



## **ACCESSIBILITY FOR ONTARIANS WITH A DISABILITY**

**DATE OF REVISION:** January 21, 2026

**APPROVED BY:** General Manager & Assistant General Manager Administration

### **POLICY STATEMENT**

Ripley's Niagara Water Park Resort LTD. (o/a Great Wolf Lodge) is committed to providing accessible customer service and to eliminating barriers for persons with disabilities in a manner that respects dignity, independence, integration, and equal opportunity. We are committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

Persons with disabilities are permitted to use their own assistive devices, service animals, and/or support persons to access our goods, services, and facilities. These supports may include, but are not limited to, communication aids, cognition aids, mobility aids, medical devices, service animals, and support persons.

### **PURPOSE**

This policy is intended to meet the requirements of the AODA and all standards and regulations established under it, including the Customer Service Standard and the Integrated Accessibility Standards Regulation. Great Wolf Lodge is committed to ensuring that persons with disabilities have equal access to our goods and services by:

- Providing services in a manner that respects dignity and independence
- Offering equal opportunity to access and benefit from services
- Communicating in a way that takes individual accessibility needs into account
- Allowing the use of assistive devices, service animals, and support persons

### **SCOPE**

This policy applies to all Pack Members as well as volunteers, agents and contractors, who act on behalf of, or represent Great Wolf Lodge in any manner.

### **ACCESSIBILITY AT GREAT WOLF LODGE, NIAGARA FALLS**

For specific information regarding accessibility, please contact our Guest Services Agents at (905) 354-4888.

In general, accessible features at Great Wolf Lodge, Niagara Falls include:

- Designated accessible guest rooms.
- Designated accessible check in/out counter.

- Designated accessible seating in the restaurant and the waterpark.
- Accessible public spaces and some accessible attractions/experiences.

Please note, although Great Wolf Lodge strives to be the accessible destination of choice for all of our guests, some attractions are not accessible. Partially accessible attractions/experiences include:

- Arcade: although many attractions within the arcade are accessible, some attractions including mini-putt, bowling and laser tag are not accessible.
- Waterpark: the Rainbow Lake wave pool, Chipmunk Cove, Otter Lake activity pool, Loon Lagoon outdoor pool and designated seating are some of the accessible features of the waterpark. Please note, the water slides are not accessible.

## **DEFINITIONS**

The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

## **PROCEDURES**

### ***Support Persons***

A person with a disability may be accompanied by a support person at all times while accessing goods and services. Any applicable fees for support persons will be communicated in advance. Consent will be obtained prior to discussing confidential information in the presence of a support person.

### ***Service Animals***

Service animals are permitted in areas open to the public unless excluded by law. Where it is not readily apparent that an animal is required due to a disability, pack members may request documentation from a regulated health professional confirming the person requires the animal for disability-related reasons.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario

- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If a service animal is excluded by law, alternative measures will be made available to ensure access to services.

### ***Communication, Telephone Services***

We will communicate with people with disabilities in ways that take into account their disabilities. We will train pack members who communicate with guests on how to interact and communicate with people with various types of disabilities. We will offer to communicate with guests by email or Zingle (text messaging) if telephone communication is not suitable for their communication needs or is not available.

### ***Service Disruptions***

Notice of service disruptions affecting accessibility will be provided in advance where possible and include:

- Reason for disruption
- Anticipated duration
- Alternative services available

Notices will be posted in visible locations and provided through other communication methods as appropriate.

### ***Training***

All Pack Members, volunteers, agents, and contractors will receive training that includes:

- AODA and Integrated Accessibility Standards requirements
- Ontario Human Rights Code as it relates to disabilities
- How to interact and communicate with persons with disabilities
- How to use accessible equipment or devices
- What to do if accessibility barriers are encountered
- Great Wolf Lodge accessibility policies and procedures

Training will be provided as soon as practicable after hire and on an ongoing basis when policies change. Records of training will be maintained by Human Resources.

## **INFORMATION AND COMMUNICATIONS**

Accessible formats and communication supports will be provided upon request:

- In a timely manner
- At no additional cost
- In consultation with the person making the request

If content cannot be converted, an explanation and summary will be provided. Great Wolf Lodge will meet WCAG 2.0 Level AA standards for web content accessibility as required under Ontario legislation.

## **FEEDBACK PROCESS**

Feedback mechanisms will be accessible and accepted via:

- Telephone
- In person
- Written format
- Electronic communication

All feedback will be responded to in a timely and accessible manner. All feedback will be directed to:

Contact person: Anne Marie Malleau, CHRE  
Assistant General Manager Administration

Mail: 3950 Victoria Ave  
Niagara Falls, ON L2E 7M8

Telephone: 905-353-5623

Fax: 905-353-5626

Email: [amalleau@greatwolfniagara.com](mailto:amalleau@greatwolfniagara.com)

## **FORMAT OF DOCUMENTS**

All documents required under the AODA are available in accessible formats upon request. Format selection will be determined in consultation with the individual requesting accommodation.

## **RESOURCES**

AODA (2025)

Ontario Regulation 191/11

Customer Service Standard

Integrated Accessibility Standards (Information & Communications, Employment, Transportation, and Built Environment where applicable)