

## Sunwing Vacations Customer Service Plan

### **Providing Services to Persons with Disabilities**

Sunwing Vacations Inc. (Sunwing) is committed to excellence in providing travel to all customers, including persons with disabilities.

### **Assistive devices**

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

### **Communication**

We will communicate with persons 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, unless the service animal is otherwise excluded from the area by law (e.g. kitchen areas).

### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that support person accompany him or her on our premises. While on our premises, the person with a disability shall be permitted to have access to his or her support person at all times. Unless there are overriding health and safety concerns, the person with a disability may choose not to be accompanied by his or her support at all times.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to our services or facilities for customers with disabilities, Sunwing 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.

The notice will be posted on our company's website and, where appropriate, will be posted in the reception area of the head office location.

### **Training for staff**

Sunwing will provide training to all executives, managers, employees and others who deal with the public or other third parties on our company's behalf. Training will also be provided to any person who helps develop the company's policies, practices and procedures governing the provision of services to clients or third parties.

Training will be provided to new members of the company during their orientation period.

Training will include:

- an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- Sunwing's plan related to the customer service standard;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use equipment or devices, where provided, available on-site or otherwise that may help with providing goods or services to persons with disabilities;
- what to do if a person with a disability is having difficulty in accessing Sunwing's services.

Employees of the company will also be trained when changes are made to our plan.

Training records will be made and maintained in accordance with the requirements of the Accessibility Standards for Customer Service (O. Reg. 429/07).

### **Feedback process**

Clients or others who wish to provide feedback on the way Sunwing provides services to persons with disabilities can provide their feedback directly to the employee from whom they received services. Alternatively, you may provide feedback by any of the following methods:

By telephone: 416-620-4955

By facsimile: 416-679-3761

By e-mail: [accessibility@sunwing.ca](mailto:accessibility@sunwing.ca)

By regular mail: 31 Fasken Drive

Toronto, ON

M9W 1K6

Attention: Accessibility Coordinator c/o Human Resources

All feedback will be directed to the company's Human Resources department. Customers can expect to hear back from the company within 3 business days of providing feedback to the company.

Any complaints about services provided to persons with disabilities will be addressed according to our company's regular complaint management procedures.

### **Modifications to this or other policies**

Any policy of Sunwing that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

### **Availability of Documents**

Sunwing has prepared the documentation required under the Accessibility Standards for Customer Service, and will provide them upon request.