



ST. GEORGE'S GOLF AND COUNTRY CLUB

STATEMENT OF COMMITMENT – THE ACCESSIBILITIES FOR ONTARIANS WITH DISABILITIES ACT

Our Commitment:

In fulfilling our mission, St. George's Golf and Country Club strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

We are also committed to providing people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other members/participants.

Support Persons:

Support people are allowed to accompany the person with a disability anywhere the person is going on our premises.

Emergency Evacuation Procedures:

If you require accommodation in the event of an emergency evacuation, please notify the receptionist or the person you are meeting with.

Feedback Process:

The ultimate goal of St. George's Golf and Country Club is to meet and surpass expectations while serving clients with disabilities. Comments on our products, goods and services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way St. George's Golf and Country Club provides products, goods and services to people with disabilities can be made by, email, verbally and via our feedback form.

- All feedback will be directed to M. Chan- mchan@stgeorges.org, or 416-231-3393 (ext. 225)
- Clients/customers will be responded to in 7 business days
- All information will remain confidential

Accessible Customer Service Policy:

A copy of St. George's Golf and Country Club Accessibility Policy is available upon request. Please notify M. Chan for a copy.

Questions about This Policy:

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by M. Chan.

JASON CLARKE, Chief Operating Officer

July 30, 2019