



ROCKY MOUNTAINEER®

CERTIFIED SERVICE DOG INFORMATION & ACKNOWLEDGEMENT OF DUTIES FORM

We're very excited that you and your companion are getting ready to explore Western Canada 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 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 and is trained to perform (a) specific task(s) to assist a person with a disability. This definition does not cover or include uncertified or unlicensed "comfort," "stress" or "anxiety" animals whose sole purpose is to be present with their owner.

Rocky Mountaineer will provide:

- Access to all guest areas within our stations and trains
- 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:

- 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
- You are responsible for ensuring that you meet with the needs and requirements to satisfy the Canadian Border Services Agency
 - *For Canadian residents, you may be required to present proof of rabies vaccinations*
- 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



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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.

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)?

Upon completion and signing of this form, **please return it, along with a copy of your Service Dog certification, to your booking agent no later than 30 days prior to the commencement of travel** with Rocky Mountaineer.

By signing below you agree that you have carefully read and fully understand and accept the terms listed above.

Print Name

Signature

Date