



# CINEPLEX®

Cineplex Entertainment LP

Multi Year Accessibility Plan

Effective as of December 31, 2013



**Table of Contents:**

Introduction	2
The Accessibility for Ontarians with Disabilities Act, 2005	2
Cineplex’s Commitment to Accessibility	3
Customer Service Standard	5
Integrated Accessibility Standards:	
Part I: General	11
Part II: Information and Communication Standard	14
Part III: Employment	16
Appendices:	
Cineplex’s Customer Service Policy	26

## **Introduction**

In accordance with our obligations under the Integrated Accessibility Standards Regulation (O. Reg. 191/11, s. 4 (1)), Cineplex Entertainment LP (“Cineplex”) has prepared this multi-year accessibility plan (the “Multi-Year Plan”), which sets out the deliverables and activities that we will undertake over the next five years to identify, prevent and remove barriers to accessibility. The Multi-Year Plan builds on Cineplex’s previous and ongoing efforts to provide services that are accessible to the widest possible number of patrons and employment opportunities to individuals, regardless of ability.

This Multi-Year Plan was developed by the Cineplex Accessibility Committee, after consultation with various departments, responsible for ensuring that we meet our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”), and will be reviewed annually as part of our committee’s objectives. As part of Cineplex’s ongoing efforts to identify, prevent and remove barriers to accessibility, this Multi-Year Plan is subject to modification and will be reviewed on a regular basis and updated at least every five years, or sooner, if needed, as part of our obligations under the Integrated Accessibility Standards Regulation.

To obtain this document in an alternative format, please contact:

Cineplex Entertainment LP  
Guest Services  
1303 Yonge Street  
Toronto, Ontario M4T 2Y9

1-800-333-0061

[guestservices@cinplex.com](mailto:guestservices@cinplex.com) or [serviceauxinvites@cinplex.com](mailto:serviceauxinvites@cinplex.com)

## **Accessibility for Ontarians with Disabilities Act, 2005**

In 2005, the Government of Ontario passed legislation to ensure that Ontarians have fair and equitable access to services and to improve opportunities for persons with disabilities. The purpose of the AODA is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025. The AODA sets out specific accessibility standards in five areas:

- Customer Service Standard
- Information and Communication
- Employment
- Transportation (not applicable to Cineplex)
- Built Environment

For more information on the AODA please visit:

<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/>

### **Cineplex's Commitment to Accessibility**

Cineplex, and its employees, are committed to improving access and opportunities for all individuals, including our guests and employees with disabilities by identifying and removing barriers that may prevent, inhibit or restrict their access to our products, services and/or employment opportunities. In addition, Cineplex firmly supports the AODA and its goal of achieving accessibility for individuals with disabilities with respect to accessing goods, services, facilities, employment and buildings on or before January 1, 2025.

As a continuation of that long-term dedication, and in an effort to comply with our obligations under the AODA, and other provincial accessibility laws as they are enacted, Cineplex and its employees are expected to incorporate the following basic principles into their daily work:

- Cineplex shall endeavor to provide barrier-free access to the goods and services that we offer to the public;
- Cineplex shall engage with third party vendors and service providers to ensure that their products and/or services are accessible;
- Cineplex will ensure that anyone who interacts with our guests on our behalf (including employees, visitors and/or third party employees) will be familiar with our accessibility policies, practices and procedures and will be trained in how to positively respond to guests who require individualized accommodation due to a disability;
- Cineplex will ensure that employees responsible for establishing employee and guest related policies, practices and procedures are familiar with the AODA and other accessibility related legislation to ensure that all policies, procedures and practices take into account the possible needs of individuals with disabilities;
- Cineplex shall be open to working with our guests or employees to facilitate a solution when a guest or employee encounters a barrier to accessibility;
- Cineplex will treat our guests and employees in a manner that respects their dignity and independence; and
- Cineplex is open to and welcomes suggestions from both our guests and our employees on how we can better improve the accessibility to our facilities, services and work environments.

### **The Cineplex Accessibility Committee**

Since 2005, Cineplex has maintained an active Accessibility Committee which is comprised of senior members of our organization, including but not limited Human Resources, Operations, Guest Services, Customer Strategies, Merchandising, Legal and Communications, as well as other employees and

departments that develop policies and procedures that may affect our employees or impact the delivery of services to consumers. The Cineplex Accessibility Committee is committed to:

- Meeting on a quarterly basis;
- Aiding in the development of policies, practices and procedures that governing the provision of our goods and services to persons with disabilities;
- Aiding in the development of policies, practices and procedures that affect our employees or anyone that applies for a position within Cineplex;
- Ensuring the timely completion of our obligations under the AODA and other similar legislation;
- Reviewing concerns brought to our attention by guests and employees regarding the provisions of our goods and services and/or employment opportunities to persons with disabilities;
- Identifying, preventing and removing barriers to achieve accessibility for individuals with disabilities with respect to accessing our goods, services, facilities, employment opportunities and buildings;
- Assisting all employees in successfully managing accessibility concerns to ensure that we provide goods/services and employment opportunities in a way that respects the dignity and independence of persons with disabilities;
- Keeping Cineplex employees apprised of any changes to the various accessibility related laws and our obligations; and
- Providing ongoing education and assistance to our employees regarding the duty to accommodate, accessibility related issues, the AODA and other accessibility related legislation.

