

## **Accessible Customer Service Feedback Process**

### **Hornblower Niagara Cruises**

Hornblower Niagara Cruises is committed to providing an amazing experience to all our guests. We welcome and appreciate feedback from our guests. This includes feedback about how we provide services to people with disabilities.

This document explains the Accessible Customer Service Feedback Process, as required by the Accessible Standards for Customer Service regulation (O. Reg 429/07).

Guests can provide feedback on how Hornblower Niagara Cruises provides services and goods to people with disabilities by contacting us in one of the following ways:

#### **Mail:**

5775 River Road (Unit 110)  
Niagara Falls, Ontario  
L2G 3K9

#### **Website - [niagaracruises.com](http://niagaracruises.com)**

On our website selecting the Contact Us page. Guests can complete our Contact Us form with their question/concern.

Guests can also Live chat on our website with one of our Reservations Agents.

#### **Email:**

Guests can email us directly at [accessibility@niagaracruises.com](mailto:accessibility@niagaracruises.com).

#### **In Person:**

Guests can speak with one of our Guest Experience Shift Managers on site at our Ticket Plaza or Hornblower Landing.

#### **Telephone:**

905-394-3030 (Monday to Friday – 8:30am – 4:30pm).

Hornblower Niagara Cruises strives to resolve all guest concerns. Any concerns related to the Accessible Standard for Customer Services are received and forwarded to the appropriate department.

Complaints are escalated to the appropriate employee until resolved. Escalation paths include, but are not limited to, Supervisor, Shift Manager, department Manager, department head.