

Accessible Customer Service Policy

1. Our commitment

The Chelsea Hotel, Toronto is committed to ensuring that we serve guests with disabilities in the same manner as all guests - consistent with the principles of independence, dignity, integration and equal opportunity.

2. Providing goods and service to people with disabilities

Chelsea Hotel, Toronto is committed to excellence in serving all customers including people with disabilities. We will carry out our functions and responsibilities in the following areas:

- Implement policies, practices and procedures to service guests with disabilities.
- Use best possible efforts to ensure that our policies, practices, and procedures are consistent with the core principles of independence, dignity, integration and equal opportunity.
- Ensure training is ongoing and that these policies, practices and procedures with respect to serving guests with disabilities are trained during employee orientation.

3. Communication

Any communication between The Chelsea Hotel, Toronto and their customers or the public will be conducted in a manner that takes into account an individual's disability. An understanding shall be reached on how it is best to communicate with a person with a disability on a case by case basis. This may include, but will not be limited to, the following methods:

- Verbal communication
- Written communication
- Digital communication (e-mail or text)
- Hand gestures

4. Telephone Communication

The team at The Chelsea Hotel, Toronto is committed to providing accessible telephone communication. This will be done through training in Accessible Customer Service, and the management and staff are expected to communicate with all customers by speaking clearly, directly and using plain language. When available and appropriate, technological aides will be used to assist with communication. When clear and precise communication over the telephone is not possible, alternative arrangements will be made.

We will train all employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

5. Assistive devices

We are committed to serving people with disabilities, who use assistive devices to obtain, use, or benefit from our goods and services. At no time will anyone using an assistive device be denied access to their device while using the facilities of the Chelsea Hotel, Toronto, unless there is a preexisting law prohibiting the use of the device. We will also ensure that our team members that would supply the following assistive devices to our guests to use while staying with us are trained on the use and operation of the devices. These devices are available on a first come, first serve basis. The following list of assistive devices will be available for use at The Chelsea Hotel, Toronto.

- Anti Slip Rubber mats
- Bath Bench – Back rest a minimum
- Raised toilet seat
- TTY phone
- Door Knocker
- Bed Shakers
- Wheelchair – self propelled and folding

6. Use of service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal in all areas of our hotel that are open to the public except, where the animal is otherwise excluded by law. In these instances, appropriate alternatives will be offered. . We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

7. Support persons

We are committed to welcoming people with disabilities who are accompanied by a support person. If a guest with a disability is accompanied by a support person we will ensure that the guest has access to the support person at all times while on the premises.

In situations where confidential information might be discussed, consent will be obtained from the guest, prior to any conversation.

When a person with a disability is accompanied by a support person they will not pay an additional person charge when staying in the same room. (Single occupancy rate) When a person with a disability is accompanied by a support person and we do not have an accessible room available to accommodate them (i.e. room with 2 beds or sold out accessible room with 2 beds) we will offer the second room at a special support person's rate. If the room with one bed can fit a cot, and the person with the disability agrees, the cot will be complimentary. Support persons who are staying in their own room are responsible to pay full price for any incidental charges. Guests will be informed of this while making a reservation.

8. Notice of temporary disruption

We will provide guests with notice in the event of a planned or unexpected disruption in our hotel as it relates to facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

When we are aware of the disruption we will communicate the disruption in the following ways:

1. Chelsea Standard Disruption Signage
 - This signage will be posted at the point of disruption such as; on the elevator or washroom door
 - At the main entrance and/or the nearest accessible entrance to the service disruption
2. Contacting in-house guests and advising them of the disruption and alternatives available
 - If a guest provides us with their mobile number, we will be able to contact them to inform them of the disruption.
3. Contacting Guests with reservations during the time of the service disruption

9. Training

Chelsea Hotel, Toronto is committed to providing training on how to serve guests with disabilities to team members, and anyone else who interacts with the public, or develops policies, practices, and procedures on behalf of Chelsea Hotel, Toronto.

This training will be provided for all existing colleagues of Chelsea Hotel Toronto in the province of Ontario by the compliance deadline of January 1, 2012. All new colleagues hired after the

compliance deadline will be trained within 90 days of hire as part of our standardized on boarding process. We will ensure that third party representatives have acknowledged the training requirements of the legislation. Training will include the following:

- The purposes of the accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Chelsea Hotel, Toronto's Serving Guest with Disabilities Policy which includes:
 - 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.
 - How to use the various types of assistive devices available for use at The Chelsea Hotel, Toronto.
 - What to do if a person with a disability is having difficulty accessing any of the goods and services offered by The Chelsea Hotel, Toronto.
 - Chelsea Hotel, Toronto's policies, practices and procedures relating to the customer service standard
 - Colleagues will be trained on policies, practices and procedures as it pertains to their specific roles and responsibilities and will be updated as necessary.

9. Feedback process

The ultimate goal of The Chelsea Hotel, Toronto is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding your stay and our services to guests with disabilities can be made in the following ways:

- Face to face with any team member or manager
- By telephone with any team member or manager
- Email Comments
- Guests can provide feedback by emailing: cstor.comments@chelseatoronto.com
- Letter Correspondence
- Guests are welcome to send us their feedback by mail, memory stick or diskette
- Experience Surveys & Online reviews

All guests who have submitted feedback using the above mention methods will receive a response and/or acknowledgement from the hotels Guest relations team within 24 hours of receiving the feedback.

We will communicate to guests with disabilities using their preferred method of communication if this information has been provided to us, or in the method that is most appropriate taking the specific disability into consideration.

Questions about this policy

The Chelsea Hotel, Toronto is committed to ensuring that we provide our services in a way that respects the dignity and independence of people with disabilities, we welcome feedback at any time.

Questions regarding this Accessible Customer Service policy should be directed to the Director of Rooms at The Chelsea Hotel, Toronto. Appropriate documentation, including policies, standards and procedures are available upon request.