**Customer Services Standard**

3. Establishment of policies, practices and procedures.		Deadline: January 1, 2012 Status: Completed	
AODA Obligations	Activities	Department Responsible	
<p>(1) Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.</p> <p>(2) The provider shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:</p> <ol style="list-style-type: none"> <li>1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.</li> <li>2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.</li> <li>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.</li> </ol> <p>(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider’s goods or services or the availability, if any, of other measures which enable them to do so.</p> <p>(4) When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person’s disability.</p> <p>(5) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person.</p>	<p>The Cineplex Policy regarding the provision of Accessible Goods and Services (the “Policy”) is available at Cineplex.com (<a href="http://www.cineplex.com/Theatres/AccessibilityPolicy">http://www.cineplex.com/Theatres/AccessibilityPolicy</a>) and will be made available in an alternate accessible format, if requested.</p> <p>Guests may use their own personal assistive devices to access Cineplex’s goods and services or borrow one of the devices available at locations that offer the services below.</p> <p>In addition, we proudly offer captioning, descriptive video and assistive listening devices in certain locations. These services will be expanded across our theatre locations and guests may visit <a href="http://cineplex.com/Theatres/CCDS">http://cineplex.com/Theatres/CCDS</a> for listings of the current movie titles available in the accessible formats stated herein.</p>	<p>Accessibility Committee</p>	

4. Use of service animals and support persons.	Deadline: January 1, 2012 Status: Completed	
AODA Obligations	Activities	Department Responsible
<p>(1) This section applies if goods or services are provided to members of the public or other third parties at premises owned or operated by the provider of the goods or services and if the public or third parties have access to the premises.</p> <p>(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.</p> <p>(3) If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.</p> <p>(4) If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p> <p>(5) The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.</p> <p>(6) If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the provider of goods or services shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.</p> <p>(7) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.</p>	<p>As set out in the Policy, Cineplex welcomes guests with disabilities and their support person.</p> <p>All guests, including those acting as a support person, are required to hold a valid admission ticket. Cineplex is proud to be a founding partner of the Access 2 Entertainment program which, provides free admission at Cineplex theatres for support persons accompanying a person with a disability who is an Access 2 Entertainment cardholder. For information on the Access 2 Entertainment program, visit <a href="http://www.access2card.ca/">http://www.access2card.ca/</a></p> <p>Companion seating is also available, allowing the support person to sit next to or in very close proximity to a guest requiring accessible seating.</p> <p>Cineplex welcomes guests with disabilities who are accompanied by guide dogs or service animals on those premises that are open to the public, or those areas open to any third party. If a service animal is excluded by law, we will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from our goods and services.</p>	<p>Operations</p>

<b>5. Notice of temporary disruptions.</b>		
<b>Deadline: January 1, 2012</b>		
<b>Status: Completed/Ongoing</b>		
<b>AODA Obligations</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>(1) If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.</p> <p>(2) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <p>(3) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p> <p>(4) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document that sets out the steps to be taken in connection with a temporary disruption and, upon request, shall give a copy of the document to any person.</p>	<p>Cineplex endeavours to give notice, as soon as reasonably possible, to the public when there is a temporary disruption to our facilities or services. Such notice will include information about the reason for the disruption, its expected duration and a description of alternate facilities or services, if available. The notice will be placed in an obvious location within the theatre or the Cineplex.com website, or by another method that is reasonable under the circumstances.</p>	<p>Operations</p>

<b>6. Training for staff, etc.</b>		
<b>Deadline: January 1, 2012</b>		
<b>Status: Completed/Ongoing</b>		
<b>AODA Obligations</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>(1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:</p> <ol style="list-style-type: none"> <li>1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.</li> <li>2. Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.</li> </ol> <p>(2) The training must include a review of the purposes of the Act and the</p>	<p>Cineplex provides training to its employees, contractors, volunteers and anyone that may interact with our guests on our behalf on:</p> <ul style="list-style-type: none"> <li>• The purpose and requirements of the AODA and the regulations as well as the Policy, including any changes or updates to the Policy or any of the practices and procedures noted herein;</li> <li>• How to interact with guests with various kinds of Disabilities, as well as their service animals, guide dogs and/or support persons; and</li> <li>• How to use, and assist others in using, the assistive devices available at Cineplex.</li> </ul> <p>All required individuals who were employed/hired by Cineplex prior to</p>	<p>Human Resources</p>

