

LANDMARK CINEMAS CANADA
Guest Service Accessibility Policy

Landmark Cinemas is committed to providing exceptional and accessible service to our Guests, including individuals with disabilities. We strive to provide an inclusive and welcoming environment for all Guests wherever possible, and ensure the products and services are provided in a manner that:

- Respects the dignity and independence of all Guests.
- Promotes the principles of integration and equal opportunity wherever possible.
- Considers a person's disability.

Landmark Cinemas is committed to complying with both the respective *Human Rights Code* in the provinces in which we operate in and the *AODA* and *AMA*.

POLICY

[1.1 Communications](#)

Landmark Cinemas' employees are accountable to communicate with our Guests in a manner that takes their disability into consideration.

This includes providing written materials in accessible formats upon request, such as large print or electronic formats. We will work with the person with a disability to determine what method of communication works for them.

[1.2 Assistive Devices](#)

Our guests can use their own personal assistive devices to access our goods and services or request to use one of the devices available at locations that offer the services below.

We offer closed captioning in all our Ontario and Manitoba locations and descriptive video services in certain locations. We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by Guest with disabilities while accessing our goods and services. Guests can visit our website for the list of current movie titles available in accessible formats along with the specific theatre locations that currently have these devices available.

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1.3 Service Animals

We welcome service animals on our premises and will make reasonable efforts to accommodate guests who require the use of service animals.

Service animals are allowed on the parts of our premises that are open to the public. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods or services:

- explain why the animal is excluded.
- discuss with the customer another way of providing goods, services, or facilities.

1.4 Support Persons

We welcome guests with disabilities and their support person. We recognize the Access 2 program offered by Easter Seals Canada and honor the Access 2 card for admission. A fee is charged for admission for a guest with a disability, and we waive the admission fee for one accompanying support person upon presentation of an Access 2 card. If an Access 2 cardholder is accompanied by more than one support person, regular admission fees will apply to the additional support persons. For further information on the Access 2 program, please visit the [Access 2 website](#).

1.5 Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Landmark Cinemas 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 made publicly available in the following ways:

- Notice physically posted at or near the site of the disruption.
- Notice on Landmark Cinemas' website.

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1.6 Maintain Accessibility Features

To ensure barrier-free access to our goods, services, or facilities, we maintain our accessibility features so they can be used as intended.

1.7 Training

We will provide training to all employees on accessible guest service, including the requirements of AODA and AMA. This training will be provided to new staff during orientation and to existing staff on an ongoing basis.

Landmark employees will also be trained when changes are made to our accessible customer service policies. Training records are maintained, inclusive of name and date of completion.

Training will include:

- The purpose of provincial accessibility acts and the requirements of the Customer Service standard.
- Landmark Cinemas policies related to the customer service standard.
- How to interact and communicate with persons with disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person.
- How to use assistive devices made available by Landmark Cinemas to help people with disabilities access products and services.
- What to do if a person with a disability is having difficulty accessing Landmark Cinemas' products and services.

1.7 Feedback Process

Landmark Cinemas welcomes feedback on how we provide accessible guest service. Guest feedback will help us identify barriers and respond to concerns. Guests who wish to provide feedback on the way we provide goods or services to people with disabilities can provide feedback in the following way(s):

Mail: **Landmark Cinemas Canada**
Suite 100, 14505 Bannister Rd SE
Calgary, AB T2X 3J3

Telephone: 1-403-254-3983

Email: accessibility@landmarkcinemas.com

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We will make reasonable efforts to address any concerns or suggestions in a timely and effective manner and will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

This policy, or part thereof, may be amended as is necessary. Any questions can be directed to the Company contact as indicated above.

1.8 Notice of Availability of Documents

Notice of availability will be provided on Landmark Cinemas' website. Landmark Cinemas will provide this document in an accessible format or with communication support, on request. We 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 and, at no additional cost.

To request a document or information in an accessible format or with communication support, please contact us at accessibility@landmarkcinemas.com, or any other form of contact stated in section 1.7.

1.9 Policy Review, Modifications to this or other policies

We will review and update this policy regularly to ensure that it remains in compliance with AODA and AMA legislation and to reflect changes in best practices.

Any policies of Landmark Cinemas that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.