



January 1, 2021

Mario's Bowl Accessibility Policy

Mario's Bowl strives at all times to serve all our customers in a way that respects the dignity and independence of persons with disabilities. We are committed to ensuring that customers with disabilities receive accessible services with the same quality and timeliness as others do.

Our staff will be trained, as appropriate, on policies, practices and procedures that affect how we serve persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Persons with disabilities may bring their service animal to parts of Mario's Bowl that are open to the public. On rare occasions, a manager may determine that a support person is required, or that a service animal cannot enter certain areas of the bowling center or restaurant. In these instances, managers will suggest an appropriate alternative area or bowling lane. In all instances where assistance is required with devices, a support person must be in attendance. Our staff is not trained in the use of assistive devices.

While there is no fee to enter the building, all support persons will not be charged a fee to bowl when a PAL card is presented. No discount will be applied in the restaurant.

All assistive devices such as wheelchairs, walkers and oxygen tanks are allowed. Our wheelchair ramp is located between lane 22 and 23. As water, snow, gravel etc. creates a hazard to all bowlers, no devices will be allowed in the bowling area until they are free of hazards. A cloth will be provided at the front desk. If the customer does not have a support person with them, a member of our staff will ensure their devices are free of all hazards. If support persons are in attendance, they must wear bowling shoes in the bowling area. If these devices are being used in the restaurant, our staff will direct them to the nearest accessible area.

Customers with speech or hearing impairment can communicate in writing if they are in person or can use operator assistance when reaching us by telephone.

Customers with vision impairment or a learning disability can request that an employee read any flyers, brochures or price lists to them.

Any customer with a disability who purchases goods from our restaurant or Pro Shop may request carry-out service to their vehicle if they are unable to carry it themselves. We do not offer delivery.

Any customer wishing to supply any feedback on this or any of our policies is welcome to contact the day Manager in person or by telephone Mon – Fri – 10 am to 4 pm or by emailing bowling@mariosbowl.com .

This policy is available on our website at **www.mariosbowl.com** or by requesting a copy at the front control desk.