<p>requirements of this Regulation and instruction about the following matters:</p> <ol style="list-style-type: none"> <li>1. How to interact and communicate with persons with various types of disability.</li> <li>2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.</li> <li>3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.</li> <li>4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.</li> </ol> <p>(3) The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.</p> <p>(4) Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.</p> <p>(5) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided.</p> <p>(6) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>January 1, 2012 were required to participate in an online training video by the due date. All required individuals hired after January 1, 2012 are required to review the online video within three (3) months of their date of hire. The date, time and individual participating watching the online video is documented electronically at the time the training is taken.</p> <p>In addition to the training video, ongoing training and support is provided.</p>	
--	--	--

<p><b>7. Feedback process for providers of goods or services.</b></p>	<p><b>Deadline: January 1, 2012</b> <b>Status: Completed</b></p>	
<p><b>AODA Obligations</b></p>	<p><b>Activities</b></p>	<p><b>Department Responsible</b></p>
<p>(1) Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make</p>	<p>Customers may submit and receive feedback by email, verbally or in writing to:</p>	<p>Guest Services/Operations</p>

<p>information about the process readily available to the public.</p> <p>(2) The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.</p> <p>(3) The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.</p> <p>(4) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person.</p>	<p>Cineplex Entertainment LP  Guest Services  1303 Yonge Street  Toronto, Ontario M4T 2Y9</p> <p>1-800-333-0061</p> <p><a href="mailto:guestservices@cinplex.com">guestservices@cinplex.com</a> or  <a href="mailto:serviceauxinvites@cinplex.com">serviceauxinvites@cinplex.com</a></p> <p>Or in person at any one of our theatres.</p> <p>If any of the above methods of communication are not suitable, individuals may request another method. Privacy will be respected at all times and Cineplex will review all feedback in order to improve its customer service.</p>	
--	---	--

<b>8. Notice of availability of documents.</b> <b>Deadline: January 1, 2012</b> <b>Status: Completed</b>		
<b>AODA Obligations</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>(1) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.</p> <p>(2) The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>	<p>The Policy is available on the Cineplex website at <a href="http://www.cineplex.com/Theatres/AccessibilityPolicy">http://www.cineplex.com/Theatres/AccessibilityPolicy</a> and may be obtained at any Cineplex theatre or by contacting our Guest Services department.</p>	<p>Operations</p>

9. Format of documents.	Deadline: January 1, 2012 Status: Completed	
AODA Obligations	Activities	Department Responsible
<p>(1) If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.</p> <p>(2) The provider of goods or services and the person with a disability may agree upon the format to be used for the document or information.</p>	<p>Cineplex is committed to providing documents and information available to the public in an accessible format which takes the person's disability into account. We will consult with the person with a disability and agree on a suitable format.</p>	<p>Guest Services</p>

## Integrated Standard

The Integrated Standard sets out obligations under Information and Communication, Employment and Transportation standards. The Transportation Standard does not apply to Cineplex.

<b>Part I General</b>			
<b>3. Establishment of accessibility policies.</b>		<b>Deadline: January 1, 2014 Status: Completed</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.</p> <p>(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.</p> <p>(3) Large organizations shall,</p> <p style="margin-left: 20px;">(a) prepare one or more written documents describing its policies; and</p> <p style="margin-left: 20px;">(b) make the documents publicly available, and shall provide them in an accessible format upon request.</p>	<p>Cineplex will develop a written policy concerning its commitment to accessibility and it will ensure that it meets its requirements under the AODA.</p> <p>Cineplex will make such policy available to the public and shall provide such policy in an accessible format upon request.</p>	<p>Cineplex is committed to ensuring that it meets its requirements under the AODA. Our policy regarding such commitment is publically available and shall be provided in an accessible format upon request.</p>	<p>Accessibility Committee</p>

<b>4. Accessibility plans.</b>		<b>Deadline: January 1, 2014 Status: Completed</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>(1) Large organizations shall,</p> <p style="margin-left: 20px;">(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this</p>	<p>Cineplex will establish, implement and maintain a multi-year accessibility plan to identify, remove and prevent barriers to accommodation and to ensure that we meet our obligations under the Integrated Standard well in advance of the deadlines posed under</p>	<p>Cineplex has developed a multi-year accessibility plan which is posted on our website at <a href="http://www.cineplex.com/Theatres/AccessibilityPolicy">http://www.cineplex.com/Theatres/AccessibilityPolicy</a>. We shall review and update the plan on an</p>	<p>Accessibility Committee</p>

