

Accessibility

At Toronto Ski Club, we strive to give every member the equal experience of making this club their winter home. We are committed to promoting an inclusive environment by preventing and removing barriers for persons with disabilities and allowing all members equal opportunity to access our clubhouse and programs. For more information on how we achieve this, please view our [AODA 2023 plan](#).

Toronto Ski Club is committed to serving all members in the following areas:

Communication

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

Parking

Toronto Ski Club has several designated accessible parking spaces located outside the clubhouse. To utilize one of these designated parking spaces, you must visibly display a valid government issued Accessible Parking Permit in your vehicle.

Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail if telephone communication is not suitable to their communication needs or is not available.

Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

Feedback

We appreciate any and all feedback on accessibility issues and policies at Toronto Ski Club. For more information, please feel free to contact us so that we may assist you in greater detail.

Telephone: 705 445 1890 extension 210

E-mail: memberservices@torontoskiclub.on.ca

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