

LANDMARK CINEMAS CANADA

Accessibility for Ontarians with Disabilities Act

Guest Service Accessibility Policy

Landmark Cinemas is committed to providing exceptional and accessible service to its guests and shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:

- Products and services are provided in a manner that respects the dignity and independence of all Guests.
- The provision of services to persons with disabilities will be integrated wherever possible.
- Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the products and services provided by and on behalf of Landmark Cinemas.

Availability of Documents

Landmark Cinemas will provide AODA (Accessibility for Ontarians with Disabilities Act) - related and other publicly available documents upon request. We are committed to providing accessible format and communication supports that take into consideration the person's disability. Notice of availability will be provided on Landmark Cinemas' web sites.

If you would like a written copy or alternate format please contact:

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

Telephone: 1-403-254-3983

Fax: 1-403-266-1529

Email: accessibility@landmarkcinemas.com

DELIVERING SERVICE TO OUR GUESTS WITH DISABILITIES

Communications

Landmark Cinemas' employees are accountable to communicate with our guests in a manner that takes their disability into consideration. All of our employees should feel comfortable communicating and serving guests with disabilities. Accessibility training is provided to all Ontario employees and they are encouraged to reach out to their manager to discuss any questions or concerns in this regard.

LANDMARK CINEMAS CANADA
Accessibility for Ontarians with Disabilities Act
Guest Service Accessibility Policy

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 of our Ontario locations and descriptive video services in certain locations. These services will be expanded across our theatres located in Ontario. 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.

Use of Guide Dogs and Service Animals

We welcome individuals with disabilities and their guide dog or other service animals.

If a person with a disability is accompanied by a guide dog or other service animal, Landmark Cinemas ensures that the person is permitted to enter any Landmark Cinemas' facility with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. In the event a service animal is excluded by law, Landmark Cinemas will look at other measures to provide the product or service to the guest. The service animal must be under the care and control of the individual at all times. Any questions or concerns concerning a Guide Dog or other service animal must be discussed with the Manager on duty.

Support Persons

We welcome guests with disabilities and their support person.

If a person with a disability is accompanied by a support person, Landmark Cinemas ensures that both persons are permitted to enter our cinemas. Landmark Cinemas waives the cost of admission for the support person in accordance with the Access 2 program which provides persons with disabilities who require a support person carry a personal Access 2 card with them. The card indicates to the ticket seller that the individual requires the support of an attendant. The card provides free admission for the support person when the person with a disability pays regular admission at all Landmark Cinemas.

LANDMARK CINEMAS CANADA
Accessibility for Ontarians with Disabilities Act
Guest Service Accessibility Policy

Notice of Temporary Disruptions

Landmark Cinemas is required to notify the public in the event of a disruption of facilities or services used by individuals with disabilities.

Disruption notices contain the following:

- Reason for the disruption
- Anticipated duration
- Alternative facilities or services, if any

Landmark Cinemas is required to provide such notice in at least one of the following three methods:

- Notice physically posted at or near the site of the disruption;
- Notice on Landmark Cinemas' website or,
- Notice in local newspaper

Self-Service Kiosks

Landmark Cinemas is committed to working with third party vendors and developers when designing, procuring and acquiring self-serve kiosks.

We are committed to ensuring consideration and discussion regarding the availability of accessibility features and design take place with vendors, suppliers and partners who install third party self-serve kiosks in our theatres and support centres.

Accessibility Training

Every person who deals with members of the public on Landmark Cinemas' behalf or who participates in developing Landmark Cinemas' policies, practices and procedures governing the provision of products and services to the public, receives training regarding the provision of products and services to persons with disabilities.

Accessibility training includes the following topics:

- The purposes of the Accessibility for Ontarians with Disabilities Act and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;

LANDMARK CINEMAS CANADA

Accessibility for Ontarians with Disabilities Act

Guest Service Accessibility Policy

- 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 and/or equipment made available by Landmark Cinemas of Canada to help people with disabilities to access products and services; and
- What to do if a person with a disability is having difficulty accessing Landmark Cinemas' products and services.

Training is provided to individuals according to the duties of each position as soon as practicable after duties have been assigned. Training is provided on an ongoing basis and in connection with any applicable changes as they relate to delivering products or services to individuals with disabilities. Training records are maintained at each location for all employees.

Feedback Process

Landmark Cinemas accepts feedback on the accessibility standards and requirements from the public in a variety of methods including: email, verbally or in written form to:

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

Telephone: 1-403-254-3983

Fax: 1-403-266-1529

Email: accessibility@landmarkcinemas.com

All feedback is reviewed and privacy will be respected at all times. Feedback and complaints will be investigated and follow up provided to the guest as soon as reasonably possible and in a format that is accessible to the individual based on their disabilities.

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