

# Sunterra Market Donation Policy



*Given the volume of requests we receive, we kindly ask that you wait to hear from us, as we do respond to every request.*

Thank you for thinking of us! The majority of our donations go to our community partners, Inn from the Cold and Ronald McDonald House. We also believe in further supporting the communities around us in the areas of food and family and have developed the following criteria for additional donations within our means:

- The request must come directly from a registered non-profit organization in Calgary or Edmonton
- The request must be submitted by email at least one month prior to the event deadline
- The request must be for a donation in which monies raised will go directly to the cause (i.e. silent auction items rather than door prizes, etc.)

*Examples of requests we approve include:*

- Friday Night Feast certificates
- Gift cards
- Cooking class certificates
- Gift baskets

*Examples of requests we don't approve include:*

- Event catering and food
- Cash donations
- Door prizes
- Food or gifts for volunteers

In cases where we receive more requests than we can support, priority will be given to requests that focus on those in need in the areas of food and family. We generally do not support the following types of organizations as they do not fit within our donation guidelines:

- Sports teams and clubs
- International aid groups
- Schools

Please also note that due to space restrictions and for the comfort of our customers, we do not allow booths or tables to be set up inside or outside our markets.

If your request meets the above criteria, please submit your request via email to the address below:

Sunterra Market ROOTS  
[roots@sunterra.ca](mailto:roots@sunterra.ca)  
200 – 1851 Sirocco Drive S.W.  
Calgary, Alberta T3H 4R5

Please include full contact information, your charitable registration number and specific event details (dates, location, attendees, communication opportunities, etc.).

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## About ROOTS

The ROOTS program defines our behavior and commitment our community and the people within it. We believe that every day we provide:

### *Reciprocity*

We give back to those in need in the areas of food and family; the very things that created Sunterra.

### *Opportunity*

We give people of all ages, genders, races and abilities the opportunity to join the Sunterra family. In doing so, our Team Members can have a lifelong career with endless possibilities for professional growth, education and fulfillment in a positive, open and rewarding environment. We give local businesses the opportunity to flourish by carrying local products whenever possible.

### *Openness*

We are a company that openly and honestly communicates with all our stakeholders.

### *Trust*

We are a company that our customers, partners and Team Members can trust to always provide quality, wholesome food.

### *Service*

We are an active member in our communities.

## About Our Community Partners

Inn from the Cold is Calgary's first emergency family shelter dedicated to creating a community where no family is homeless. Ronald McDonald House is a charity providing a home away from home for families with seriously ill or injured children receiving medical treatment. As an organization, we support our community partners through food donations, Fresh Rewards points donations, Team Member volunteering and fundraising campaigns.

