

## POLICY

POLICY: **A-9**  
SUBJECT: **SUPPORT PERSONS AND SERVICE ANIMALS**  
EFFECTIVE: **JANUARY 1, 2022**  
SUPERCEDES: **JANUARY 3, 2020**

### POLICY

City Cruises Canada welcomes people with disabilities including those who are accompanied by a support person, guide dog or a service animal.

#### 1.0 DEFINITIONS

- 1.1** A **support person** is any person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs. A support person could be a paid professional, volunteer, family member or friend.
- 1.2** A **guide dog or service animal** is an animal that has been trained to do work or perform tasks for the benefit of a person with a disability.
- 1.3** Service animals are defined as being visibly apparent that the person requires the animal for reasons relating to a disability. If it is not visibly apparent that the animal is a service animal, City Cruises Canada has the right to request documentation from the guest (i.e., identification card) confirming that the guest requires the animal for reasons relating to a disability (*O. Reg 429/07, s.4(9)*)

#### 2.0 SUPPORT PERSONS

- 2.1** When a guest with a disability is accompanied by a support person, the support person is permitted the same access to our premises and vessels as the person they are accompanying.



## CITY CRUISES CANADA POLICIES AND PROCEDURES

### 3.0 SERVICE ANIMALS

- 3.1 When a guest with a disability is accompanied by a service animal, the service animal is required to stay with the guest and is allowed on all City Cruises' premises that are open to the public.
- 3.2 The guest is responsible for the service animal while on City Cruises' premises.
- 3.3 Animals and pets that are not identified as a service animal are not permitted on City Cruises' property.

Further interpretation of this policy is the responsibility of the Vice President, Employee & Guest Experience. The Company reserves the right to make, modify, revoke, suspend, terminate, or change any policy or procedure, in whole or in part, at any time.

Company Policy - A-9 Support Persons & Service Animals	Revision date: January 1, 2022	Approved by: LM
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