the relevant agreement or authorization.

Discounts and membership benefits apply only where eligibility and any conditions have been confirmed. They cannot be combined unless expressly permitted.

7. Kitchen and equipment access

Kitchen use is subject to availability, approved activities and the applicable access conditions.

Users must comply with food-safety, allergen, cleaning, equipment, security and conduct requirements supplied for their booking.

Access to one space does not authorize entry into another kitchen, storage area, office or restricted part of the building.

LPCK may stop an unsafe activity or restrict defective equipment. The consequences for the booking will be addressed under the applicable agreement.

8. Food, allergies and participant needs

Please raise relevant dietary, allergy or accessibility requirements before booking or before the stated event deadline.

Kitchen 2 is an allergen-conscious production space with specific ingredient restrictions and operating controls. It is not a guarantee of an allergen-free environment.

Independent food businesses remain responsible for their products, ingredient information and customer communications.

9. Events and independent providers

Some events, classes or services at LPCK are delivered by independent hosts or businesses.

The event or service information should identify the organizer, ticket seller and relevant contact.

Providing the premises or sharing an event listing does not automatically make LPCK the provider of that host's activity or products. LPCK remains responsible for its own premises and agreed services.

L.P.K. Foundation activities are separate unless an expressly identified joint arrangement applies.

10. Cancellations, changes and refunds

The conditions for your particular membership, pass, booking, rental or purchase apply.

Please review our **Cancellations and Refunds** page and the terms supplied before payment.

Cancelling an individual booking does not necessarily end a membership, cancel an instalment or extend a credit's expiry.

Nothing in these terms removes rights that apply by law.

11. Acceptable website use

You must not use the website to:

- Submit fraudulent bookings or payment information.
- Impersonate another person or business.
- Access accounts or information without permission.
- Introduce malicious software or disrupt website operation.
- Send unlawful, threatening or abusive material.
- Infringe another person's privacy or intellectual property rights.

We may restrict website access where reasonably necessary to address misuse or security concerns. Any existing paid service will be considered separately under its agreement.

12. Website content and intellectual property

LPCK's website text, branding, photographs and other original materials are owned by LPCK or used with permission, unless otherwise stated.

You may view the website and retain information needed to consider or manage your purchase.

You must not reproduce LPCK's branding or substantial website content for commercial use without permission, except where otherwise permitted by law.

Submitting an enquiry or document does not transfer ownership of your recipes, business materials or other intellectual property to LPCK.

13. Privacy and communications

Our **Privacy Policy** explains how we handle personal information.

Providing contact information for a booking or enquiry does not automatically authorize unrelated marketing.

Where electronic acceptance is used, the applicable terms will be presented for review and acceptance. Keep a copy of your confirmation and accepted documents.

14. External links and website availability

External websites and platforms operate under their own terms and privacy arrangements.

We aim to maintain website availability but interruptions may occur. If an outage prevents an urgent booking change, contact **343-429-7749**.

Website downtime does not, by itself, cancel a confirmed booking or change an agreed deadline. Contact us promptly so we can review the circumstances.

15. Questions and disputes

Contact **Charmian Romano on 343-429-7749** with questions or concerns.

We will consider complaints under our Complaints and Disputes Policy and any applicable service-specific review process.

These terms are governed by the laws of Ontario and applicable federal laws of Canada, without removing any mandatory protections or rights available to you.

16. Updates

We may update these website terms and will identify the revised date.

Changes will apply prospectively. Existing agreements will be changed only through the applicable amendment process.