

Festival Venue Accessibility Policy for 2017 Festival

Hot Docs is committed to excellence in serving all our customers, audience members and industry delegates with disabilities by providing accessible environments and to meeting the accommodation needs to the best of our abilities. Hot Docs respects and promotes the dignity, independence, integration, and equal opportunities for people with disabilities.

All regular screening and industry venues are wheelchair accessible, except for the Fox Theatre (May 5th and 6th, 2017 only).

Audience members and industry delegates may use their own personal Assistive Devices to access the Festival. Hot Docs proudly offers captioning and descriptive video in certain locations. Films available with the captioning services are displayed with the “CC” designation next to the show time or a “CC/DS” designation, which means the film is available with both captioning and described video services. Most films submitted for the Festival are not provided in a captioned or a described video format, therefore the “CC” or “CC/DS” option will not be available to our guests regardless of what technology exists at the venue. In addition, assistive listening devices are available at Hot Docs Ted Rogers Cinema and TIFF Bell Lightbox and may be used to enhance for any film.

Hot Docs welcomes our guests with disabilities, their support persons, and service animals. All guests, including those acting as a support person, are required to hold a valid admission ticket. Admission fees will not be charged for support persons.

If Hot Docs cannot easily identify that the animal is a service animal, we may ask for supporting documentation from a regulated health professional confirming that the guest needs the service animal for reasons relating to their disability.

For patrons being accompanied by ASL interpreters (please refer to <https://oasli.on.ca> for a directory) and in need of light accommodation, reserve seating and discrete lighting will be made available in a designated area of Hot Doc’s choosing upon 72hrs advance request. This accommodation is for films that are not already subtitled or offered in “CC” or “CC/DS”.

All accessibility requests for the 2017 Hot Docs Film Festival should be directed to theatres@hotdocs.ca. Hot Docs will confirm our receipt of such request & will provide a response as soon as reasonably possible.

This policy is available on the Hot Docs website and in various accessible formats. If you would like to receive a copy of the policy in an alternate format, please contact us.

Hot Docs welcomes our customers, audience members and industry delegates who have disabilities to comment on how we provide accommodation.

Hot Docs
Email: info@hotdocs.ca
Phone: 416-203-2155 x 227

Hot Docs' Accessibility Policy

<https://www.hotdocs.ca/u/accessibility>