



# AODA Customer Service Policy

## **Purpose**

In accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)*, the Toronto Event Centre is committed to improving access and opportunities by identifying, removing, and preventing barriers which may interfere with the full use or enjoyment of the venue.

## **Our Commitment**

Toronto Event Centre and businesses operating on the premises are dedicated to providing the premier dining and entertainment experience to every guest. We endeavour to provide service to our guests in a manner that reflects the principles of dignity, diversity, and inclusivity.

## **Communication**

We will communicate with guests with disabilities in ways that take their disability into account. We endeavour to train staff to recognize and adjust the methods and/or style of communication based on the customer.

## **Telephone Services**

We are committed to providing fully accessible telephone service to our guests. We train our staff to communicate in a clear and plain-spoken manner. We will also offer to communicate with guests using email if telephone communication is not suitable for their needs or is not available.

## **Accessible Seating**

Toronto Event Centre is pleased to offer accessible seating options. Accessible seating sections are barrier-free and feature removable seating that can accommodate wheelchairs. Reservations can be made by calling 416-595-9998.

## **Parking**

There are 5,800 parking spaces (including 1,300 underground) located on the Exhibition Place grounds managed by Exhibition Place and Green P.

There are multiple accessible parking spaces throughout all of the surface parking lots and indoor garage. All spaces are located near the entrances to the lots and/or close to the pedestrian access points.

For more information on parking rates, forms of payment, and hours of operation, please click [here](#).

For a map of the parking spaces on the grounds, please click [here](#).

## **Assistive Devices**

Toronto Event Centre welcomes guests to use their own personal assistive devices.



### **Service Animals**

Toronto Event Centre welcomes guests with their service animals. Service animals may accompany the guest in any areas open to the general public. If the guide dog/service animal **does not wear a vest or harness**, guests can provide documentation from a regulated health professional.

For more information, please visit the Government of Ontario's [webpage](#) on guide dogs and service animals.

### **Employee Training**

Toronto Event Centre provides training to all front and back of house staff. This includes and is not limited to principles of service excellence in hospitality, food safety, and leadership.

### **Guest Feedback**

Toronto Event Centre and businesses operating on the premises are committed to providing excellent service. Feedback from guests is welcome, particularly if it relates to the provision of goods and services to people with disabilities.

All feedback must be directed to the management team via email, postal/courier service, telephone, or in person. If guests wish to be contacted about their feedback, please write to the details below including full name and contact information.

We aim to respond to all feedback within two business days of receipt.

Toronto Event Centre  
15 Saskatchewan Road  
Exhibition Place  
Toronto, Ontario  
M6K 3C3  
Email: [rsvp@torontoeventcentre.com](mailto:rsvp@torontoeventcentre.com)

### **Questions About This Policy**

Any questions about this policy should be referred to our management team at the contact information noted above.