



## **Accessible Customer Service Policy**

*Batawa Ski Hill is committed to excellence when serving all guests, including those with disabilities.*

### ***Assistive Devices***

Batawa Ski Hill Staff are trained to recognize the requirements for assistive devices that may be used by our guests with disabilities while accessing our goods or services.

### ***Communication***

Batawa Ski Hill Staff will strive to communicate with people with disabilities in ways that take into account their disability.

### ***Service Animals***

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of the premises that are open to the public. Due to safety concerns, service animals are not permitted on any ski lift or alpine ski trail. Service animals are also not permitted in any area where food preparation, or storage, occurs.

### ***Support Persons***

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them at all times at the ski hill. Fees (lift tickets etc.) will not be charged for the support person.

### ***Notice of Temporary Disruption of Service***

In the event of a planned, or unexpected, disruption to services or facilities for guests with disabilities, we will notify our guests promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternate facilities, or services that may be available.

The notice will be placed on the front door of the chalet.

### ***Facility***

Designated parking is available at the front entrance to the chalet. All services are available on the main floor of the chalet with wheelchair access. The Canadian Association for Disabled Skiers operates at Batawa Ski Hill offering many adaptive options.

### ***Staff Training***

All members of the staff will be provided with training on the needs of persons with disabilities.

This training will be provided prior to the start of the ski season.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirement for the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.

### ***Feedback Process***

Guests who wish to provide feedback on goods or services provided to people with disabilities can email ([gm@batawaskihill.com](mailto:gm@batawaskihill.com)), or provide verbal feedback at the Front Desk in the chalet.

### ***Modifications to this or other Policies***

Any Batawa Ski Hill policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.