<p>Regulation;</p> <p>(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(c) review and update the accessibility plan at least once every five years.</p>	<p>the Regulation.</p>	<p>ongoing basis and update it annually, if changes are made..</p>	
--	------------------------	--	--

6. Self-service kiosks.		Deadline: January 1, 2014 Status: Completed	
AODA Obligations	Deliverables	Activities	Department Responsible
<p>(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>	<p>Ensure that accessible features are built into any new or renovated self-serve kiosk.</p>	<p>The Cineplex Accessibility Committee has provided guidance to departments who are responsible for procuring or acquiring self-serve kiosks on the requirements to provide accessible features in such kiosks.</p> <p>Cineplex shall have regard for the accessibility for persons with disabilities when providing direction to and work with third party vendors and developers when designing, procuring and acquiring self-serve kiosks.</p> <p>Cineplex shall engage in discussions about the availability of accessible features with vendors and suppliers who install third party self-serve kiosks in our establishments.</p>	<p>Primary department: Purchasing Department</p> <p>Secondary departments: IT, Merchandising and any other department responsible for procuring or acquiring self-serve kiosks.</p>

7. Training.		Deadline: January 1, 2015 Status: In progress	
AODA Obligations	Deliverables	Activities	Department Responsible
<p>(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p> <p>(2) The training on the requirements of the accessibility standards and on the <i>Human Rights Code</i> referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.</p> <p>(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>(4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.</p> <p>(5) Large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>Training will be provided to all employees and volunteers and anyone involved in the development of our policies and procedures.</p> <p>Training will be delivered as soon as practicable and will be appropriate to the duties and responsibilities of the individuals receiving such training.</p> <p>Training for new employees and volunteers will happen</p> <p>Training will be provided on an ongoing basis to all employees and volunteers and anyone involved in the development of our policies and procedures.</p> <p>A record of training dates and attendees will be kept.</p>	<p>Develop appropriate training resources to ensure compliance.</p> <p>Deliver such training throughout the year to ensure compliance by the end of 2014.</p> <p>Training for existing employees and volunteers will be delivered through 2014 to ensure compliance by January 1, 2015.</p> <p>Training for new employees and volunteers will be done no later than three months from the date of hire/recruitment.</p> <p>Document and record training sessions and attendance.</p>	<p>Primary department: Accessibility Committee</p> <p>Secondary departments: Human Resources and Operations Department.</p>

**Part II  
Information and Communication**

<b>1. Feedback.</b>		<b>Deadline: January 1, 2015 Status: In progress</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>All methods of providing feedback will be accessible to persons with a disability. The public will be made aware that the ability to provide and respond to feedback will be available in an accessible format upon request.</p>	<p>Cineplex will develop mechanisms and procedures to ensure that persons with a disability have the ability to provide and respond to feedback in an accessible format, taking his/her disability into account.</p> <p>Cineplex will notify the public of the available mechanisms to providing and responding to feedback in an accessible format.</p>	<p>Guest Services/Operations</p>

<b>12. Accessible formats and communication supports.</b>		<b>Deadline: January 1, 2016 Status: In progress</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p style="padding-left: 20px;">(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p style="padding-left: 20px;">(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and</p>	<p>Upon request, Cineplex shall provide accessible formats and communication supports in a timely manner, taking the individuals accessibility needs into account and at cost that is no greater than the regular cost charged to another person requesting the same information.</p> <p>Cineplex shall consult with the individual making the request for accessible formats to ensure that the format is suitable for his/her needs.</p> <p>We shall advise the public that information will be provided in an accessible format upon request, taking the above into account.</p>	<p>Cineplex shall ensure that we have the necessary resources to be able to provide accessible formats and communication supports.</p> <p>Cineplex shall work with the individual making the request to ensure that the information requested is provided in a format that meets the needs of the person making the request.</p> <p>Cineplex shall ensure that we communicate our ability to provide information in accessible format upon request in our</p>	<p>Guest Services</p>

communication supports.		<p>Customer Services Policy and on our website.</p> <p>Cineplex shall provide information and guidance to our employees and anyone that interacts with the public on our behalf on obtaining information in accessible formats, including but not limited to types of accessible formats that we are able to provide, if requested.</p> <p>We shall ensure that our employees and anyone that interacts with the public on our behalf has the necessary resources to request and obtain information in an accessible format.</p>	
-------------------------	--	--	--

