

# SENATORS SPORTS & ENTERTAINMENT

## AODA CUSTOMER SERVICE POLICY

### Application

This Policy applies to the following Senators Sports & Entertainment entities:

- Capital Sports & Entertainment Inc. (Ottawa Senators Hockey Club)
- Capital Sports Properties Inc. (Canadian Tire Centre)

The above listed entities will be collectively referred to as “SSE” in this Policy.

### Purpose

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), SSE is committed to excellence in serving our fans and in making our facility, the Canadian Tire Centre, accessible to all persons including those with disabilities.

### Our Commitment

SSE is dedicated to creating fans for life in keeping with our corporate vision and values.

We strive to provide our fans with service that reflects the principles of dignity, independence, integration and equal opportunity. Our commitment is to provide all fans including those with disabilities, with the same opportunity to access, and benefit from, our goods and services.

### Providing Goods and Services to People with Disabilities

SSE is committed to removing barriers to accessibility for all of our fans including those with disabilities.

1. **Communication** – We will communicate with fans with disabilities in ways that take their disability into account. We will train our people on how to interact and communicate with persons with various types of disabilities.
2. **Telephone Services** – We are committed to providing fully accessible telephone service to our fans. We will train our people to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with fans using the relay service or by email if telephone communication is not suitable for their needs or is not available.
3. **Assistive Devices** – SSE welcomes our fans with disabilities to Canadian Tire Centre and allows them to use their own personal assistive devices. Canadian Tire Centre also offers

Assistive Listening Devices and wheelchair escorts. Elevators for access to upper levels of the Canadian Tire Centre are located at Gates 2 and 3 (north and south sides of the building). We will keep these items in good working order and will inform our fans of their availability or any disruption of service. Please note that we do not have wheelchairs that fans may keep for the duration of the event. *Note on Oxygen Tanks: Fans requiring the use of an oxygen tank may bring it with them into the building, however, we ask that they notify our Guest Services team so that we can determine if their current seat is the best accommodation for this assistive device.*

4. **Accessible Seating** – SSE is committed to providing an exceptional experience for all fans and is pleased to offer accessible seating at Canadian Tire Centre. Accessible seats may be purchased through the Ticketmaster channels listed below as well as in person at the Canadian Tire Centre Box Office (10:00 a.m. – 4:00 p.m. Monday through Friday with the exception of statutory holidays; 10:00 a.m. – 4:00 p.m. on Saturdays during the Ottawa Senators hockey season).

**Ticketmaster Channels:**

- In person - Ticketmaster Outlets
- By phone - 1-855-985-4357
- Online - [www.ticketmaster.ca](http://www.ticketmaster.ca)

For most events, a maximum of 4 accessible seats may be purchased to accommodate the accessible needs fan, a support person and/or guest(s). For events where ticket sales are limited to fewer than 4 tickets per person, the same ticket restrictions will apply to the purchase of accessible seating. It is recommended that fans that require accessible seating purchase this type of ticket in advance.

Fans that are in possession of a ticket for a standard seat, but require an accessible seat will need to exchange their ticket prior to the event, subject to availability.

*Season Seat Owners* – Season Seat Owners looking to exchange their standard seat for an accessible seat should contact Ottawa Senators Guest Services at 613-599-0100 during regular business hours. Exchanges will be processed based on ticket availability.

*Gifted directly from a Season Seat Owner* – If a fan is given a ticket for a standard seat from a Season Seat Owner and requires an accessible seat, they should contact Ottawa Senators Guest Services at (613) 599-0100 during regular business hours to confirm availability. If an accessible seat is available, the fan will be asked to contact the Season Seat Owner and have them contact their Account Representative to request and confirm the exchange. This permission/confirmation will be required in writing from the Season Seat Owner.

*Ticketmaster Purchase* – If a fan purchases a ticket for a standard seat through Ticketmaster and requires an accessible seat, they should contact Ticketmaster at 1-855-985-4357 to confirm availability. If an accessible seat is available, the exchange will be processed and the difference between the ticket prices will be refunded or charged.

*Third Party/Unknown* – If a fan purchases a ticket for a standard seat from a third party, or any other method that cannot be traced, and they require an accessible seat, an exchange or refund cannot be offered. These fans should contact Ticketmaster at 1-855-985-4357 to inquire about the availability of an accessible seat to purchase.

At the event, fans who show up and require, but do not hold, a ticket for an accessible seat, should visit our Box Office located just inside Gate 1. Our Guest Services team will work with our Box Office staff to try and find a solution for the fan. Accommodations will be based on availability and cannot be guaranteed.

5. **Accessible Parking** – Parking spaces for fans with disabilities are available on a first-come, first-served basis in Lot 3 at the southeast corner of Canadian Tire Centre. Lot 3 is located within close proximity to Gate 3 which is equipped with elevators for access to the upper levels of the venue. Arrangements can also be made with staff at Gate 3 for wheelchair escorts.

Fans being picked up or dropped off by Wheel-Trans or Para-Transpo services are directed to use the Gate 3 entrance.

