



Nobleton Lakes
Golf Club

Customer Service Policy Statement

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

The mission of Nobleton Lakes Golf Course Ltd.: “We are a socially responsible, performance-driven, innovative and profitable retailer, engaging our customers in a discovery experience of the world of beverage alcohol.”

Nobleton Lakes Golf Course Ltd. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- We will train our Contact Center Staff to communicate with customers over the telephone in clear and plain language and to speak clearly.
- We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the formats upon request: For example, hard copy, large print, e-mail, etc.
- We will answer any questions customers may have about the content of the invoice in person, by telephone or email.
- Nobleton Lakes Golf Course Ltd. is committed to ensure our core values continue to guide us in every undertaking, both as individuals and as an organization. They help guide and support us in providing the strong base on which we build success.

Through our core value Engaging Customer Service, we will ensure:

- Customer Service Representatives will assist customers with high / low shelf product placement, access to products and services as required.
- Employees will assist and/or allow customers the use of the telephone for transportation needs. (e.g. taxi requests)
- Customer Service Representatives ensure that the ramps and designated parking spaces are accessible and free of snow and debris.
- We will maintain wet carpets/floors to ensure that accessibility is not impeded. Maintain and control obstructions and document as required. (Using the wet/dry vacuum, floor cleaner, mop)
- Monitors will be adjusted for easy viewing by customers as requested. Nobleton Lakes Golf Course Ltd. will ensure that continuous maintenance is performed including quality and full screen displays are functional.
- Customer Service Representatives will offer any customers the use of chairs when needed or requested.

Not only will we maintain Engaging Customer Service, we will ensure that we continually act in a Socially Responsible manner, with integrity and respect ensuring that we treat people with disabilities with dignity, independence, integration and equality of opportunity. Nobleton Lakes Golf Course will conduct our business with honesty and integrity while striving for excellence in everything we do.

Nobleton Lakes Golf Course Ltd. welcomes persons with disabilities who are accompanied by a service animal in the areas of Nobleton Lakes Golf Course Ltd.s premises that are open to the public and other third parties, unless otherwise prohibited by law.

We will also ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. On request, the owner of the service animal must provide the appropriate documentation that identifies the service animal accordingly.

Upon registration of any special events, customers need to provide notice and/or provide documentation that they require a service animal.

If a person with a disability is accompanied by a support person, Nobleton Lakes Golf Course Ltd. will ensure that the individual is accommodated at the event. If the “support person” will be utilizing services, the regular fee will apply. If the “support person” is assisting the individual, there will be no fee to attend.

Standard Cost will be published on the event calendar and all registration forms for all special events.

Nobleton Lakes Golf Course Ltd. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

If the disruption is long-term, Nobleton Lakes Golf Course Ltd. will post an announcement on the organization website to inform all customers of the location, duration of the disruption and alternate solutions.

- Nobleton Lakes Golf Course Ltd. will also update our database to reflect the change which is automatically updated on Nobleton Lakes Golf Course Ltd. website.
- Nobleton Lakes Golf Course Ltd. will ensure training to all employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. We will ensure training for all employees and that training has been provided to all others providing service to our customers.

This training will be provided in the Employee Orientation package that staff receive when hired.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- Familiarize employees with personal assistive devices and train employees on how to use devices on premise, such as automatic doors, that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Nobleton Lakes Golf Course Ltd.s goods and services
- Nobleton Lakes Golf Course Ltd’s policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

- The ultimate goal of Nobleton Lakes Golf Course Ltd. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated. Feedback on Nobleton Lakes Golf Course Ltd.'s accessibility can be made using the following methods:

Phone: (905) 859-4080 x 231

Mail: Attention Nobleton Lakes Golf Course Ltd. Customer Service
125 Nobleton Lakes Drive
Nobleton, Ontario
L0G 1N0

E-mail: Accounts@nobletonlakesgolf.com (enter the word **Accessibility** in the subject line)

Hours: Monday to Friday, 8:30 a.m. to 4:00 p.m.

Customers can expect to hear back from Nobleton Lakes Golf Course Ltd. within four business days.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

All of the aforementioned information is available in accessible formats upon request including, but not limited to:

audio formats

- electronic text
- any other medium, on request and where practical