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**WWW.CITQ.INFO**

MESSAGE FROM THE EXECUTIVE DIRECTOR ON THE GOALS OF THE NEW CITQ WEBSITE

Page 2

THE CITQ WELCOMES A TUNISIAN MISSION TO MONTREAL

Page 4

SOME THOUGHTS BY CLASSIFIER GUYLAINE LECLERC

Page 4

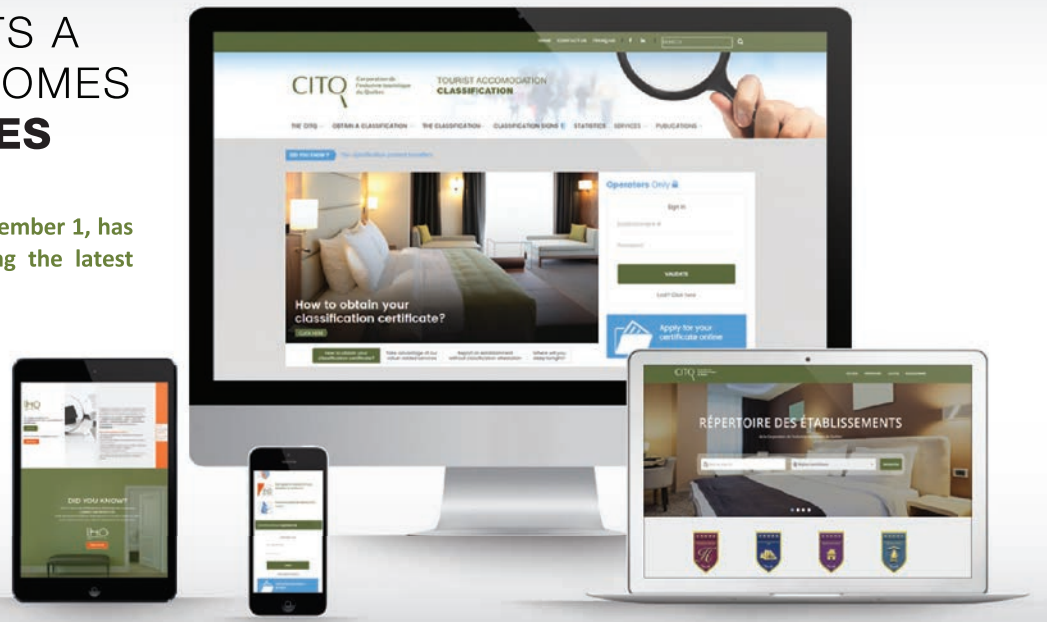
ANSWERS TO YOUR QUESTIONS ON CLASSIFICATION CRITERIA AND CHANGES TO YOUR ESTABLISHMENT FILE

Page 5

## WWW.CITQ.INFO GETS A FACELIFT AND WELCOMES TWO NEW MICROSITES


The CITQ's all-new website, online since December 1, has had a real facelift. With a design reflecting the latest trends, it is fully suited to mobile technology.

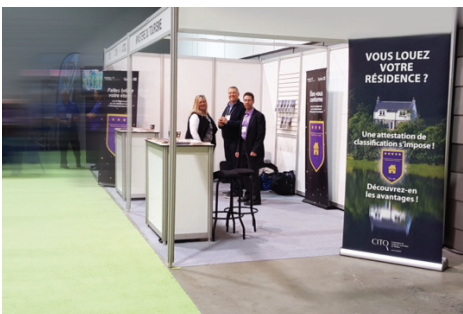
The [www.citq.info](http://www.citq.info) website also features a microsite devoted to our mandate to inspect illegal accommodation, along with a full listing of tourist accommodation establishments in Quebec classified by the CITQ. See inside for all the details.



## THE CITQ PROMOTES LEGAL TOURIST ACCOMMODATION AT THE HOME SHOW

Tourisme Québec invited the CITQ to share its stand at the Home Show in Quebec City and Montreal in October. It was a great opportunity for us to make the many visitors to these very popular events aware that anyone offering tourist accommodation must have a classification certificate.

 CITQ classifier Nicole Larivière, CITQ Executive Director Michel Rheault, and Yves Dallaire, an investigator from the Ministère du Tourisme du Québec, getting ready to meet visitors at the Home Show in Quebec City, from October 13 to 16.



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## THE WWW.CITQ.INFO PORTAL

Sleek design, easy to navigate and search.

Direct link to the all-new microsite for reporting illegal accommodation.

Direct link to the all-new microsite offering a full listing of establishments classified by the CITQ.

### NEW !

Online payment of annual fees.

**ON LINE SOON**

## THE WWW.IHQUEBEC.COM MICROSITE

**ALL-NEW** microsite devoted to detecting illegal accommodation.

Makes it easy to tell whether an establishment has been classified, before confidentially reporting it.

Detailed and regularly updated reports on steps taken and results achieved as part of the CITQ's inspection mandate.

## MESSAGE FROM THE EXECUTIVE DIRECTOR

We are pleased to present the very latest version of our website and the two new microsities linked to it. We hope these major updates to our electronic showcase reflect the suggestions many of you have given us over the years.



For example, we have improved its transactional capabilities by adding a secure gateway allowing operators to pay their annual fees online. The site is also designed to be easily accessible on all platforms, including smartphones and tablets.

This update was essential, to keep up with the fast-paced changes we're seeing in information technology. But it also meets another need, that of supporting the illegal accommodation inspection mandate that we recently took on.

That's why we've added an all-new microsite, [www.ihquebec.com](http://www.ihquebec.com). In addition to providing a reporting form that will help us fight illegal accommodation, the microsite will contain clear and regularly updated information on the steps we've taken and how successful we have been in meeting this mandate. We committed ourselves to transparency in this area and we're keeping our promise.

Lastly, the [www.citq.info/repertoire](http://www.citq.info/repertoire) microsite, giving users access to the full list of establishments classified by the CITQ, has two goals: first of all, to offer extra visibility to all law-abiding establishments and thereby make it easier for consumers to find them. Second, it is an effective means of checking whether an establishment is classified, since the database will be updated regularly.

IN CLOSING, I INVITE YOU TO VISIT OUR NEW WWW.CITQ.INFO SITE AND THESE TWO MICROSITES.

**I ALSO WANT TO TAKE THE OPPORTUNITY TO WISH EVERYONE A HAPPY HOLIDAY SEASON AND ALL THE BEST IN 2017.**

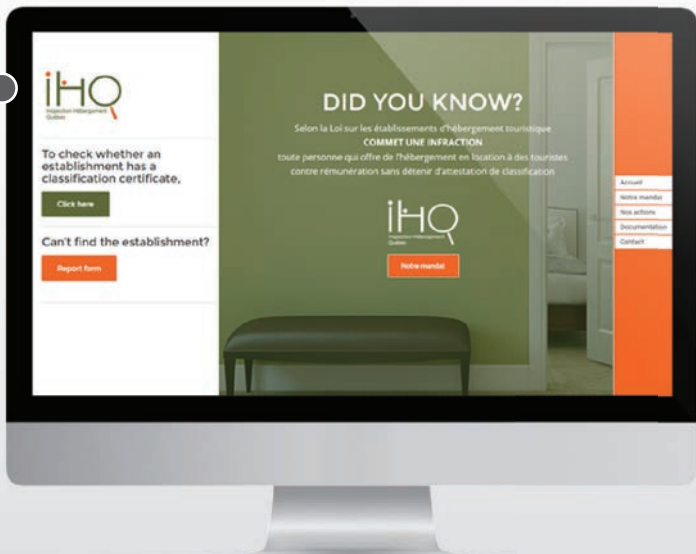
Michel Rheault



Accessible on all platforms, from smartphones to tablets and desktop computers.

## ESTABLISHMENT DIRECTORY

[WWW.CITQ.INFO/REPETOIRE](http://WWW.CITQ.INFO/REPETOIRE)



**ALL-NEW** microsite listing all the establishments classified or in the process of classification by the CITQ, updated in real time.