<b>14. Accessible websites and web content.</b>		<b>Deadlines: January 1, 2014 and January 1, 2021 Status: In Progress</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section:</p> <ol style="list-style-type: none"> <li>1. By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</li> <li>2. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than,               <ol style="list-style-type: none"> <li>i. success criteria 1.2.4 Captions (Live),</li> </ol> </li> </ol>	<p>Except where meeting the requirements is not practicable, all new websites and web content published after January 1, 2012 will conform to WCAG 2.0 Level A by January 1, 2014 and Level AA (with the exception of live captions and pre-recorded audio descriptions) by January 1, 2021.</p>	<p>Cineplex is working with an accessible website design consultant to ensure that our websites are accessible to the levels set out in the Standard and by the deadlines.</p> <p>Cineplex shall ensure that once our websites are in compliance with the Standard, accessible features and functionality are provided to the levels set out in the Standard on an ongoing basis, including any modifications to our websites.</p>	<p>Customer Strategies and IT</p>

<p>and</p> <p>ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).</p> <p>5) Except where meeting the requirement is not practicable, this section applies,</p> <p>(a) to websites and web content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product; and</p> <p>(b) to web content published on a website after January 1, 2012.</p> <p>(6) In determining whether meeting the requirements of this section is not practicable, organizations referenced in subsections (1) and (2) may consider, among other things,</p> <p>(a) the availability of commercial software or tools or both; and</p> <p>(b) significant impact on an implementation timeline that is planned or initiated before January 1, 2012.</p>		<p>Cineplex shall engage in discussions with third party vendors who provide web content and web-based applications about providing accessible content and functionality, and where technologically possible, request that such third party vendors provide their content with accessible features.</p>	
---	--	---	--

<b>Part III Employment</b>			
<b>22. Recruitment, general.</b>		<b>Deadline: January 1, 2016 Status: In Progress</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<p>Cineplex shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.</p>	<p>A general statement about the availability of accommodation during the recruitment process for applicants with a disability will be posted on our website and will accompany job posting notifications.</p> <p>Cineplex shall include a statement about the availability</p>	<p>Human Resources</p>

		<p>of accommodation for applicants in all external job postings administered directly by Cineplex.</p> <p>Cineplex shall ensure that all job search firms and consultants directly contracted with Cineplex include a statement about the availability of accommodation for applicants and where applicable, Cineplex shall provide appropriate training and guidance to ensure recruiters understand the policy.</p> <p>Cineplex will notify our employees that applicants with a disability may request accommodation during the recruitment process.</p>	
--	--	---	--

23. Recruitment, assessment or selection process.		Deadline: January 1, 2016 Status: In Progress	
AODA Obligations	Deliverables	Activities	Department Responsible
<p>(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	<p>Applicants that are selected for an interview or asked to participate in the selection process will be advised that they may request accommodation during any stage of the application process and/or may request information provided to any applicant in an accessible format.</p> <p>If accommodation is requested by an application, we shall consult with the applicant to provide or arrange for suitable accommodation in a manner that takes the accessibility needs of the applicant into account.</p>	<p>All employees involved in the recruitment process will be advised that they must notify all applicants who are selected for an interview that they may request accommodation during any stage of the interview process and/or information to be provided in an accessible format.</p> <p>Scripts outlining the above will be drafted and provided to employees and any third party recruitment companies who are</p>	Human Resources

		involved in the recruitment process for verbal or written delivery to all applicants.  Guidance will be provided to all individuals who are involved in the recruitment process on how to make suitable arrangements for the accommodation of applicants selected for an interview.	
--	--	---	--

<b>24. Notice to successful applicants.</b>		<b>Deadline: January 1, 2016 Status: In Progress</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Cineplex shall, as part of its employment offer, notify successful applicants of our policies for accommodating persons with a disability.	Such information shall contain at a minimum, our policies for accommodating employees with a disability; our commitment to providing suitable accommodation to all employees with a disability, taking the employees needs into account; and an employee's right to request a personal emergency evacuation plan.  Such information may be communicated to employees verbally, in writing or by providing a website link to the information in the offer letter.	Human Resources

25. Informing employees of supports.		Deadline: January 1, 2016 Status: In Progress	
AODA Obligations	Deliverables	Activities	Department Responsible
<p>(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>Cineplex shall inform its employees of any policy developed to support employees with a disability as well as any changes to such policies. Such policies shall include, but are not limited to job related accommodations that take into account an employee's accessibility needs due to a disability.</p> <p>Cineplex shall provide such information and policies to new employees as soon as practicable after they begin their employment.</p>	<p>All policies and procedures relating to the provision of job accommodation will be available on the Cineplex Intranet and may be requested from Human Resources or the theatre General Manager. Such policies and procedures will be available to employees in an accessible format, upon request.</p> <p>Cineplex will ensure that new employees are made aware of such policies and procedures and how to obtain them, as soon as practicable after they begin their employment.</p> <p>Employees will be notified about any changes to such policies by way of an employee communication, or any other method reasonably necessary to ensure that all employees are informed in a timely manner.</p>	Human Resources

