



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

Merlin Entertainments Group (the “Company”) is committed to providing a barrier-free environment for our customers, and to providing our goods and services in a manner that respects the dignity and independence of people with disabilities. The objective of this policy is to ensure that the Company is compliant with the customer service requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”).

Application

This policy applies to all LEGOLAND® Discovery Centre Toronto employees including all persons who interact with the public, other organizations or third parties on behalf of the Company. This includes employees, volunteers, agents, contractors and third parties (hereafter referred to as “personnel”).

Principles

The Company will ensure that this policy and any related practices or procedures are consistent with the following core principles:

- (i) **Dignity:** people with disabilities should be treated as valued customers who are as deserving of effective and full service as other customers.
- (ii) **Independence:** goods and services must be provided without the control or influence of others, and the freedom of people with disabilities to make their own decisions must be respected.
- (iii) **Integration:** people with disabilities must be able to benefit from services or products in the same place and the same or similar manner as other customers, whenever possible.
- (iv) **Equality of Opportunity:** people with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from goods and services.



Providing Goods and Services to Persons with Disabilities

The Company is committed to excellence in serving all of its customers, including those with disabilities, and will do so in the following ways:

Communication:

We will communicate with people with disabilities in ways that take into account their disability. Personnel will be trained on how to utilize the methods of communication, and on how they can best interact and communicate with people with various types of disabilities.

Assistive Devices:

Personnel will be trained and familiar with various assistive devices that may be used by our customers with disabilities while accessing our goods and services. We will also ensure that personnel are trained and familiar with the assistive devices that are available on our premises for our customers.

The attraction is fully wheelchair accessible and we also offer a special chariot in our Kingdom Quest Ride that makes the transfer from a wheelchair to the chariot accessible. Signs are available in the areas where there might be risks or possible danger to people with disabilities. i.e. the 4D movie theater uses strobe lighting, loud sounds...

Use of Service Animals or Support Persons

People with disabilities who are accompanied by a service animal are welcome on the parts of our premises that are open to the public and other third parties, unless the service animal is otherwise excluded by law. If a service animal is excluded, we will explain to the customer why exclusion is necessary, and explore alternative measures of accommodation. If it is not readily apparent that the animal is a service animal, we may ask the person with a disability for documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

People with disabilities that require a support person are allowed to enter our premises, and at no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. In certain cases, our organization might require a person with a disability to be accompanied by a support person for health or safety reasons.



In such cases we will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

In such a situation, we will waive the admission fee or fare for the support person, if one exists.

We will ensure that personnel are trained to be able to appropriately interact with people with disabilities that are accompanied by service animals or support persons.

Notice of Temporary Disruption

We will notify our customers if there is a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will be posted at the entrance of the applicable premises and on the Attractions website.

The notice will include the following information:

- the facility or service that is unavailable;
- the reason for the disruption;
- the anticipated duration of the disruption; and
- alternative facilities or services, if available.

Feedback Process

We welcome feedback from the public regarding this policy and its implementation. We ensure our feedback process is accessible by providing or arranging for accessible formats and communication supports, on request. Feedback regarding the way the Company provides goods and services to people with disabilities can be made:

- In person or by mail to:
LEGOLAND® Discovery Centre,
1 Bass Pro Mills Drive, Vaughan Mills,
ON L4K 5W4. Canada.
- By telephone at 905 761 7066.
- In writing to LEGOLAND® Discovery Centre, 1 Bass Pro Mills Drive, Vaughan Mills, ON L4K 5W4. Canada.
- By email to info@merlinentertainments.biz



All feedback will be directed to the General Manager, and those providing feedback can expect to receive a response within 14 business days.

Training and Record Keeping

We will ensure that all employees including, all those who are involved in the development of the Company's policies, practices and procedures, are trained. We will train all members of our organization on accessible customer service and how to interact with people with different disabilities.

The training will be provided as part of the on-boarding process, on commencement of new or additional duties that require training, and on an ongoing basis when changes are made to the applicable policy, practices or procedures. Training will include the following:

- a review of the purpose of the AODA and the requirements of the Customer Standard;
- a review of this policy;
- annual risk assessment
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with a disability who use an assistive device or require the assistance of a service animal or support person.
- how to use assistive devices provided by the Company; and
- how to assist a person with a disability that is experiencing difficulty accessing the Company's premises, goods or services.

The Company will ensure that accurate and up-to-date training records are kept. These records shall include the dates of the training, and the number of individuals to whom the training was provided.

Documentation

We will prepare one or more documents that will describe the policies, practices and procedures regarding accessible customer service, with particular reference to:

- (i) the use of personal assistive devices, as well as those provided by the Company;
- (ii) entry of service animals and support persons;
- (iii) the steps that will be taken in connection with a temporary disruption to facilities or services used by people with disabilities;



- (iv) provision of accessible customer service training; and (v) receiving and responding to feedback regarding the provision of goods and services to people with disabilities.

We will make this documentation available to members of the public upon request, and in a format that takes into account a person's disability, if applicable. Notification of the availability of this documentation will be posted on our website.

Modifications

We are committed to developing customer service policies that respect and promotes the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Company that does not respect and promote the dignity of people with disabilities will be modified or terminated.

Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Questions/Clarification

This policy exists to achieve service excellence to customers with disabilities. Any questions regarding this policy, or its associated practices or procedures, should be directed to the General Manager.

Sign: *Rene Gurtner*

Date: December 2024