

## **Bristol Car and Truck Rentals – Customer Service Plan Accessibility for Ontarians with Disability Act (AODA)**

Bristol Car and Truck Rentals is committed to ensuring the Bristol's products and services at Bristol Car and Truck Rental sites in Ontario are accessible to Ontarians with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). By having accessible buildings and allowing persons with disabilities who visit Bristol premises to use assistive devices, service animals and support persons; and provide them with notice of temporary disruptions of Bristol Services (eg: site closures, system outages).

### **Assistive Devices**

Bristol Car and Truck Rentals allows the use of assistive devices for person with disabilities at all Bristol locations.

These devices may include but are not limited to:

- Manual motorized wheelchairs, scooters, canes, crutches, and walkers.
- Assistive technology such as screen readers, head mouse, screen magnifiers and voice recognition.

### **Accessible Buildings**

As part of Bristol overall barrier free strategy, Bristol has a commitment to providing accessible buildings.

### **Service Animals**

Bristol allows persons with disabilities who are accompanied by a service animal to enter Bristol premises, except where prohibited by law for health and safety reasons.

### **Support Persons**

Support persons accompanying customers with disabilities are welcome at any Bristol premises. Fees will not be charged for support person, example: additional driver that is driving for a disabled person.

### **Temporary Disruption of Service**

Bristol Car and Truck Rentals will provide persons with disabilities with notice of a planned or unexpected disruption in Bristol facilities that people with disabilities access. This notice may include but is not limited to disruption postings at the site location and published advanced notices on our website.

### **Training**

Bristol Car and Truck Rentals will provide training about the provisions of providing goods and services to person with disabilities. All Bristol employees will take the Service-Ability training as published by the Ministry of Community and Social Services of the province of Ontario.

### **Feedback**

Bristol Car and Truck Rentals welcomes feedback on the accessibility of its locations to people with disabilities. Please send your feedback to:

[hr@bristoltruckrentals.com](mailto:hr@bristoltruckrentals.com)

**Bristol Car and Truck Rentals**

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