



ACCESSIBILITY POLICY FOR MARIO'S BOWL

Providing Goods and Services to People with Disabilities

Mario's Bowl is committed to excellence in serving all customers including people with disabilities. We will work to remove barriers to accessibility and address the needs of those with different disabilities. We will meet our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's disability laws.

Assistive devices

We will ensure that our staff are trained and familiar with the assistive devices we have on-site or that we provide for use by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people 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.

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.

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.

We will notify customers of this through a notice posted on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Mario's Bowl 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 placed at **all windows/entrance of the building.**

Training

Mario's Bowl will provide training to employees, volunteers, and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained: Management, supervisors, front desk and pinching staff, restaurant staff (servers and cooks)

This training will be provided to staff within during their first week of employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard
- Mario's Bowl's plan related to the customer service standard.
- 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 the assistance of a service animal or a support person
- How to use the ball ramp if required for rolling the ball down the lane
- What to do if a person with a disability is having difficulty accessing Mario's Bowl's goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Mario's Bowl provides goods and services to people with disabilities can e-mail us at bowling@mariosbowl.com or speak with a supervisor/manager on duty.

All feedback, including complaints, will be directed to the general manager or manager for resolution.

Customers can expect to hear back within 7 days

Modifications to this or other policies

Any policy of Mario's Bowl that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Jan 1, 2026

Mario's Bowl reserves the right to amend this policy at any time.