



Nobleton Lakes
Golf Club

Integrated Accessibility Standards Regulation (IASR)

Nobleton Lakes Golf Course Ltd. ACCESSIBLE FEEDBACK POLICY And Request for Accessible Formats

Nobleton Lakes Golf Course Ltd. welcomes and appreciates comments on our services, particularly regarding how well customer expectations are being met.

In conjunction with the above and as per the requirements set in regulations under the *Accessibility for Ontarians with Disabilities Act, 2005*, upon request, Nobleton Lakes Golf Course Ltd. will make reasonable efforts to provide or arrange for, in a timely manner, the provision of accessible formats and communication supports in its feedback processes in order to ensure that these processes are accessible to persons with disabilities.

Nobleton Lakes Golf Course Ltd. will also discuss with the requesting person the suitability of a proposed accessible format or communication support that will allow the person to provide his or her feedback.

Feedback on Nobleton Lakes Golf Course Ltd.'s accessibility can be made using the following methods:

- **Phone:** 905-859-4070 x 231
- **Mail:** Attention Nobleton Lakes Golf Course Ltd. Customer Service
125 Nobleton Lakes Drive
Nobleton Ontario
L0G 1N0
- Website: www.nobletonlakesgolf.com See contact page
- **E-mail:** accounts@nobletonlakesgolf.com (enter the word **Accessibility** as subject line)
- **Hours:** Monday to Friday, 8:30 a.m. to 6:00 p.m. \

Generally speaking, customers can expect a response from Nobleton Lakes Golf Course Ltd. within five (5) business days, and Nobleton Lakes Golf Course Ltd. will make reasonable efforts to provide a response in the same format that the feedback was received.

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

Please refer to Nobleton Lakes Golf Course Ltd. policies for additional information: