

# OUR ACCESSIBILITY COMMITMENT



## **Our Accessibility Commitment**

We respect the dignity and independence of our customers and are committed to ensuring that your shopping experience is integrated and accessible to all people with disabilities. Active steps have been taken to reasonably accommodate the needs of customers with disabilities by offering services and facilities that provide equal opportunities for participation.

At our stores, anticipating the special requirements of shoppers visiting our stores and offering assistance wherever possible is an ongoing priority. Here's what you can expect from us:

### ***Communication***

Our communications, from initial greeting through the sales process and follow up, will demonstrate our commitment to serve customers with disabilities.

### ***Assistive Devices***

Our customers are welcome to use their own personal assistive devices to access our merchandise and services.

### ***Support People and Service Animals***

Support people and guide dogs or other service animals are also welcome to accompany our disabled customers while shopping in our stores. Wherever service animals are prohibited by law, we will provide personal assistance during the store visit.

## ***Interruption of Services***

If we are unable to offer any special facilities or services that assist customers with disabilities, we will immediately provide notice of this interruption and the anticipated time when these services will be returned.

## ***Training***

Our entire staff receives ongoing and documented training in order to properly communicate with and provide assistance to people with various disabilities.

## ***Customer Feedback***

We actively encourage the participation of all shoppers in our feedback process. In addition to sharing your comments in person, you may also contact us by:

Telephone: 1-877-977-2435

Mail: 824 41 Avenue NE,  
Calgary, AB  
T2E 3R3

Email: [service@forzani.com](mailto:service@forzani.com)

Online : Click on the [Contact Us](#) link on our websites and follow the prompts

If you feel that these standards have not been maintained in your situation, please let us know by calling:

1-877-977-2435

Your business is very important to us! For additional training information regarding our accessibility policies, or for a more detailed Customer Service policy, please visit our company websites.