26. Accessible formats and communication supports for employees.		Deadline: January 1, 2016 Status: In Progress	
AODA Obligations	Deliverables	Activities	Department Responsible
<p>(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p>	<p>Cineplex will consult with an employee with a disability, and up on request, to provide or arrange for the provision of information needed by the employee to perform his/her job and/or that is generally available to employees in the workplace in a suitable</p>	<p>Cineplex will ensure that its employees are aware that they may make requests to obtain information needed to do his/her job and/or that is generally available to employees in a</p>	Human Resources

<p>(a) information that is needed in order to perform the employee’s job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>accessible format.</p>	<p>suitable accessible format.</p> <p>Cineplex will work with its employees to ensure that the information it provides or is needed by an employee to do his/her job is available in a timely manner and in a format that takes the employee’s accessibility needs into account.</p>	
---	---------------------------	--	--

<b>27. Workplace emergency response information.</b>		<b>Deadline: January 1, 2012 Status: Completed &amp; Ongoing</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee’s overall accommodations needs or plans are reviewed; and</p>	<p>When Cineplex is aware of an employee’s disability and where an individualized workplace emergency response would be required, Cineplex shall consult with the employee in providing an individualized workplace emergency response.</p> <p>Cineplex will provide the employee’s individualized workplace emergency response information to a designated person who shall be responsible for providing the employee with assistance, provided that the employee has provided his/her consent to do so.</p> <p>An employee’s individualized workplace emergency response information shall be provide to the employee as soon as practicable after Cineplex becomes aware of the need for accommodation due to the employee’s disability.</p> <p>Cineplex shall review the individualized workplace emergency response information when an employee moved to a different</p>	<p>Cineplex has communicated to its employees that we are committed to providing accommodation to our employees with disabilities to ensure that they are able to exit their work environment safely and quickly, including but not limited to, modification of the work environment by removing obstacles that may prevent the employee from evacuating his/her work environment safely and quickly and providing individualized workplace emergency response information.</p> <p>Cineplex has consulted with any employee with a disability who has requested such information and/or accommodation to ensure that in the event of an emergency, our employees are able to exit their work environment safely and quickly.</p>	<p>Human Resources</p>

<p>(c) when the employer reviews its general emergency response policies.</p>	<p>location within the company; when the employee's overall accommodation needs/plans are reviewed when Cineplex reviews its general emergency response policy.</p>	<p>Cineplex has prepared a list of employees who have disclosed a disability and who have requested individualized workplace emergency response assistance and those that have consented to the release of such information. Cineplex will review and revise the list at least annually. In addition, Cineplex will review and revise an employee's individualized workplace emergency assistance plan when the employee moves to a different location within our organization; when the employees overall accommodation needs/plans are reviewed and when we review our general emergency response policies.</p>	
---	---	---	--

<b>28. Documented individual accommodation plans.</b>		<b>Deadline: January 1, 2016 Status: In Progress</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the</li> </ol>	<p>Cineplex shall develop a written process for documenting individual accommodation plans for employees with disabilities, which shall include the following elements:</p> <ol style="list-style-type: none"> <li>(a) The way in which an employee can participate in the development of his/her plan;</li> <li>(b) The way in which the employee will be assessed;</li> <li>(c) The way in which Cineplex may, at its</li> </ol>	<p>Cineplex will develop procedures for the development of individual accommodation plans for employees with disabilities.</p> <p>Cineplex will provide assistance to its managers on the development of such accommodation plans as well as a template for individuals to use</p>	<p>Human Resources</p>

<p>development of the individual accommodation plan.</p> <ol style="list-style-type: none"> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ol> <p>(3) Individual accommodation plans shall,</p> <ol style="list-style-type: none"> <li>(a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</li> <li>(b) if required, include individualized workplace emergency response information, as described</li> </ol>	<p>sole cost, request outside medical evaluation in determining whether accommodation can be achieved, and if so, how;</p> <ol style="list-style-type: none"> <li>(d) The way in which Cineplex can request a participation of a union representative or other representative from the workplace (if non-unionized) in the development of the accommodation plan;</li> <li>(e) The steps which Cineplex will take to protect the privacy of the employee's personal information;</li> <li>(f) The frequency in which the plan will be reviewed and update and the manner in which it will be done;</li> <li>(g) If Cineplex denies the individual accommodation plan, the way I which such denial will be communicated to the employee;</li> <li>(h) The format in which the individual accommodation plan will be provided to the employee, taking his/her accessibility needs into account.</li> </ol> <p>An employee's individual accommodation plan will contain, if requested, information regarding</p>	<p>when developing an accommodation plan. Such template will incorporate (a) through (h) in the deliverables.</p>	
---	---	---	--

in section 27; and (c) identify any other accommodation that is to be provided.			
--	--	--	--

