


ARK & TENT



Uniting people & animals...through travel

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Home

Articles Index

Travel Articles

World Beat

Helping Hands

Pet Projects

Field Notes

Trips & Tours

Reader's Corner


Newsletter

About Us

YOU'VE GOT A FRIEND

The Fairmont Hotel's "Canine Ambassadors" Welcome Guests Across the Globe

By Jeannine Clark




Imagine walking into an opulent hotel lobby and there, waiting to greet you, is a four-legged friend eager to welcome you with open paws. An unexpected surprise (and welcome addition) to the Guest Services Teams' at designated Fairmont Hotels, on-site "Canine Ambassadors" add warmth and comfort for weary travelers in need of a little puppy-love.

So how exactly did these dogs become "employees" at one of the finest international hotel companies in the world? Most of the Fairmont's canine ambassadors were originally trained as guide dogs, but because of vision problems or other issues (which sometimes means that the dog is too friendly), they're happily re-employed to bring smiles to hotel guests' faces.

In Boston, at The Fairmont Copley Plaza, Catie, a 65-pound black Labrador, is arguably the most popular dog in town. According to management, more comment cards are written about Catie than any other employee or feature within the hotel. She's so popular in fact, that if she has the day off guests are disappointed they've missed her. But, adds Regional Director of Public Relations' Suzanne Wenz, Catie has a happy home life too - which includes days off with her main guy, Director of Concierge Jim Carey and his family.

Catie is also the star in two children's books, and even gives "paw-dographs" when you purchase one of her books at the hotel. Part of Catie's goodwill includes giving back to the organizations closest to her heart by donating a portion of the proceeds from the sales of her books to two local charities: Guide Dogs for the Blind, and Neads - Dogs for Deaf and Disabled Americans, based in Princeton, Massachusetts. To round out Catie's social calendar, she also serves as a

CATIE COPLEY'S
Great Escape



community liaison by participating in story hour at the Boston Public Library.

There are canine ambassadors across the globe, too: Smudge is a golden Labrador retriever that calls The Fairmont Algonquin in New Brunswick home, and Jordy is a black Labrador retriever that works at the Fairmont Le Manoir Richelieu in Charlevoix. Sonny is a yellow Labrador retriever who was brought on at The Fairmont Chateau Lake Louise as Director of Pet Relations, and golden Labrador Gracie has joined the staff at the Fairmont Tremblant. And if your travels take you as far away as Africa, there’s 2-year-old Labrador golden retrievers Volga and Ducia at the Fairmont Mount Kenya Safari Club in Kenya who stay in the courtyard during the day so guests can take them for a walk on over 100 acres of the resort’s property.

At the Fairmont Hotels, your own dog is also welcome to join you during your stay, or you can simply enjoy one of their canine ambassadors when you’re missing yours. And after you’re home, you (or the kids) can stay in touch via “ani-mail,” or by emailing them at their own personalized email or Facebook accounts.



Whether you’re visiting Santol, the canine ambassador at Fairmont Le Château Frotenac in Quebec City, or Catie at The Fairmont Copley Plaza in Boston, you’re sure to leave with a smile on your face...and a new-found friend.

FAST FACTS
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Photo credit: Courtesy of The Fairmont Copley Plaza in Boston

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