Simple and efficient search engine.

Geolocation for each establishment and a link to its website and e-mail address.

## TUNISIAN AUTHORITIES VISIT THE CITQ

The CITQ recently met in Montreal with Tunisian tourism authorities interested in drawing on our classification and certification expertise.

The meeting followed up on the CITQ's mission to Tunisia in October 2015. That visit, at the invitation of the Tunisian Ministry of Tourism and Handicrafts, laid the groundwork for possible co-operation between the two organizations. An exploratory classification tour of certain accommodation establishments is planned for January 2017, also at the invitation of the Tunisian Ministry.

Left to right: Meeting at a Montreal hotel, Massimo Urzillo, Executive Director of the Méridien Place Versailles, Jocelyn Dessureault, CITQ Director of Classification, Slim Zghal, President of the Tunisian Thalassa hotel chain, Abdellatif Hmam, Executive Director of the Tunisian National Office of Tourism, Michel Rheault, CITQ Executive Director, Fritz Maleama, Sales Director of Hôtel Place Versailles, and Issam Khereddine, Executive Director of the Tunisian National Office of Tourism for Canada.



### SOME THOUGHTS BY **CLASSIFIER** **GUYLAINE LECLERC**

Known for her exemplary professionalism and her commitment to objectivity, Guylaine Leclerc has been a devoted CITQ classifier for over a decade. Throughout that time, she has developed valuable expertise in evaluating all the classes of establishments classified by the CITQ. Before joining the CITQ, she spent more than 20 years in different management positions at major hotels in Quebec.

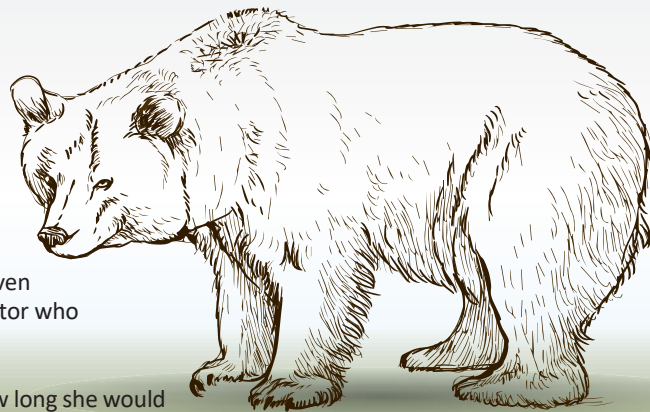
#### WHAT SHE LIKES ABOUT HER JOB

It gives her the chance to explore Quebec, its mountains, lakes and rivers, cities and towns, and to meet its unfailingly welcoming inhabitants. That's what Guylaine enjoys the most about her work. Her classification tours have also introduced her to each region's amazingly diverse charms. In fact she is the perfect person to ask about the museums, arts symposia, festivals, local markets, regional delicacies, great little restaurants and cafés across the province. She feels that this wonderful range of attractions, coupled with high-quality tourist accommodation, is an undeniable asset for Quebec tourism and she is proud to do her part through her work as a classifier.

### *Her most memorable experience*

While she was indoors classifying a tourist home on the Lower St. Lawrence, a bear appeared at the front door. She thanked heaven that she had her cellphone at hand, and was able to call the operator who quickly showed up with a whistle and two large dogs.

Although Guylaine recovered from the shock, she still wonders how long she would have had to wait for help in the days before cellphones!





## ANSWERS TO YOUR QUESTIONS

### DO ALL THE CRITERIA USED IN CLASSIFYING AN ESTABLISHMENT HAVE THE SAME VALUE?

**NO...** The impact on an establishment's classification can vary greatly from one criterion to another. For example, the "Clothes hangers" criterion in the Bedroom section has much less of an impact on the classification than "Furniture quality."

The same is true for the different sections of an evaluation. For example, the "Eating area" section in the evaluation of a tourist home represents 28% of the overall result, while the "Building exterior" section counts for just 8%.

