

Accessible Customer Service Plan

Policy 4 - Support Persons and Service Animals

DeNureTours is committed to serving people with disabilities who require support people or service animals to obtain, use or benefit from our services. Reasonable efforts will be made to ensure that:

1. We welcome people with disabilities and their service animals. Service animals are allowed in the areas of our premises that are open to the public.
2. A person with a disability that is accompanied by a support person will be allowed to have that person with them on our premises.

Procedure

1. **Limitations of Services:** DeNureTours staff cannot provide individual assistance to a customer for walking, dining, getting on or off the motorcoach, or other personal needs. If customers require special assistance that cannot be provided by a support person accompanying them, we may be unable to offer services. Customers are advised to communicate any special needs they may have in their initial conversation with us, in order to determine if our services are appropriate for their needs or if any alternative measures are required.
2. **Support Animals:** Guide dogs and service animals are permitted on all premises and facilities of DeNureTours that are open to the public. However, due to the enclosed and limited space onboard our coaches, customers are advised to notify us in advance of the presence of a service animal. We will then notify each passenger to ensure that another person's health and safety will not be seriously impacted by the presence of a service animal. Should another customer be affected, reasonable efforts will be made to develop an alternative. In the event that an alternative is not viable, services will not be offered to one of the customers. Since our services are sold on a first come, first served basis, the needs of the first customer to purchase our services will be addressed ahead of the second.
3. **Support Persons:** DeNureTours welcomes those with a disability who are accompanied by a support person. A Support Person must purchase our services at the full rate.
4. **DeNure Tours Requirement for Support Person:** Customers who have purchased our services in the past and were deemed by our staff to have affected another customer's health or safety or that were deemed to require individual assistance for mobility, dining, or any personal and/or medical needs, will be required by DeNureTours to be accompanied by a support person when obtaining future services. Should a support person not be obtained, DeNureTours may not be able to offer services.

Scope

This policy applies to all employees and all facilities of DeNureTours in Ontario.

Responsibility

1. It is the responsibility of immediate supervisors to ensure that all employees are trained under Accessibility Standards for Customer Service, and follow the guidelines set out in the Accessible Customer Service Plan.
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Definitions

1. “Service Animals” are animals individually trained to do work or perform tasks for the benefit of a person with a disability.
2. “Support Persons” are any persons, whether a paid professional, volunteer, family member or friend, who accompany a person with a disability in order to help with communication, personal care or medical needs.