

## *Accessible Customer Service Plan*

### *Providing Goods and Services to People with Disabilities*

For **InnVest Hotels GP IX Ltd.** o/a Holiday Inn Burlington

**InnVest Hotels GP IX Ltd.**, is committed to excellence in serving all customers including people with disabilities.

#### **Assistive devices**

We will ensure that our staff 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

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **InnVest Hotels GP IX Ltd.**, 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 conspicuous public areas around the premises.

#### **Training**

**InnVest Hotels GP IX Ltd.**, will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

This training will be provided to new staff during orientation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **InnVest Hotels GP IX Ltd.'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 TTY, wheelchair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing **InnVest Hotels GP IX Ltd.'s**, goods and services

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

### **Feedback process**

Customers who wish to provide feedback on the way **InnVest Hotels GP IX Ltd.**, provides goods and services to people with disabilities can be provided by e-mail, verbally, or feedback card.

All feedback, including complaints, will be directed to the General Manager.

Customers can expect to hear back in 24 to 48 hours.

### **Notice of availability**

**InnVest Hotels GP IX Ltd.**, will notify the public that our policies are available upon request by (enter how you plan to make this information available to the public, for example, posting them on your website, or posting a notice in the front of your store).

### **Modifications to this or other policies**

Any policy of **InnVest Hotels GP IX Ltd.**, that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.