

4. Accessibility and official languages

General obligations

- 4.1 The Airport is committed to providing a barrier-free, safe, and enjoyable passenger experience, including a wide variety of accessible services and facilities designed to enable more choice, comfort, and autonomy for persons with disabilities throughout the travel journey.
- 4.2 Airport Users must comply with the statutory obligations, technical requirements, and training program responsibilities set out in the [Accessible Transportation for Persons with Disabilities Regulations](#) (“Accessibility Regulations”) and all other legislation relating to accessibility applicable to them.
- 4.3 Airport Users subject to the Accessibility Regulations and any other accessibility legislation must not impair the GTAA and other Airport Users own compliance with the Accessibility Regulations or such legislation and must act with diligence in carrying out their activities in compliance with applicable accessibility legislation, including advising the Airport of any potential shortfalls and providing corrective measures as soon as practicable.
- 4.4 Airport Users who have been sub-contracted to provide services on behalf of the GTAA and other Airport Users and who interact with Passengers while carrying out their activities must comply with the obligations and training requirements in the Accessibility Regulations.
- 4.5 If Airport Users or any of their sub-contractors fail to comply with the provisions of the Accessibility Regulations or other accessibility legislation, such Airport Users or any of their sub-contractors shall indemnify the GTAA for any costs incurred as a result of such failure to comply.
- 4.6 Air Operators self-handling the provision of mobility assistance services for their Passengers must meet the minimum specified Service Level Standards set forth in the Air Carrier Mobility Assistance Services Agreement.

Services in English and French

- 4.7 The GTAA is committed to providing services and communications at the Airport in both of Canada’s official languages. As such, Airport Users and Air Carriers are expected to comply with the Official Languages Act (“OLA”) and therefore must:
 - 4.7.1 Communicate with Passengers in both English and French.
 - 4.7.2 Ensure that Passengers receive services in both English and French.
 - 4.7.3 Ensure that all signage is presented in equal size and prominence in both official languages.
- 4.8 Airport Users and Air Carriers must collaborate with the GTAA to achieve the above objectives, and as otherwise determined by the GTAA in support of its OLA obligations at the Airport.
- 4.9 If Airport Users or Air Carriers fail to comply with the provisions of the OLA, they shall indemnify the GTAA for any costs incurred as a result of such failure to comply.