

Fogolar Furlan Windsor

Fogolar Furlan Windsor is committed to safety and excellence in serving customers including people with disabilities.

Assistive Devices

We will ensure that applicable staff receives training and are familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and in accordance with our Company policies and procedures.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises in accordance with our Company policies and procedures. Fees may be charged for support persons.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, a notice will be posted on our information board and in the Member's Bar.

Training

Fogolar Furlan Windsor will provide training to employees who deal with the public or other third parties on a regular basis. New employees in this category will be trained during the orientation period.

Feedback Process

Customers who wish to provide feedback on the way Fogolar Furlan Windsor provides goods and services to people with disabilities can send their comments by way of email to info@fogolar.com, please note AODA in the Subject line. Feedback will be directed to the General Manager for a response by email. Responses should normally be available within three (3) business days.

Documents required by the Customer Service Standard are available, please contact us by email to info@fogolar.com to make that request, please note AODA in the Subject line.

