

CUSTOMER SERVICE & ACCESSIBILITY POLICY

Magical Midways Inc. strives to provide access to its goods, services and facilities in a manner that respects the dignity and independence of its patrons with disabilities. Good value, quality equipment and excellent service are our main goals!

Magical Midways Inc.'s Commitment

This Customer Service & Accessibility Policy (the "Policy") outlines Magical Midways Inc.'s commitment to accessibility, integration and equal opportunity.

Purpose

The purpose of this Policy is to set out how Magical Midways Inc. will make its Festivals, Fairs and other events accessible to patrons with disabilities. This Policy is intended to meet the requirements of the *Customer Service Standards* as contained in *Ontario Regulation 191/11* under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and the *Ontario Human Rights Code*.

Accessibility Overview

Magical Midways Inc. will ensure accessibility to patrons with disabilities by:

- welcoming persons with disabilities and their families;
- communicating with a person with a disability in a manner that takes into account the disability;
- facilitating the use of personal assistive devices;
- welcoming those patrons with service animals;
- welcoming those patrons who because of a disability are accompanied by a support person;
- providing notice when facilities or services that patrons with disabilities rely on to access our services are temporarily disrupted;
- accepting and addressing feedback on accessibility; and,
- training our staff on the provision of accessible goods, services and facilities.

Information and Communication

Magical Midways Inc. will consult with patrons with disabilities to determine their information and communication needs. When asked, we will provide publicly available information and communications materials, including emergency information, in accessible formats or with communication supports. Requests can be made to info@magicalmidways.com.

Assistive Devices

Patrons with disabilities may use their own assistive devices when accessing goods, services or facilities provided by Magical Midways Inc. In cases where the assistive device presents a safety concern, or where accessibility might be an issue, other reasonable measures will be examined and, where possible, implemented to ensure accessibility. It is the responsibility of the patron with the disability to ensure that the assistive device is operated in a safe and controlled manner at all times.

Guide Dogs, Service Animals and Service Dogs

A patron with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to the public areas, unless otherwise excluded by law. The person who is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

If it is not readily apparent that the animal is being used for reasons relating to a disability, Magical Midways Inc. may request verification of the reasons for use. Verification may include:

- a letter from regulated health professional confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

If a guide dog, service animal or service dog is excluded by law, Magical Midways Inc. will offer alternative methods, where possible, to enable a patron with a disability to access goods, services and facilities.

Support Persons

If a patron with a disability is accompanied by a support person (i.e., another person who accompanies the patron in order to help with communication, mobility, personal care or medical needs or with access to goods or services), Magical Midways Inc. will ensure that both persons are allowed to enter the premises together and that the patron is not prevented from having access to the support person.

Magical Midways Inc. may also *require* a person with a disability to be accompanied by a support person if, after consulting with the person with a disability and considering the available evidence, Magical Midways Inc. determines that:

- (a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
- (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

If a support person is required by Magical Midways Inc., the support person will access Magical Midways Inc.'s facilities free of charge. Otherwise, Magical Midways Inc. will ensure that notice is given in advance as to the amount, if any, that is payable in respect of a support person.

Service Disruption

In the event of a planned or unexpected disruption to services or facilities that patrons with disabilities rely on to access Magical Midways Inc.'s goods, services or facilities, Magical Midways Inc. will notify the community promptly. This notice will include information about the reason for the disruption, its anticipated length, and a description of alternative services, if available.

Patron Feedback

Feedback on this Policy and our accessibility measures is welcomed. Feedback can be provided verbally or in writing to info@magicalmidways.com . All feedback will be reviewed and the appropriate action

will be taken to address any complaints as soon as practicable. Where appropriate, Magical Midways Inc. will respond directly to the patron.

Employee Education and Training

Magical Midways Inc. will ensure that all personnel receive training on the requirements set out in this Policy. Training will be provided in a way that best suits the duties of the employee.

Safety

Safety and good customer service are of paramount importance. Midways Inc. is governed by the Technical Standards and Safety Authority (TSSA) and must abide by its safety parameters. Our operators take seriously the responsibility imposed on them to ensure our riders are both happy and safe. We want all of our guests to enjoy the dynamics of a ride without risk of injury to that person or other riders.

Magical Midways Inc., reserves the right to deny access to its services or facilities where it determines there is an unacceptable risk to the health and safety of a patron, subject to its statutory obligations, including its duty to accommodate under the *Human Rights Code*. Magical Midways Inc. will make efforts to reasonably accommodate persons with disabilities in a timely, effective and suitable manner in keeping with its legal obligations.

Modifications to This or Other Policies

Any policy, practice or procedure of Magical Midways Inc. that does not respect and promote the principal of dignity, independence, integration and equal opportunity for patrons with disabilities is modified by this Policy.

Questions

Should you have any questions about accessibility to our goods, services or facilities we encourage you to contact info@magicalmidwys.com **before** attending an event, so that we can plan appropriately for the visit. Magical Midways Inc. is committed to providing our guests with disabilities the same opportunity to enjoy the benefit of our services and attractions as our other patrons wherever possible and is happy to work with our patrons, their families and support person to make this happen!