



## Welcoming Clients with Disabilities

Flight Centre Travel Group (Canada) Inc. (the "Company") is committed to excellence in serving all customers including people with disabilities. We strive at all times to provide our services in a way that respects the dignity and independence of people with disabilities.

### **Assistive Devices**

We welcome persons with assistive devices and endeavour to be familiar with the various assistive devices to enable access to our goods and services. Our website development team utilizes various tools to monitor the required updates on our company's primary website: [www.flightcentre.ca](http://www.flightcentre.ca).

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will train our employees who communicate with our customers on how to interact and communicate with persons with various types of disabilities.

### **Telephone Services**

We are committed to providing fully accessible telephone service to our customers. We will train our employees and independent contractors that work with us to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

### **Billing**

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the accessible formats upon request.

### **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.

## Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will post a notice and provide alternative locations and/or phone/email contacts. This notice will include information about the reason for the disruption and its anticipated duration. The notice will be placed on the front page of our website, front window of our locations, and/or mall entrances for our mall locations.

## Training

Our company will provide training to all employees who deal with the public. The training will be provided to staff within approximately two months after hiring. Staff will also be trained when changes are made to this plan.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act* and the requirements of the customer service standard.
- The Flight Centre Travel Group (Canada) Inc. and its affiliates 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.
- What to do if a person with a disability is having difficulty in accessing our businesses or leaving our businesses, even in an emergency.

## Feedback Process

Our company strives to provide exceptional Customer Service, and we value your comments and concerns on areas that can be improved. All feedback, including complaints will be received and responded by the method best suited by the customer, including but not limited to our website, email, phone, fax and mail. Initial inquiry should be directed to our consultant that assisted you and/or to the Team Leader of the location.

Customers who seek to receive further assistance and/or wish to provide feedback on the way our company provides goods and services to people with disabilities can contact our Flight Centre Experience team; or drop off at any of our company's locations. Customers can expect to be contacted in approximately ten (10) business days.

**Email:** customer.experience@flightcentre.ca

**Phone:** 1-866-485-7014

**Mail:** Flight Centre Travel Group (Canada) Inc.  
Customer Experience  
35 McCaul Street, Suite 700  
Toronto, ON  
M5T 1V7

**Modifications to this or other Policies**

Any policy of our company that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**Questions about this Policy**

This policy exists to achieve service excellence to our customers and prospective customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by, or referred to, Flight Centre Customer Experience.

*This policy can be reviewed at any time to ensure it is relevant and appropriate for our workplace.*