6. **Documentation** – Publicly available documents can be provided in an accessible format (e.g. large print, audio, text, email) or with communication support, upon request. SSE will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner at a cost that is no more than the regular cost charged to other persons.

To request documentation in an accessible format or with communication support by phone, please call SSE's Manager, Fan Loyalty at 613-599-0194. Requests can also be made by completing an [AODA – Request for Documentation in Accessible Format form](#).

## **Support Persons**

SSE welcomes fans with disabilities and their support persons to Canadian Tire Centre. All fans entering our facility, including those acting as a support person, are required to hold a valid ticket. Tickets for a support person are subject to standard event pricing.

If a fan and their support person come to an event and have tickets in different sections, our Guest Services team will do their best to relocate them to a location where they can be seated together. The ability to do this will be based on availability and cannot be guaranteed. If they cannot be seated together, we will ensure that our fan can access his/her support person while in our facility.

If a support person does not have a ticket to the event, our Box Office will work with the fan to allow them to purchase a ticket, when available.

## **Service Animals**

SSE welcomes our fans with disabilities and their service animals to Canadian Tire Centre. Service animals may accompany the fan in areas of the facility open to the general public unless otherwise prohibited by law. Fans should ensure that they have the proper documentation that identifies their animal as a certified service animal.

To obtain further information relating to Canadian Tire Centre's service animal and support person policies, please contact [accessibility@ottawasenators.ca](mailto:accessibility@ottawasenators.ca) or SSE's Manager, Fan Loyalty at – 613-599-0194.

## **Notice of Temporary Disruption**

SSE will provide notice to the public when there is a temporary disruption of facilities or services used by our fans with disabilities to access our goods or services. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services that may be available. We will post this notice in reasonable places at Canadian Tire Centre including the Box Office, Guest Services booth (located outside section 201 on the Main Concourse) and, where possible, at the point of disruption. When possible, disruptions that are known in advance will be posted online and/or through Canadian Tire Centre's social media channels (the Canadian Tire Centre Facebook Page ([www.facebook.com/canadiantirecentre](http://www.facebook.com/canadiantirecentre)) or the Canadian Tire Centre Twitter Feed (@CdnTireCtr). These facilities or services include our passenger elevators, family washrooms, accessible stalls in all men's and women's washrooms, wheelchairs and Assistive Listening Devices.

## **Employee Training**

SSE will provide training to all employees and others who interact with our fans, as well as those who are involved in the development of corporate policies, practices and procedures. SSE will also ensure that the staff of all third parties operating within Canadian Tire Centre have received training on serving our fans with disabilities.

Training will cover the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with fans with various types of disabilities.
- How to interact with fans with disabilities that use an assistive device or require the assistance of a service animal or support person.
- The location of our assistive devices and the persons who know how to use them.
- What to do if a fan with a disability is having difficulty accessing our goods or services.
- SSE policies, practices and procedures relating to the customer service standard.
- Those involved in policy development will receive additional training about providing goods or services to the public or third parties.

Each staff member will receive this training as soon as practicable upon joining our team. Ongoing training will be provided with respect to any changes to SSE's policies, practices and procedures.

## **Fan Feedback**

SSE is committed to providing exceptional customer service. We appreciate feedback from our fans and the general public on all issues, especially related to the way we provide goods and services to people with disabilities. Available methods of submitting feedback to SSE are described below. All feedback should be directed to our team in the method most preferred by the individual.

**In person** - During an event, individuals may visit our Guest Services team at the Guest Services booth located outside section 201 on the Main Concourse of Canadian Tire Centre to speak with one of our staff members or to fill out a Comment Card.

**In writing** – Written comments or questions may be mailed or delivered in person during regular business hours to:

Senators Sports & Entertainment

Attention: Manager, Fan Loyalty  
1000 Palladium Drive  
Ottawa, ON K2V 1A5

**By Email** – Written comments or questions may be emailed to our team at the following email address: [accessibility@ottawasenators.com](mailto:accessibility@ottawasenators.com)

**By Telephone** – Individuals may call 613-599-0194 (during regular business hours) to speak with SSE's Manager, Fan Loyalty or 613-599-0128 (during events & Ottawa Senators games only) to speak with a member of our Guest Services team.

**Online** – Written comments or questions may be submitted online by filling out a feedback form located at <http://www.canadiantirecentre.com/contact-us/>.

If comments/questions relate to a specific visit to Canadian Tire Centre, where possible, individuals should include the date of their visit and seating location. If they wish to be contacted about their feedback, individuals should provide their name and contact information. SSE will endeavour to provide timely responses to any feedback where requested.

Any complaints received will be forwarded by SSE's Manager, Fan Loyalty to a member of our management team for investigation and response. SSE will endeavour to provide a timely response to any complaints received.

Accessible formats or communication supports can be provided to assist in the feedback process. To request accessible formats or communication supports by phone, please call SSE's Manager, Fan Loyalty at 613-599-0194. Requests can also be made by completing an [AODA – Request for Documentation in Accessible Format form](#).

### **Questions About This Policy**

Any questions about this policy should be referred to SSE's Manager, Fan Loyalty at the contact information noted above.