<b>29. Return to work process.</b>		<b>Deadline: January 1, 2016 Status: In Progress</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p> <p>(2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p>	<p>Cineplex shall develop a return to work process for any employee who has been absent due to a disability and requires disability related accommodation in order to return to work.</p> <p>The process shall outline the steps Cineplex will take to facilitate the employee's return to work</p> <p>Cineplex shall document the return to work process for each such individual by using the documented individual accommodation plan set out in section 28 above.</p>	<p>The return to work process will be available to all employees.</p> <p>The return to work process will outline all steps Cineplex will take to facilitate an employee's return to work and shall incorporate the documented individual accommodation plan set out in section 28 above.</p> <p>Cineplex will provide its managers with assistance in facilitating an employee's return to work, in accordance with the return to work process.</p>	Human Resources

<b>30. Performance management.</b>		<b>Deadline: January 1, 2016 Status: In Progress</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of	Cineplex shall ensure that the performance management process takes into account the accessibility needs of an employee with disabilities, as well as his/her individual accommodation plan.	Cineplex will adjust its performance appraisal forms to ensure that the process takes into accounts the accessibility needs of its employees with	Human Resources

<p>employees with disabilities.</p> <p>(2) In this section, “performance management” means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.</p>		<p>disabilities.</p> <p>In the event that it is not possible to adjust the performance appraisal forms (such that the forms are generated by a third party service provider or an online performance management process), Cineplex will consult with the employee to provide a performance management process that takes his/her needs into account.</p>	
--	--	--	--

31. Career development and advancement.		Deadline: January 1, 2016 Status: In Progress	
AODA Obligations	Deliverables	Activities	Department Responsible
<p>(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p> <p>(2) In this section, “career development and advancement” includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.</p>	<p>Cineplex shall take the accessibility needs of its employees with disabilities into account, as well as individual accommodation plans, when providing career development and advancement.</p>	<p>Cineplex shall take the accessibility needs of its employees with disabilities into account when providing career development and advancement.</p>	<p>Human Resources</p>

<b>32. Redeployment.</b>		<b>Deadline: January 1, 2016</b>	
		<b>Status: In Progress</b>	
<b>AODA Obligations</b>	<b>Deliverables</b>	<b>Activities</b>	<b>Department Responsible</b>
<p>(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p> <p>(2) In this section,  “redeployment” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.</p>	<p>In the event that Cineplex uses redeployment, it shall take the accessibility needs of employees with disabilities into account, as well as individual accommodation plans, when redeploying employees with a disability.</p>	<p>In the event that Cineplex used redeployment, the accessibility needs of its employees with disabilities will be taken into account.</p>	<p>Human Resource</p>



**ACCESSIBILITY AT CINEPLEX: Policy regarding the provision of  
Accessible Goods and Services (the "Policy")**

Cineplex Entertainment LP ("Cineplex") is firmly committed to improving access and opportunities for all our guests including those with disabilities by removing barriers that may prevent, inhibit or restrict their movie-going experience at our theatres or the use of our website located at [www.cineplex.com](http://www.cineplex.com).

This Policy outlines our practices and procedures in relation to the provision of goods and services to people with disabilities. This Policy, and any modification hereof, are intended to respect and promote the dignity, independence, integration and equal opportunity for people with disabilities.

Cineplex will integrate such policies and procedures in its standard practices, except where an alternative measure is necessary in order to enable a person with a disability to obtain, use or benefit from our goods and services. In that regard, we encourage and welcome open communication with our guests to ensure that our goods and services are accessible.

This Policy is applicable to all Cineplex employees, contractors, volunteers and anyone that may interact with our guests on our behalf (including those of all of Cineplex's subsidiaries) in the provision of our goods and services.

This Policy is available on the Cineplex website and in various accessible formats. If you would like to receive a copy of the Policy in an alternate format or a paper copy, please contact:

Cineplex Entertainment LP  
Guest Services  
1303 Yonge Street  
Toronto, Ontario M4T 2Y9  
1-800-333-0061  
[guestservices@cinplex.com](mailto:guestservices@cinplex.com) or [serviceauxinvites@cinplex.com](mailto:serviceauxinvites@cinplex.com)

**DEFINITIONS**

"**Assistive Device**" is a technical aid, communication device or medical aid that is used to increase, maintain, or improve the functional abilities of people with disabilities, in seeing, hearing, speaking, mobility, walking, breathing, performing manual tasks, learning, working or self-care.

