



Accessible Customer Service Policy Statement

Providing Goods and Services to People with Disabilities

Brookstreet Hotel & Marshes Golf Club is committed to excellence and ensuring that we serve guests with disabilities in the same manner as all guests – consistent with the principles of integration and equal opportunity

Assistive devices

We will ensure that our Partners are trained and familiar with various assistive devices that may be used by guests with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. All information related to fees will be communicated and made aware to the guest with a disability.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **Brookstreet Hotel & Marshes Golf Club** will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training for Partners

Brookstreet Hotel & Marshes Golf Club will provide training to Partners, volunteers and others who deal with the public or other third parties on their behalf. All Partners and Leaders will be trained. This training will be provided to Partners within their first 90 days as part of our standardized on boarding process.

Partners will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way **Brookstreet Hotel & Marshes Golf Club** provides goods and services to people with disabilities can by e-mail, verbally, suggestion box, and feedback card. All feedback will be directed to our Director of Rooms & Leisure Services. Guests can expect to hear back with in two business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of **Brookstreet Hotel & Marshes Golf Club** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

A detailed Accessible Customer Service Plan document is available in Human Resources, in your department and from your Leader.



Nyle Kelly
General Manager
Brookstreet Hotel & Marshes Golf Club

JAN 8, 2021

Date