



www.HartEntertainment.com

**Accessibility Standard
for
Customer Service**



Providing Goods and Services to People with Disabilities

Hart Entertainment Inc. is committed to excellence in serving all customers including people with disabilities. Being that Hart Entertainment Inc. is a service oriented business (our clients/customers are served on their premises/other locations), our service staff will be properly trained to accommodate persons with disabilities at those locations.

Communication

We will communicate with people with disabilities in ways that take into account their disability. This includes ensuring that our policy is available in many different ways, to take into account various disabilities.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services for customers with disabilities, Hart Entertainment Inc. will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, it's anticipated length of time, and a description of alternative services, if available.

Services: Entertainment Equipment Rentals.

This notice will be made publicly available online at www.hartentertainment.com.

Training

Hart Entertainment Inc. will provide accessible customer service training to all of our employees who deal with the public. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained: Crew Chiefs, Event Operators.

Staff will be trained on Accessible Customer Service within 1 Month after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Hart Entertainment Inc.'s plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty accessing Hart Entertainment Inc.'s goods and services.

Staff will be trained when changes are made to our accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way Hart Entertainment Inc. provides goods and services to people with disabilities can provide feedback by emailing info@hartentertainment.com and letting us know your comment, concern, or question.

All feedback, including complaints, will be handled in the following manner: Hart Entertainment Inc. will respond to any feedback within 48 hours of receiving the comment, by either phone or email.

Customers can expect to hear back in 2 days.

Notice of Availability

Hart Entertainment Inc. will notify the public that our documents related to accessible customer service, are available upon request by posting a notice at www.hartentertainment.com.

Modifications to this or other policies

Any policy, practice or procedure of Hart Entertainment Inc. that does not respect the principles of dignity independence, integration and equal opportunity for people with disabilities will be modified or removed.