



WESTBURY NATIONAL  
SHOW SYSTEMS LTD

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## **WESTBURY NATIONAL SHOW SYSTEMS LTD. ACCESSIBLE CUSTOMER SERVICE POLICY**

*Providing Goods and Services to People with Disabilities*

Westbury National Show Systems Ltd. (WNSS) is committed to excellence in serving all customers, including people with disabilities. In accordance with the regulations of the Accessibility for Ontarians with Disabilities Act (AODA), we will communicate with people with disabilities in ways that take into account their disability.

WNSS will provide training to its employees who deal with customers on our company's behalf. Training will include an overview of the AODA and the requirements of the customer service standard; our company's plan and procedures related to the customer service standard; how to interact and communicate with people with various types of disabilities, including those who use an assistive device or require the assistance of a service animal or a support person; and what to do if a person with a disability is having difficulty in accessing our goods and services due to a temporary disruption in access to our building.

A person with a disability who is accompanied by a support person or service animal will be allowed to have that person or animal accompany them on our premises.

Any existing WNSS policy or procedure that does not respect and promote the dignity and independence of people with disabilities will be modified to do so.

Customers who wish to provide feedback on the way WNSS provides goods and services to people with disabilities will be provided with the opportunity and a means that accommodates those disabilities.