



Accessible Customer Service Plan

Lakeridge Links and Whispering Ridge Golf Course

1. Purpose

The purpose of this Accessible Customer Service Plan is to outline our commitment to providing exceptional and inclusive service to all golfers, visitors, and guests—including individuals with visible and invisible disabilities.

2. Our Commitment

At Lakeridge Links and Whispering Ridge Golf Courses, we are committed to providing a welcoming, respectful, and accessible experience for all. We strive to ensure that individuals with disabilities can enjoy the game of golf, our facilities, and services with the same ease as any other customer.

3. Communication

We will communicate respectfully and clearly with individuals with disabilities by:

- Using plain, simple language
- Offering written information in accessible formats upon request (e.g., large print, digital documents)
- Using alternative communication methods when needed (email, text, assistive devices)
- Being patient and open to clarifying information
- Any other form of communication needed will be available upon request of individual

4. Assistive Devices

Guests are welcome to use their own assistive devices, such as mobility scooters, hearing aids, or communication boards. Additionally, we provide or accommodate:

- **Adaptive golf carts** (e.g., para-golfer cart) upon request
- **Tee time booking assistance** via phone, email, or website

If a customer requires assistance with their device or accessing the course, our staff will gladly assist.

5. Support Persons

Individuals with disabilities who are accompanied by a support person are welcome on our course and in our facilities. Support persons are not charged green fees unless they are participating in the round. Where charges do apply will be communicated in advance.

6. Service Animals

Service animals are always welcome in all public areas, including:

- Clubhouse
- Pro Shop
- Outdoor patio
- Golf course track

We ask that:

- The animal remains under the handler's care and control at all times.
- Service animals are clearly identifiable (e.g., vest or harness is helpful, but not required by law).

If a situation arises where a service animal cannot be accommodated due to health or safety risks, we will explore alternative ways to support the guest.

7. Accessible Facilities

We are committed to maintaining physical accessibility across our property, including:

- Designated accessible parking spots
- Barrier-free clubhouse entrance
- Accessible washrooms
- Paved or graded paths where possible
- Golf cart access to designated tees and greens, where permitted under course conditions

8. Notice of Temporary Disruption

If there is a temporary disruption to our accessible features or services (e.g., an adaptive cart is out of service or a path is under repair), we will:

- Post a visible notice at the affected area
- Share the information via our tee time booking service
- Offer alternatives where possible
- Provide an estimated timeline for resolution

9. Staff Training

All staff, including seasonal and part-time employees, receives training on:

- How to interact and communicate with people with various disabilities
- How to provide excellent service in an accessible manner
- What to do if a person is having difficulty accessing services
- Pro Shop staff are trained how to use to ParaGolfer

Training is provided during the hiring process and reviewed.

11. Modifications to This Plan

We are committed to continuous improvement. Any policies or procedures that do not align with the principles of dignity, independence, integration, and equal opportunity will be modified or removed.

This plan will be reviewed and updated as needed to meet changing standards, technology, or customer feedback.