



## ACCESSIBILITY @ SUMMERFOLK FESTIVAL – JUST ASK

Summerfolk makes its best efforts to ensure the festival is as accessible as possible to people with special needs. Our complete Persons with Disabilities Customer Service Policy and related forms are available for download.

Stop by our **ASK (Access Support Krew)** Tent for assistance, a place to rest, or to get information on accessibility, including the best pathways to stages, vendors, workshop sites, washroom facilities, as well as medical suppliers.

Braille schedules are also available at the **ASK** Tent.

### REGISTRATION

Summerfolk is committed to offering exceptional service to its patrons by providing an environment that is inclusive, accessible, and respects the dignity and independence of people with disabilities. In order to help us maintain these standards, please advise the Summerfolk Festival Office Staff by calling us at **519-371-2995** prior to your visit if you are a person with a disability who requires assistance to participate in the festival, or in the event of an emergency evacuation.

### ACCESSIBLE PARKING

Due to limited availability, only those patrons with **an official Accessible Parking Permit** recognized by the Ontario Ministry of Transportation will be able to park in the accessible parking area.

Fifteen (15) accessible parking spots are available at the front gate. If all of the designated accessible parking spots are occupied when you arrive, our parking volunteers will help you find a suitable parking alternative.

Follow this link to submit your request: <https://form-can.keela.co/request-for-accessible-parking>

### SERVICE ANIMALS

As part of Summerfolk's commitment to respectfully accommodate our patrons with disabilities, registered service animals are welcome to attend the festival, as well as our offices, with those who require them.

Please note that all service animals will receive a band to be worn on their collar. This will allow Summerfolk volunteers to identify legitimate service animals on the festival grounds.

It is important for service dogs to be identifiable to other patrons as well, as many people have animal allergies, and the festival advertises and upholds a no dog policy. The owner of any dog on the festival site not wearing a band issued by the festival will be directed to the Administration Tent to verify their legitimacy as a service animal.

### COMPANIONS & PERSONAL SUPPORT WORKERS

Summerfolk welcomes Companions and Personal Support Workers who are providing assistance to patrons with special needs at the festival. At no time will a person with a disability be knowingly prevented from having access to personal support while on the festival premises. A support person can be a paid professional, volunteer, family member or a friend. Recognized Companions and Personal Support Workers are admitted to the festival 50% free of the admissions fee. Please email us at [info@summerfolk.org](mailto:info@summerfolk.org) to request the 50% option for Companions/Personal Support Workers.

Children under 13 are admitted free. If they have a disability, their Personal Support Worker is also admitted to the festival free of charge.

### ACCESSIBLE TOILETS

There are accessible 'port-a-potties' in each bank of washrooms located throughout the festival site. If they do not meet your needs, there are public accessible washroom near the Family Village/Gazebo Wine Bar stage.

## **SEATING AREAS**

Accessible seating areas will be located and clearly marked wherever possible. Accessible seating is available at the:

- Amphitheatre Stage
- Down by the Bay Stage

For patrons and their companions wishing to enter the Amphitheatre area, please advise the volunteers located at the entrance to the venue. Should you wish, they will have the **ASK** Team guide you to an accessible entrance and seating area.

## **ACCESSIBLE TRAILS**

Paved pathways surround the perimeter of the festival venue, including along the water's edge. Most of the pathways within the park are packed dirt, and are also accessible. Cable mats provide easy passage for wheels, both small and large.

## **FEEDBACK PROCESS**

To help us ensure outstanding customer service for people with disabilities, we encourage your comments and feedback, whether positive or negative. Festival patrons who wish to comment on the way we serve and accommodate people with disabilities are encouraged to provide feedback in person at the ASK Tent, by telephone at **519-371-2995** or email [info@summerfolk.org](mailto:info@summerfolk.org).