



# ACCESSIBILITY

## AODA (Accessibility for Ontarians with Disabilities Act) CUSTOMER SERVICE POLICY

The Artist Project is committed to excellence in serving all customers including persons with disabilities. We are also committed to giving 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 participants.

### Assistive Devices:

**Wheelchair availability:** Artist Project has a limited number available on a first-come, first-served basis at the Information Desk inside the main show entrance.

### Service Animals:

Service animals are allowed into all areas of our events that are open to the public.

### Support Persons:

Artist Project will offer a **complimentary admission pass** for the support person of a person with a disability. Persons with disabilities should visit the onsite box office to purchase their admission and receive the complimentary support person's pass.

### Communication:

Artist Project staff will do their best to communicate with people with disabilities in ways that take into account their disabilities.

To ensure your visit to the Artist Project is a rewarding experience, contact us in advance to let us know how we can better assist you. Should you require accommodation please call 416-960-4501 or email [Deborah.Fursey@informa.com](mailto:Deborah.Fursey@informa.com) three weeks prior to the event opening day and we will work with you to meet your accessibility needs.

### Emergency Evacuation Procedures:

Persons requiring accommodation in the event of an emergency evacuation should notify the Artist Project staff at the Information Desk located inside the main entrance of the show.

### **Notice to Temporary Disruption:**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities the Artist Project will notify customers promptly. A clearly posted notice will include information about the reasons for the disruption, its anticipated length of time and a description of alternative facilities or services, if available. The notice will be posted at the point of service or facility disruption.

### **Feedback Process:**

The ultimate goal of the Artist Project is to meet and surpass expectations while serving customers 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 the Artist Project and Informa Canada provides products; goods and services to people with disabilities can be made to **Deborah Fursey**, Operations Coordinator, by phone at 416-960-4501 or email [Deborah.Fursey@informa.com](mailto:Deborah.Fursey@informa.com).

- All feedback will be responded to in 10 business days
- All information will remain confidential