

Rules concerning pets

Pets are prohibited at the Hotel, however:

The **Guide dog** and the **Assistance dog** are the only animals recognized as a means of compensating for a handicap by the Quebec courts*, therefore **only those are accepted in our establishment**; the appropriate documentation must be presented at the reception of the Hotel Castel to allow their entry.

* Emotional support animals that have not received training are not recognized by the Courts as a means of alleviating a person's disability in public places.

Requirements for Guide dogs and Assistance dogs:

- The person must be able to demonstrate dog's special training / certification.
- The dog must wear a visual identification element.

Requirements for Emotional Support dogs:

- The person must provide documentation from a professional attesting to:
 - The person's need for the animal (disability, medical condition, mental health condition).
 - The animal's usefulness in meeting this need

In addition:

- **Guests must inform the staff of the presence of an animal during the stay when booking.** Only a few rooms are assigned to this type of reservation.
- Minimum cleaning fee of \$50/night plus tax.
- Only one pet per room will be accepted.
- Pet must be fully trained and appropriately restrained by its owner.
- Pet must be kept on a leash when in the hotel or on property, unless it is in the guest's room.
- The animal cannot be left alone in the guestroom or elsewhere on the property.
- Guests are responsible for picking up litter and excrement of their animal, on the property as well as in the surrounding area.
- Any disturbances such as barking must be contained to ensure other guests are not inconvenienced.
- Guests are responsible for all property damages and / or personal injuries resulting from their pet.
- The Hotel Castel reserves the right to charge the guest for the amount of damage caused by his animal within the establishment.
- Guests are fully responsible, financially and morally, for any harm or damage done by their pet to another guest or an employee during an incident occurring within the establishment or on the property.
- Guests agree to indemnify and release the Hotel Castel, its owners and its managers from all liability for any damage caused by his animal. Hotel Castel reserves the right to take legal action against the pet's owner.

Failure to comply with these regulations may result in costs or eviction from the premises, without refund, at the discretion of Hotel Castel.