



Cartier Place

S U I T E H O T E L

ACCESSIBLE CUSTOMER SERVICE POLICY

Cartier Place Suite Hotel and Residences is committed to ensure that we provide the same quality of service to all our guests and shall follow the principles of dignity, independence and equal opportunity.

1. Providing goods and service to people with disabilities

Cartier Place Suite Hotel & Residences is committed to excellence in serving all customers including people with disabilities.

2. Communication

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

3. Assistive devices

Cartier Place Suite Hotel and Residences will ensure that all staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

- Wheelchair on site for guest use
- Anti-slip rubber mats
- Raised toilet seat, bath benches, bath support handrail, bath support chair
- Safety bars
- Bed rail
- Hypoallergenic cleaning services
- Step stool
- Braille elevator buttons
- Large key pad phones for visually impaired

4. Service Animal

We welcome people with disabilities and their service animals. Service animals are allowed on all our premises that are open to the public. All staff are trained on how to interact with a guest who uses a Service Animal.

For Reservations: 1-800-236-8399 Pour réserver

180, rue cooper street • ottawa • canada • K2P 2L5 • tel: (613) 236-5000 • fax/télec.: (613) 238-9763

Internet: www.suitedreams.com • E-Mail: sales@suitedreams.com

5. 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.

- When a person with a disability is accompanied by a support person they will not pay an additional charge when staying in the same room.
- In situations where confidential information might be discussed, consent will be obtained from the guest, prior to any conversation where confidential information might be discussed.
- If we are sold out of the accessible rooms, we will try to accommodate our guest with an alternate suite at the same value.

6. Notice of temporary disruption

In the event of any planned or unexpected disruptions to services or facilities for customers with disabilities, we provide:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and in all elevators.
- Verbally notifying guests when they are making reservation
- Contacting guests with reservations during the time of the service disruption
- Direct calls to our guest advising the disruption

This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and description of alternative facilities or services, if available.

7. Training

Training is provided to all employees (as part of their orientation), volunteers and others who deal with the public or other third parties that act on behalf of Cartier Place Suite Hotel and Residences. All training includes:

- An overview of the Accessibility Customer Service Policy
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require assistance of a service animal or a support person
- How to use various types of assistive device
- What questions to ask a guest requesting an accessible room
- What to do if a person with a disability is having difficulty in accessing the Cartier Place Suite Hotel and Residences

Staff will also be trained when changes are made to our policy.

8. Feedback process

Cartier Place Suite Hotel and Residences are happy to welcome all verbal and written feedback. As well, we offer our guests comment cards to let us know how they enjoyed your stay with us upon check out. This provides guests with the opportunity to provide feedback on the services provided to guests with disabilities. Information about the feedback process will be readily available to all guests and notice of the process will be made available by:

- comments and/or concerns that are logged by front desk staff
- face to face with any employee or managers
- email, by mail or by telephone 1-800-236-8399
- comment cards

Our Operations Manager will reply to all mentioned above within 24 hours or as quickly as possible depending on the situation.

All questions or any other concerns can be forwarded to the Operations Manager of the Cartier Place Suite Hotel and Residences.

A copy of the accessible customer service policy and procedures for the Cartier Place Suite Hotel and Residences are available upon request.