

Travelling with pets on board

Québec City–Windsor Corridor





Advance booking

RESERVE TWO DAYS PRIOR TO TRAVEL

The reservation for a pet to travel on board can be made upon the purchase of the passenger's ticket and at least two (2) days before departure. It is strongly recommended to advise us well in advance, as space is limited and **subject to availability only**.

It is essential to let us know **at least two days before your train departure**. You must contact our call centre at 1-888-VIA-RAIL (1-888-842-7245) or 1-800-268-9503 (deaf or hard of hearing).

Reservation for your pet can also be made at a VIA Rail ticket counter, provided **that two days' notice** is given.



Conditions and restrictions

MANDATORY AGREEMENT

- At the station, you will be asked to closely read the **Pet Transportation Agreement** certifying that you have read and fully accept the general conditions established by VIA Rail. Once the document has been signed, we will collect the applicable fees to transport your pet. VIA Rail has the right to refuse a pet whose owner does not comply with the rules.

RESTRICTIONS

- Certain provinces and regions refuse pit bulls. As such, VIA Rail does not allow this breed of dog system-wide.
- Only small dogs and cats are permitted. Pets must be at least 12 weeks old and fully weaned.
- A maximum of one carrier per passenger (12 years old and older) is allowed. Only one pet is permitted per carrier.
- The total weight of the carrier and animal must not exceed 10 kilograms (22 lb.).
- Pet travel is booked on a space-available basis. We accept a maximum of two pets in Economy and one pet in Business Class (does not include service and emotional support dogs).

- A pet on-board fee applies. The pet and its carrier are considered an addition to the permitted carry-on baggage allowance.
- In stations, for security reasons, your pet must wear a muzzle and be on a leash at all times when out of its carrier.
- Passengers travelling with their pet must arrive at the station as follows:
 - **Terminal Staffed Station:** One (1) hour before scheduled departure time.
 - **Intermediate Staffed Station:** 30 minutes before scheduled departure time

VIA Rail may, at its sole discretion, refuse to transport any animal that appears to be unruly, aggressive, distressed, or that appears to be dangerous or in pain. As such, VIA Rail personnel may require you to remove the animal en route or from the station premises if:

- The animal is out of control and effective action is not immediately taken to control the pet (for example, a dog barking repeatedly and uncontrollably or that is not housebroken).
- The animal poses a threat to the health or safety of others.

Pets are prohibited from travelling with:

- Unaccompanied minors.
- Passengers travelling with infants under the age of two years old.
- Passengers who require the use of a medical device at their seat, such as a CPAC machine, oxygen tank, etc.
- Passengers with intermodal reservations.
- Passengers travelling on The Maple Leaf (Toronto – New York) Amtrak train.
- Passengers already travelling with a service dog or an emotional support dog.* A support person may travel with a pet as long as they are able to aid both the pet and the passenger who requires assistance.

**Please consult VIA Rail's policy for service and support dogs (<https://www.viarail.ca/en/travel-info/special-needs/guide-service-emotional-support-dogs>).*



Carrier regulations

STANDARDS AND NECESSARY CONDITIONS

You must ensure that the carrier is comfortable and complies with relevant regulations. You must also keep the pet from exploring the train and avoid causing the animal unnecessary stress. Travelling by train should be enjoyable for everyone.

STANDARDS TO RESPECT

VIA Rail employees may refuse traveller-supplied carriers that appear to be unsafe or inadequate and/or do not meet the following criteria:

- Hard or soft-sided carriers are accepted
- The **total weight of the carrier and animal** must not exceed 10 kilograms (22 lbs)
- **Maximum carrier size** permitted in a car:

| HEIGHT | WIDTH | LENGTH |
|-----------------|-----------------|-----------------|
| 27 cm (10.5 in) | 40 cm (15.5 in) | 55 cm (21.5 in) |

- Only one pet is permitted per carrier.
- Pet carriers must be leak-proof and well ventilated
- The pet must be able to stand up, turn around and lie down comfortably.
- No part of the pet can extend outside the pet carrier.

NECESSARY CONDITIONS

- Your pet must always remain in the carrier.
- Your pet must remain on the floor at your feet.
- Your pet must not be left unattended in any public or private area such as a washroom.
- Under no condition can your pet carrier be placed on the seat.
- Considering the shape and structure of the seats in our cars, animal carriers cannot be stowed under your seat or the seat in front of you. They must therefore remain on the floor at your feet or between your legs.
- Your pet must be kept under control and must always be attended in the station and while on board the train.



Rates and fees

CARRYING PETS ON BOARD

The following charges apply to the transport of pets on board:

Within the Corridor
(Quebec City – Windsor)

\$50.00 per direction
(plus tax)

Your pet and its carrier are considered an addition to the carry-on baggage allowance (<https://www.viarail.ca/en/travel-info/baggage/carry-baggage>).

ADDITIONAL SPACE FOR YOUR PET

If additional space is required, you may purchase an additional seat at the applicable rate depending on availability at the moment of the reservation. The carrier can then be placed on the floor at the foot of the adjacent seat rather than at the passenger's feet. The \$50 fee will apply in addition to the price of the seat.



Additional information

PETS IN BUSINESS LOUNGES

Passengers traveling in Business class with their pets will be allowed in VIA Business Lounges as long as the pet remains with the passenger and is kept in the pet carrier at all times and not left unattended.

ANTICIPATE YOUR PET'S NEEDS

In case of a delay, you should anticipate your pet's needs.

- You must bring enough food and water for your companion.
- You must ensure your animal has done its business before departure in order to ensure a smooth trip.
- Pee pads may come in handy in some situations (must be provided by yourself).



Limit of liability

VIA Rail will not be held liable for the loss, delay, injury, sickness or death of any pet accepted for transportation.

VIA Rail personnel can require a passenger to remove the animal en route or from the station premises if the animal is out of control or if it poses a threat to the health or safety of others. In this event, VIA Rail will reimburse the non-travelled portion of the trip.

If you are asked to remove your pet, but would like to remain on the premises and/or continue to travel without it, you must make arrangements at your own expense for another person or local animal control to assume custody of your animal, or you may continue the VIA Rail train trip at a later time or a later date.

For information about travelling with pets in the baggage car (checked pets), consult VIA Rail's website: <https://www.viarail.ca/en/travel-info/travelling-with-pets-baggage-car>.

Love the way you travel with your furry friend!

For the comfort of all travellers,
please follow these guidelines
and remember to advise VIA Rail
at least two days prior to
travelling with your pet.



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100% post-consumer fibre, is made with
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