

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Marquis Gardens Banquet Centers is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staffs are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will 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 our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons
- or
- Will be charged to the support person for admission to **Marquis Gardens Banquet Center's** premises based on the package price per person.

We will notify customers of this through a notice posted on our premises and on our website, www.marquisgardens.com.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities i.e. elevator, automatic door opener and accessible washrooms, **Marquis Gardens Banquet Center's** will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at all building entrances, elevator doors & washroom stalls.

Training

Marquis Gardens Banquet Center's will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

- Managers
- Supervisors
- Sales Representatives
- Banquet Servers
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This training will be provided to staff within 2 weeks of employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Marquis Gardens Banquet Center's** plan related to 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 a support person
- How to use the elevator, accessible washrooms, automatic doors openers & courtesy phones
- What to do if a person with a disability is having difficulty in accessing **Marquis Gardens Banquet Center's** goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way **Marquis Gardens Banquet Center's** provides goods and services to people with disabilities can provide then via e-mail, verbally or through comment cards.

All feedback, including complaints, will be directed to our Events Manager and adjustments will be made as needed. Customers can expect to hear back in 7-10 days.

Modifications to this or other policies

Any policy of **Marquis Gardens Banquet Center's** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.