



LADIES' GOLF CLUB OF TORONTO
Accessibility Standards Policy

In accordance with the Accessibility for Ontarians with Disabilities Act, Accessibility Standard for Customer Service, Ladies' Golf Club is dedicated to ensuring that our services are accessible and offer the same opportunity and benefit to all Members and Guests. We are also committed to ensuring that our services are provided in a manner that respects the dignity and independence of people with disabilities.

Ladies' Golf Club will communicate with people with disabilities in ways that take into account their disability. We understand that communication styles vary and that not all persons with the same disability use the same communication modalities. Ladies' Golf Club makes every effort to ensure that our employees take this into consideration and, when not sure, to always ask our Members and Guests how best to communicate with them.

Ladies' Golf Club is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We ensure that all employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Ladies' Golf Club is also committed to welcoming people with disabilities who are accompanied by a support person. Any Member or Guest with a disability who is accompanied by a support person will be allowed to enter the Club's premises with his or her support person.

Ladies' Golf Club will provide Members and Guests 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.

To make certain that our provision for services is accessible, Ladies' Golf Club provides training to employees and others who interact with our Members and Guests.

Comments on our services are welcome and appreciated. Members and Guests can submit feedback to: admin@ladiesgolfclub.com

Members or Guests who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.