

## Accessible Customer Service Feedback

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “**Act**”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. The Customer Service Standards in the Integrated Accessibility Standards has been established under the Act to ensure goods and services are, where possible, equally accessible to every member of the public.

We at HR Ottawa, L.P. and our affiliates and subsidiaries (the “**Company**”) are committed to providing a barrier-free environment for our customers and strive to provide our goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

The purpose of this document is to set out how our customers can comment on how (1) we provide accessible customer service, our goods and facilities, and (2) our feedback process itself.

Customers can offer feedback by contacting us in one of the following ways:

<b>Telephone</b>	<b>613-822-8668 Ext. 4646</b>
<b>Fax</b>	<b>613-822-4364</b>
<b>Mail</b>	<b>Hard Rock Hotel &amp; Casino Ottawa</b> <b>Attn: Customer Care</b> <b>4837 Albion Rd. Ottawa, ON</b>
<b>E-Mail</b>	<b>Customer.Support@hrcottawa.com</b>

All feedback, including complaints, will be directed to Customer Support and escalated if appropriate until resolution. Customers can expect to hear back within 72 hours.

Accessible formats and communication supports are available on request.