



AODA Customer Service Policy

Real Sports Bar & Grill - Toronto

Purpose

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Real Sports Bar & Grill is committed to improving access and opportunities for people with disabilities by identifying, removing, and preventing barriers that might interfere with their ability to make full use of our restaurant.

Our Commitment

Real Sports Bar & Grill is dedicated to exciting all of our guests in keeping with our corporate vision and values.

We endeavour to provide service to our guests in a manner that reflects the principles of dignity, independence, integration and equal opportunity. Our commitment is to provide all guests, including those living with disabilities, the same opportunity to benefit from our goods and services.

Providing Goods and Services to People with Disabilities

Real Sports Bar & Grill is committed to serving all guests, including people with disabilities, by removing barriers that might arise in the course of doing business as follows:

1. **Communication** – We will communicate with guests with disabilities in ways that take their disability into account. We will train our people on how to interact and communicate with people with various types of disabilities.
2. **Telephone Services** – We are committed to providing fully accessible telephone service to our guests. 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 guests using the relay service or by email if telephone communication is not suitable for their needs or is not available.
3. **Accessible Seating** – Real Sports Bar & Grill is committed to providing an exceptional experience for all guests and is pleased to offer accessible seating options. Accessible seating sections are barrier-free and feature removable seating that can accommodate wheelchairs. Reservations can be made by calling 416-815-7325.
4. **Parking** - There are multiple accessible parking spaces available for guests with disabilities. This parking lot is located in Maple Leaf Square. These spots are located close to the elevator leading up to Real Sports.

Service Animals

Real Sports Bar & Grill welcomes our guests with disabilities and their service animals. Service animals may accompany the guest in any areas open to the general public. To ensure the safety of our guests and their service animals, we require that they be seated in an accessible seating section.

Notice of Temporary Service Disruption

Real Sports Bar & Grill will provide notice to the public when there is a temporary disruption of facilities or services usually used by our Guests 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. When possible, we will post this notice in advance on our website.

Employee Training

Real Sports Bar & Grill will provide training to all employees and others who deal with our guests, as well as those who are involved in the development of corporate policies, practices and procedures. Real Sports Bar & Grill will also ensure that the staff of all third parties operating within our venue 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 guests with various types of disabilities.
- How to interact with guests with disabilities that use an assistive device or require the assistance of a service animal or support person.
- What to do if a guest with a disability is having difficulty accessing our goods or services.
- Real Sports Bar & Grill 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.

This training will be provided within each employee's new hire training class. Ongoing training will be provided with respect to any changes to Real Sports Bar & Grill's policies, practices and procedures.

Guest Feedback

Real Sports Bar & Grill is committed to providing exceptional service. We appreciate feedback from our guests on all issues, especially related to the way we provide goods and services to people with disabilities. All feedback should be directed to our management team in the method most preferred by the guest. If they wish to be contacted about their feedback, guests should provide their name and contact information. We strive to respond to all feedback within two business days of receipt. Mail can be sent to:

Real Sports Bar & Grill – Toronto
15 York Street
Toronto, Ontario
M5J 0A3
Phone: 416-815-7325

Questions About This Policy

Any questions about this policy should be referred to our management team at the contact information noted above.