*For more details, see the "Guiding Principles" section of your classification guide and the list of criteria ranked by importance in the Evaluation Criteria guide in the Operators-only zone of our website.*

### DO I HAVE TO NOTIFY THE CITQ IF I DECIDE TO INCREASE THE NUMBER OF ROOMS FOR RENT IN MY ESTABLISHMENT?

**YES...** but it's best to contact your municipality first to make sure that the proposed change doesn't violate any municipal zoning bylaws.

When the CITQ receives an application to change an establishment's number of units, it must officially confirm that this is authorized by the municipality, as stated in section 6.1 of the *Act respecting tourist accommodation establishments*.

## HOTEL OWNERS : FRESHEN UP!

MAINTENANCE ADVERTORIAL

### HERE'S SOMETHING YOU MAY NOT KNOW

Your maintenance contract for your establishment's air conditioning system does not include cleaning your room air conditioners. Many people wrongly believe that this service is included. In fact, it has been shown that the air conditioners in 80% of rooms visited are dirty enough to pose a health risk.

### RISKS

You can see the state of your air conditioners at a glance. If there is dust accumulated on the grille or even the hint of an odour when the machine is turned on, it means that your air conditioner needs professional cleaning. There are many reasons why this is important:

- air saturated with pathogens (legionella or fungus) can cause serious health problems;
- it has been shown that ambient air quality in a workplace has a direct impact on employee productivity, concentration and absenteeism;
- dirt build up, even superficial, can reduce the air conditioner's efficiency by 30 to 70%, leading to higher energy consumption and costs.

### THE SOLUTION

Have your air-conditioning system inspected and cleaned by Rousso, the experts in air conditioning disinfection and cleaning. PTAC-type air conditioners, the most common kind used in hotels, can be done directly in the room with special equipment that leaves no trace. After any work, we give your establishment a decontamination certificate, showing your guests that they can have confidence in the air quality in their rooms.

Contact us today!  
1 855 492-3125 (toll free)  
info@rousso.ca - www.rousso.ca

Réal Rousseau, Director



★ From anywhere in Quebec, ask for a **FREE** estimate before April 1, 2017 and get a 10% discount on your cleaning.

## IMPORTANT TIPS FOR AN EASY AND FAIR CLAIM SETTLEMENT

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### ESTABLISH A GOOD RELATIONSHIP WITH THE ADJUSTER

The insurer's role is to indemnify you as the insured party for the losses you have suffered, so that the insured property can be restored to the condition it was in before the incident occurred. Experience shows, however, that close to one in every three claims involves an element of fraud. For that reason, when you are first contacted by the adjuster, he may ask you some frankly pointed questions. It is important, though, to establish good trust between you so that the claim settlement process can proceed smoothly.

### CO-OPERATE WITH THE ADJUSTER

This means that you will need to carefully draw up a list of items covered by your claim. Co-operating with the adjuster also means answering all his questions and returning his calls. If you deal with a broker, he will also have to get closely involved and will be your ally and reference if you have any doubts.

### AVOID THE TEMPTATION TO FALSIFY YOUR CLAIM

Despite the temptation and what some people might tell you, it is risky to add any items to your claim. A padded claim could end up being refused completely and cause you other problems in the long term. Adjusters rely on their experience, combined with a few questions and tricks of the trade, to validate the information they are given and to quickly detect any attempt to falsify a claim.

### KEEP ALL SUPPORTING DOCUMENTATION

When it comes to receipts, a distinction must be made between residential and commercial contracts. For business insurance, supporting documentation, including receipts and financial statements, must be submitted before a claim can be settled. For personal insurance, it is more a matter of good faith, although photos, receipts, inventories and the like will make settling a claim much easier.

### PREVENTION

Preparing an inventory and keeping digital pictures of your valuables such as jewellery, art, antiques and other precious items are other excellent ways of simplifying the process. In addition, knowing the limits on your insurance contract and discussing your broker's role in the event of a claim will take only a few minutes of your time and make things go that much more easily should you ever need to make a claim.

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