

## **Accessible Guest Service Policy**

Here at the Alemilia Hospitality Group we are committed to providing excellence of service to all our guests, including customers with disabilities. We will treat all customers with the same respect and dignity.

### **1. Communication**

Our employees will communicate with customers and their guests in a way that takes into account their disability. This will be done in a manner that is respectful of them as individuals.

### **2. Assistive Devices**

We are committed to serving customers and their guests with disabilities, which use assistive devices to obtain, use or benefit from our goods and services. We will insure that our team members are familiar with various assistive devices that may be used by our customers and their guests with disabilities.

Our building has been designed to include the following features, in order to accommodate a wide range of assistive devices:

- All guest areas are 100% level and wheel chair accessible
- Level handicapped parking spots close to the north facing building entrance
- All building entrances are equipped with automatic door opening devices
- Separate handicapped washroom that is 100% wheel chair accessible
- All emergency exits in public areas are wheel chair accessible

### **3. Service Animals**

We welcome all of our guests with disabilities including those who are accompanied by their service animals. Service animals are allowed into the public areas of our Conference Centre, except employee only areas otherwise excluded by law. In these circumstances, an alternative will be offered.

## **Accessible Guest Service Policy (continued)**

### **4. Support Persons**

A guest with a disability who is accompanied by a support person will be allowed to have the individual accompany them at all times to any public area on our premises. When a guest is accompanied by a support person, they will be responsible for ensuring that the support person is included in the event guest count. All charges for food and beverage incurred by the support person will be charged at the listed rates as per the event function order.

### **5. Notice of Disruption**

In the event of a planned or unexpected disruption to services or facilities provided by the Alemilia Hospitality group to accommodate guests with disabilities (such as washrooms or door opening devices), we will notify our customers in a prompt manner. In addition clearly posted signs informing of the disruption will be posted in a timely manner throughout our facility. We will strive to do our utmost to repair the deficiency in a timely manner to minimize disruptions to service.

### **6. Training**

Our staff members will be trained on policies, practices and procedures as it pertains to their specific role and responsibilities when interacting with guests that require assistance.

### **7. Modification to this policy**

Our Accessible Guest Service Plan and other practices, policies and procedures at the Alemilia Hospitality Group which do not respect and promote dignity and independence of guests with disabilities will be modified or discontinued

## **Accessible Guest Service Policy (continued)**

### **8. Feedback Process / Questions about our Policy**

Customers who wish to provide feedback or have questions regarding our accessibility policy and facility in general may contact us in the following manner

- Have a face to face meeting with any of our team members/managers at our Location.
- In writing via email, fax or mailed letter (email [office@alemiliagroup.ca](mailto:office@alemiliagroup.ca))
- By telephone at 905-864-8511 or 1-800-836-8637 during office hours, Monday to Friday 9:00am to 5:00pm

We will communicate to guests with disabilities using their preferred method of communication if this information has been provided to us, or in the method that is most appropriate taking the specific disability into consideration.