Animal Policy FAQ

1. **Why did YYC change its Animal Policy?**
   a. As we see more and more guests travelling with their animal companions for a number of both therapeutic and non-therapeutic reasons, we reviewed our current Policy and determined there was room to enhance the travel experience for all guests — including our furry friends.

2. **How did YYC decide on what changes to implement in the new Animal Policy?**
   a. The Calgary Airport Authority consulted with external and internal stakeholders such as airline partners, agencies, airport employees, YYC's Accessibility Committee, other airports and other public facilities to ensure our new policy aligned with best practices.

3. **What if I am allergic to animals?**
   a. In addition to animals travelling through YYC on a daily basis, we've had service animals in the terminal for a number of years. We know that some guests may have allergies to dogs, cats, which is why we've established pet-free zones as part of this policy. In addition, we recommend speaking to your airline to advise them of any severe allergies, as a certain number of pets are permitted onboard aircraft. As an international airport, we see many people and pets passing through on a daily basis and we will do our best to accommodate everyone.

4. **Will there still be Pre-Board Pals in the terminal?**
   a. Absolutely, our beloved Pre-Board Pals will still be working within the terminal to provide comfort and therapy to passengers from Thursday to Sunday during peak travel times.

5. **Do animals need to be on a leash within the terminal?**
   a. All animals can be out of their kennel within the terminal as long as they are under care and control and on a non-retractable leash of four-ft. long or less at all times.

6. **Are there any areas that cannot be accessed?**
   a. Certain areas such as Food Courts, Kids Fun Zones and eating establishments, unless otherwise identified, require animals to be in a kennel — with the exception of certified service animals.