



Accessible Guest Feedback Process

Niagara City Cruises is committed to providing an amazing experience for 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 Guest Feedback Process, as required by the *Accessible Standards for Customer Service regulation (O. Reg 429/07)*.

Guests can provide feedback on how Niagara City 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 - niagaracitycruises.com

On our website select the Contact Us page. Guests can complete our Contact Us form with their questions/concerns.

Guests can also provide feedback using the listed Contact Centre phone number or using the live chat function.

Email:

Guests can email us directly at accessibility@citycruisescanada.com.

In Person:

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

Telephone:

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

NCC – Accessible Guest Feedback Process <i>Uncontrolled when printed</i>	Revision Date: December 1, 2023 Page 1 of 2	Approved by: LM RMS Document
---	---	---------------------------------



Niagara City 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 crew member until resolved. Escalation paths include but are not limited to a supervisor, Shift Manager, department Manager, and department head.

NCC – Accessible Guest Feedback Process <i>Uncontrolled when printed</i>	Revision Date: December 1, 2023 Page 2 of 2	Approved by: LM RMS Document
---	---	---------------------------------