



AUTHORIZATION FORM TO TRAVEL WITH A SERVICE DOG

For the purposes of this form, the term *service dog* will be used to refer to both service dogs and guide dogs.

VIA Rail collects this information to comply with accessibility requirements, including those under the *Accessible Transportation for Persons with Disabilities Regulations* and the *Canadian Human Rights Act*.

Please note that the personal information collected will be handled and stored as required by the *Privacy Act* and in accordance with our Privacy Policy which is available on our website at [Privacy Policy | VIA Rail](#). This information will be protected and will only be disclosed to those who need to know to process your request, specifically the Senior Manager, Customer Relations and any other staff responsible for train operations. Please note that VIA Rail may request updated documentation or additional information as required.

This form is required for passengers traveling with a service dog on VIA Rail trains. To ensure a smooth travel experience, please complete and submit this form **at least 48 hours prior to departure**. Once we have received and validated your completed application, we will contact you by email or telephone to confirm that your service dog will be able to accompany you on future trips with VIA Rail at no charge.

You must also provide an attestation by an organization or person specializing in service dog training that identifies you and attests that your service dog has been individually trained to assist with a need related to your disability.

Please submit this form, along with the attestation, for approval using one of the following methods:

- Email: support_services@viarail.ca
- Fax: (506) 859-3943, or
- Mail:
VIA Rail Customer Center
77 Canada Street
Moncton, NB E1C 0V3

SECTION A: Information

Passenger Information

First Name: _____

Last Name: _____

Phone Number: _____

Email Address: _____

VIA Preference Number (optional): _____

Service Dog Information

Dog's Name: _____

Breed: _____

Weight: _____

Length: _____

Service Dog Training Information

Name of Organization or Trainer: _____

Phone number: _____

Address: _____

SECTION B: Statement

Service Dog Training & Behavior

I attest that:

- My service dog is trained to perform tasks to assist me with a need related to my disability.
- My service dog is trained to relieve itself in [designated areas](#) and that it will not relieve itself on board the train.
- My service dog will be harnessed, leashed, or tethered at all times.
- My service dog has never behaved aggressively or caused injury to a person and/or dog.
- My service dog will remain under my control at all times and will not display aggressive behavior, including biting, barking, jumping, lunging, or causing harm to people or other animals. Failure to meet these standards may result in VIA Rail requiring the removal of my service dog from the station or train and could lead to a ban from future travel with VIA Rail Canada.
- I have included in my current request an attestation from a qualified service dog trainer or organization confirming that my service dog has been individually trained to perform tasks to assist me with a need related to my disability.
- I have read and understood VIA Rail's policy regarding service dogs, which is included in the Appendix of this form.

Health & Safety

I attest that:

- My service dog is vaccinated against rabies and has received all essential vaccines.
- My service dog is free of fleas, ticks, or any disease that could endanger others.
- I will have my dog's vaccination records in my possession during my travel.

SECTION C: Declaration

By signing below, I confirm that all the information provided is accurate and complete.

I understand that my personal information provided in this application will be used to handle my request and facilitate my transportation. I acknowledge that this information will be kept confidential in accordance with VIA Rail's [Privacy Policy | VIA Rail](#). I authorize VIA Rail to retain my application for a period of five (5) years from the date of signature of this application in order to use this information for all future trips and service requests. This way, I will not have to submit new documents for each of my trips, but I will have to submit a new form five (5) years after signing this application.

I HAVE READ AND UNDERSTOOD the terms of this form, which I have signed voluntarily.

Signature of passenger: _____

Date (YYYY-MM-DD): _____ **Please note that your request will be automatically denied if my service dog training attestation is not provided.**

VIA Rail reserves the right to request additional information in order to process your request, such as:

- A description of the tasks the service dog is trained to perform.
- The trainer's credentials (qualifications, certifications, affiliations).
- Details of the dog's training program (duration, objectives, assessment methods and results).

This form is in compliance with the *Accessible Transportation for Persons with Disabilities Regulations* and reflects VIA Rail Canada's commitment in offering accessible transportation.

APPENDIX: Current VIA Rail Policy

- VIA Rail accepts one (1) service dog per passenger on board its trains, always at no cost.
- Only dogs are accepted.
- The dog is trained to perform tasks to assist with a disability.
- Certain provinces and municipalities prohibit pit bulls. VIA Rail therefore does not allow this breed of dog system wide. Mix or cross breed pit bulls are also not accepted.
- For operational reasons, we request 48 hours' notice for passengers intending to travel with a guide or service dog. If notified less than 48 hours in advance, VIA Rail will make a reasonable effort to accommodate the passenger and their dog.
- The dog must remain on the floor at all times.
- The dog must accompany the passenger everywhere on board the train, including where food is served.
- The dog must wear a collar with an identification tag at all times.
- The dog must be harnessed, leashed, or tethered at all times.
- The dog is trained to relieve itself in [designated areas](#) and will not relieve itself on board the train.
- The dog is vaccinated against rabies and has received all essential vaccines.
- The dog is free of fleas, ticks, or any disease that could endanger others.
- The passenger will have the dog's vaccination records in their possession during travel.
- The dog has never behaved aggressively or caused injury to a person and/or dog.
- The dog will remain under the passenger's control at all times and will not display aggressive behavior, including biting, barking, jumping, lunging, or causing harm to people or other animals. Failure to meet these standards may result in VIA Rail requiring the removal of the dog from the station or train and could lead to a ban from future travel with VIA Rail Canada.
- Passengers are responsible for their dog at all times, including during an evacuation, regardless of the circumstances.