

Our Commitment

In fulfilling our mission, Hardwood Ski and Bike strives, at all times, to provide its 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 best customer service possible.

[View Hardwood Ski and Bikes Full Integrated Accessibility Policy and Multi Year Accessibility Plan](#)

Hardwood Ski and Bike is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

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

Staff will be trained to adapt communication styles to a person with disabilities needs. This may include but not limited to: voice to text, text to voice, slower speech.

Parking

The resort has designated accessible parking spaces located in various locations around the resort. To utilize one of these designated parking spaces, you must visibly display a valid government issued Accessible Parking Permit in your vehicle. These spaces do require a minimum of 100 m of travel to the main chalet. Customer drop off in the restricted area around the chalet is permitted.

Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our regular goods or services.

Support Workers

Hardwood Ski and Bike will provide complimentary tickets and rentals to a support worker assisting a person with a disability. Persons with disabilities requiring a support worker to participate in programs are welcome. There is no additional charge for the support worker (Vulnerable sector check required for Day Camp)

If you have any questions or comments, we welcome your feedback. Please contact info@hardwoodskiandbike.ca or Guest Services at 705-487-3775