

Ed Mirvish Enterprises Ltd. Accessible Customer Service Policy

Providing Services to People with Disabilities:

Statement:

Ed Mirvish Enterprises Ltd. (EMEL) is committed to excellence in serving all customers including people with disabilities, and to that end institutes the following policies:

- **Assistive Devices:** We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while attending an event at our theatres. Patrons in wheelchairs should nonetheless call to notify us in advance at 416 872 1212 or 1 800 461 3333, and ask for a supervisor. Such patrons should also inform us in advance as to whether they can transfer on their own to their seat. For safety reasons, please note that walkers and crutches are not allowed at your seat, but can be stored safely by our Front of House team and returned on request.
- **Mirvish Parking:** (please note that the following parking options are only available at Royal Alexandra and Princess of Wales theatres) located on the east side of John Street between King Street West and Pearl Street, three reserved parking spots shall be reserved on a first-come-first-served-basis for the vehicles of patrons with official special needs designation. These are located on level P1, along with ramps and automated doors to east and west elevators. Additional special needs access is provided on P4, where there is a ramp and automated doors to the east elevator.
- **Communication:** We will endeavour to 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. If you plan to arrive with a service animal, please contact our call centre in advance at 416 872 1212 or 1 800 461 3333 and ask for a supervisor so that appropriate seating may be arranged. Some restrictions may apply depending on the type of service animal.
- **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. EMEL may offer some discounts for support persons who accompany a patron who has a CNIB card or uses a wheelchair. **Please contact our Call Centre for more information at 416 872 1212 or 1 800 461 3333 and ask for a supervisor, or consult a box office representative.** Support persons for these patrons are expected to stay with and assist the disabled patron they are accompanying.

- **Notice of Temporary Disruption:** In the event of a planned or unexpected disruption to services or facilities for customers with disabilities – such as, but not limited to, access to elevators, hearing assistance devices, and/or special needs washrooms – EMEL will make all best efforts to notify customers promptly. Notice of temporary disruption will be posted on our website as soon as possible. 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.
- **Training for Staff:** EMEL will provide training to employees, and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:
 - All customer service representatives;
 - All box office, ushers, bar service, and managers;
 - All phone room staff and managers;
 - All group sales, subscriptions staff, and managers,
 - All ticketing staff and managers;
 - All website staff and managers;
 - All security and parking staff;
 - All cleaning staff;
 - All reception staff.

This training will be provided to new staff within two weeks of hiring and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- EMEL’s plan related to the customer service standard;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on how to interact with people who use an assistive device or require the assistance of a service animal or support person;
- Instruction on how to use the wheelchair lifts and neck loop hearing system;
- Instruction on what to do if a person with a disability is having difficulty in accessing EMEL’s services.

Staff will also be trained when changes are made to EMEL’s Accessible Customer Service Policy.

- **Feedback Process:** Customers who wish to provide feedback on the way EMEL provides services to people with disabilities can contact our call centre. Customers can expect to hear back in 48 hours:
 - By email at customerservice@ticketking.com;
 - By phone at 416 872 1212 or 1 800 461 3333 and ask for a supervisor;
 - By post at Ed Mirvish Enterprises Ltd, Attn. Customer Service, 284 King St. W., Ste. 300, Toronto ON, M5V 1J2

- Online: please submit the online version of our Feedback Form by completing in full and hitting the ‘Submit’ button.
- In person: hard copies are available at all our Box Office locations (please check the operation hours at www.mirvish.com)

Please Note: This document is available in alternate format upon request.