

Customers with Disabilities Policy

Policy

Wildwood Golf & RV Resort takes pride in welcoming customers with disabilities; we are committed to providing a safe, convenient, and dignified experience for our customers with disabilities.

Access and Facilities

Our facilities are wheelchair assessable and service animals are permitted to enter all facilities.

Assisting Customers with Disabilities

Customers with disabilities who experience difficulty hooking up their RV's, pulling their RV onto a site can request assistance at time of reservation or registration. If available we have golf cart rentals please request at time of reservation or registration. There is a fee for daily, weekly, monthly rentals.

Motorized Wheelchairs

Customers with disabilities who use a manual, motorized wheelchair/scooter, or any other mobility-assisting device are asked to use caution as they navigate our roads.

Manual and motorized wheelchairs can access the Restaurant at the rear entrance; the Resort Office has an accessible entrance at the front door. Pavilion has front and rear access.

Assistive Devices

A customer may need to use an assistive device to enable him/her to access Wildwood's goods and services. This could include a wheelchair or other piece of mobility equipment (cane, walker, scooter, oxygen tank, etc.) or a device that permits the customer to communicate more effectively (magnifier, GPS, audio player, computer, communication board, speech generating device.) Wildwood respects and permits the use of assistive devices.

Service Animals

Service animals are permitted to enter all facilities as companions to customers with disabilities.

In many cases, given the type of animal and/or the animal's identifying markings (eg. a harness), it will be readily apparent that the animal is a service animal and the animal shall be permitted to enter the facilities without question.

In certain cases, it may not be easy to identify an animal entering the facilities as a service animal. In such cases, for health and safety purposes, a Wildwood employee shall ask the customer to confirm that the animal is a service animal. Wildwood may deny admission of the animal into a facility until such time as the customer can produce a tag or card or other document from a public health authority or medical practitioner confirming that the animal is a service animal. If the customer provides a document, it must be on official letterhead from the issuing health authority or medical practitioner and it must contain a telephone number. If the Wildwood employee questions the validity of a document provided by the customer, the customer should be granted temporary access and a copy of the document should be made so that the authenticity of it can be immediately determined by calling the telephone number on the document. If the document's authenticity cannot be verified, the customer should be informed and asked to remove the animal from the facility.

Support Persons

Support persons are welcome to accompany and provide assistance to customers with disabilities at Wildwood.

Wildwood Employees

Customers with disabilities are encouraged to ask Wildwood employees for assistance with any needs that may arise during their stay/visit at Wildwood. Wildwood employees should attempt to provide assistance to customers with disabilities and in doing so, should openly and politely engage the customers. If Wildwood employee is unsure how to best provide assistance, then the Wildwood employee should ask management for assistance and/or the Wildwood employee should ask the customer how he/she believes Wildwood can be of assistance.

Training and Records

Training will be provided to all employees to whom this policy applies as soon as practicable after he/she is assigned the applicable duties and training will be provided on an ongoing basis in accordance with the changes to this policy and its related procedures. Training will include: the concept of accessible service, how to interact with customers with disabilities; understanding the use of assistive devices, support

persons and service animals; the process of providing feedback by a customer and the content of this policy.

Disruption of Services

If any facility at Wildwood experiences a disruption of service (whether planned or not) that may impact a customer with a disability, a notice will be placed at the Resort office all information boards and at the location of the disruption to alert customers of the disruption. The notice will advise of the location of the disruption, the reason for the disruption, how long the disruption is expected to last and a description of alternate facilities or services available (if any.)

Provision of Feedback

A notice will be posted at the Resort Office indicating the various ways in which a customer with a disability may provide feedback about his/her experience at Wildwood. These include, but are not limited to, speaking directly to a manager (1-866-994-9699 x11)

Availability of Policy and Notices

If a customer with a disability requests a copy of this policy and/or any of the notices below, a copy should be provided in a format that can accommodate the customer's disability.

DISRUPTION OF SERVICES NOTICE

Dear Customer:

Date: _____

We are currently (or will be) facing a disruption of service as follows: (insert the reason for the disruption and its location):

The service is expected to resume on (insert date service will resume):

Alternate arrangements are as follows (insert alternate arrangements (if any) that will enable the customer to access the service that has been disrupted):

We apologize for any inconvenience.

If you have any questions, please ask management.

Sincerely,

Management

NOTICE-CUSTOMER FEEDBACK

To Our Customers:

We are committed to providing a safe, dignified, and convenient experience for all customers, including customers with disabilities. If you wish to comment on the provisions of our good and services to customers with disabilities, please feel free to communicate in any of the following ways. All feedback will be directed to Management and we will make all reasonable efforts to address concerns and complaints immediately.

- In Person;
- By telephone at 1-866-994-9699 x11
- Reach us online at www.wildwoodgolfandrvresort.com under 'Contact Us'
- Contact us by another method convenient to you.

A copy of our Customer with Disabilities Policy is available upon request. So too are the Notices for Disruption of Services and the Customer Feedback referred to in the policy. Please specify if an alternate format is required.