"**Disability**" includes physical, mental, learning or developmental disabilities, dysfunctions or disorders.

"**Guide Dog**" means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the *Blind Persons' Rights Act, 1990* (Ontario).

"**Service Animal**" means an animal that is a service animal for a person with a disability:

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

"**Support Person**" is a person who accompanies another person with a Disability in order to help with communication, mobility, personal care, medical needs or with access to goods or services.

## **TRAINING**

Cineplex will provide training to employees, contractors, volunteers and anyone that may interact with our guests on our behalf on:

- The purpose and requirements of the Policy, including any changes or updates to the Policy or any of the practices and procedures noted herein;
- How to interact with customers with various kinds of Disabilities, as well as their Service Animals, Guide Dogs and/or Support Persons; and
- How to use, and assist others in using, the Assistive Devices described below.

## **PROVIDING SERVICE TO PEOPLE WITH DISABILITIES**

### **COMMUNICATION:**

All Cineplex employees are to communicate with our guests in a way that takes their Disability into account.

### **ASSISTIVE DEVICES:**

Guests may use their own personal Assistive Devices to access Cineplex's goods and services or borrow one of the devices available at locations that offer the services below.

We proudly offer captioning, descriptive video and assistive listening devices in certain locations. These services will be expanded across our theatre locations and guests may visit <http://cineplex.com/Theatres/CCDS> for listings of the current movie titles available in the accessible formats stated herein.

### **SUPPORT PERSONS:**

Cineplex welcomes our guests with Disabilities and their Support Person. All guests, including those acting as a Support Person, are required to hold a valid admission ticket. Admission tickets for a Support Person are subject to standard ticket pricing. In order to assist guests who require a Support Person, Cineplex is proud to be a founding partner of the Access 2 Entertainment program which, among other benefits, provides free admission at Cineplex theatres for Support Persons accompanying a person with a Disability who is an Access 2 Entertainment cardholder.

Any persons with a Disability who require a Support Person when attending a movie theatre are eligible for the Access 2 Entertainment card if they meet certain minimal criteria. For information about the program, guests may go to the Access 2 Entertainment website located at <http://www.access2card.ca/>.

Companion seating is also available, allowing the Support Person to sit next to or in very close proximity to a guest requiring accessible seating.

## **USE OF GUIDE DOGS AND SERVICE ANIMALS**

Cineplex welcomes guests with Disabilities who are accompanied by Guide Dogs or Service Animals on those premises that are open to the public, or those areas open to any third party. Service Animals are permitted provided that the animal is not otherwise excluded by law. If a Service Animal is excluded by law, we will ensure that alternate means are available to enable the person with a Disability to obtain, use or benefit from our goods and services.

If it is not readily apparent that the animal is a Service Animal, Cineplex may ask for a letter from a physician or nurse confirming that the guest requires the animal for reasons relating to his or her disability. Cineplex may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized Guide Dog or Service Animal training school.

## **FEEDBACK PROCESS**

Customers may provide comments regarding Cineplex's implementation of this Policy by email, verbally or in writing to:

Cineplex Entertainment LP  
Guest Services  
1303 Yonge Street  
Toronto, Ontario M4T 2Y9  
1-800-333-0061  
[guestservices@cinplex.com](mailto:guestservices@cinplex.com) or [serviceauxinvites@cinplex.com](mailto:serviceauxinvites@cinplex.com)

If any of the above methods of communication are not suitable, guests may request another method. Privacy will be respected at all times and Cineplex will review all feedback in order to improve its customer service.

Cineplex Guest Services will confirm our receipt of such feedback and will provide a response as soon as reasonably possible. We will endeavour to provide such a response in a manner that it is accessible to the complainant.

## **NOTICE OF TEMPORARY DISRUPTION**

Cineplex endeavours to give notice, as soon as reasonably possible, to the public when there is a temporary disruption to our facilities or services. Such notice will include information about the reason for the disruption, its expected duration and a description of alternate facilities or services, if available. The notice will be placed in an obvious location within the theatre or the Cineplex website, or by another method that is reasonable under the circumstances.

## **MODIFICATIONS TO/QUESTIONS ABOUT THIS POLICY**

This Policy, or part thereof, may be modified from time to time. Any questions regarding this Policy should be directed to the contact information noted above.

December, 2011 (Updated December, 2013)