



ROCKY MOUNTAINEER®

SERVICE DOG INFORMATION & ACKNOWLEDGEMENT OF DUTIES FORM

We're very excited that you and your companion are getting ready to join us onboard Rocky Mountaineer. With a global reputation for offering award-winning hospitality, we want to ensure that both you and your Service Dog are as safe and comfortable as possible.

In the regions where Rocky Mountaineer operates, a recognized Service Dog is one that has been trained to perform (a) specific task(s) to assist a person with a disability. This definition does not cover or include "comfort," "stress" or "anxiety" animals whose sole purpose is to be present with their owner. On our Canadian routes, a recognized Service Dog is an animal that is certified by a government-licensed Service Dog trainer or trainer that meets the qualifications and standards of Assistance Dogs International or Guide Dog Federation.

Rocky Mountaineer will provide:

- A safe space where the Service Dog can comfortably lie down onboard the train and be near you
- Water (you will be responsible for providing a shatterproof bowl)
- Accommodation(s) suited to the needs of a guest with a Service Dog
 - *Please note that in order to ensure your and your Service Dog's comfort, alternate services may be substituted that differ from those advertised. In the event of a change, Rocky Mountaineer will notify you or your booking agent in advance prior to travel.*
- A relief area for your Service Dog at our stations

It is important to note that once boarding has been completed, neither guests nor Service Dogs are permitted to disembark the train until arrival at the final destination, even if the train is stopped. As we cannot provide a relief area onboard the train, we strongly encourage you to take any preventative measures you deem suitable prior to boarding. The average length of day aboard the train can be between 8 and 10 hours and possibly longer due to unforeseen delays such as heavy freight traffic.

You agree to the following:

- For routes within Canada, provide a copy of government-recognized Service Dog ID or ID from a trainer that meets with the qualifications and standards of Assistance Dogs International or Guide Dog Federation
- Travel with proof of current rabies vaccination (i.e., rabies certificate and/or rabies tags)
- All food and/or treats and a shatterproof bowl; waste clean-up bags
- A means to physically control your Service Dog, such as a leash or harness which must be worn at all times
- A vest that identifies the Service Dog must be worn at all times while transiting to or from the station, while on station grounds and during embarkation and disembarkation of the train. Once boarding of the train has been completed and all guests are seated, the vest may be removed for the animal's comfort, however we do encourage it be worn at all times

If you require any additional assistance or have mobility concerns that we should be aware of (such as use of a wheelchair, cane or walker, unable to walk long distances, etc.), please ask your booking agent to provide you with a copy of our mobility aid form for you to complete.

Service Dogs travel free of charge onboard Rocky Mountaineer provided they are able to remain at their owner's feet or in an approved nearby space that does not in any way obscure or block any aisles or exits and does not intrude into another guest's seating area.



ROCKY MOUNTAINEER®

Your name:	
Tour start date:	
Booking #:	
Package booked:	
Travel agent (if applicable):	
Agent name:	

Please tell us a few things about your Service Dog:

Male or female?		What is his/her name?			
What is his/her breed?		How much does he/she weigh?		What is his/her height at the shoulder?	
Is there anything else we can do to make you and your companion more comfortable onboard?					
Is there any requests you would like us to pass on to your hotel(s)?					

If you are filling out the form for yourself:

I, the above Guest, hereby confirm that I have read and understand this Service Animal Form. I have provided all the necessary information with respect to my service animal requirements, and the information set forth herein is complete and accurate.

I acknowledge that I am solely responsible for notifying GCRC or ARM if any of the information contained herein becomes incomplete or inaccurate following the date hereof.

Signature of guest (or signature of travel agent or GCRC Vacation Consultant, as applicable):	
Printed name:	
Date:	

Please email the completed form to reservations@rockymountaineer.com

If you are a travel agent or GCRC Vacation Consultant filling out the form on behalf of a guest:

On _____, 20_____, I received written and/or verbal confirmation from the above listed Guest that: (a) they have read and understand this Service Animals Form, (b) they have provided all necessary information with respect to their service animal requirements, (c) the information set forth herein is complete and accurate, and (d) I am authorized to complete and sign this Service Animal Form on their behalf, with the same effect as if signed by them.

Signature:	
Printed name:	
Date:	

Please email the completed form to sales@rockymountaineer.com

We require that you share your name and booking information to prepare to accommodate your service animal. To learn about how we use and protect your personal data, go to our [Privacy Policy](#).