



Service Animal Policy

Updated 12/2024

The Teaching Zoo welcomes any well-behaved service dog in the company of its owner onto zoo grounds. We are happy to comply with state and federal laws to allow this access.

Service Animal Definition: Service Animals are defined as animals that are individually trained to work or perform specific tasks for people with disabilities. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the American Disabilities Act (ADA).

In accordance with the American Disabilities Act, only trained service animals are permitted onto Zoo grounds. Pets, exotic species, therapy, or emotional support animals are not permitted. Service animals in training are not permitted in the Zoo.

General Guidelines: Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal or other effective controls. The care and supervision of a service animal is the sole responsibility of the owner.

Restricted Areas: The Teaching Zoo is responsible for the health and well-being of a vast collection of animals. Because we are subject to stringent regulations pertaining to their protection, service animals are restricted from the following areas:

Wildlife Theater

State of California Penal Code 54.7 allows this exception where there is not a physical barrier between the collection animal and the service animal.

In the event that a service animal's presence could theoretically cause our collection animals undue stress or anxiety, or present the potential for injury, we reserve the right to

designate some areas off limits, or to designate the area as sensitive and request that guests observe extra caution.

Guest Responsibilities: Responsibilities of the guest with service animals include:

To care for and supervise the service animal, including appropriately disposing of any service animal waste.

To maintain control over the service animal at all times and adhere to leash laws as applicable.

To refrain from taking the service animal into restricted areas.

To remove the service animal when in conflict or potential conflict may occur. This includes free roaming birds and collection animals on walks with handlers.

The Teaching Zoo does not require any surcharges or fees for service animals. However, the owner may be held liable (and charged if applicable) for any damage, injury or death caused by a service animal to the grounds, him/herself, the animal or plant collection, employees, students, or visitors to the same extent as others without service animals are held responsible or charged. Owners should also be aware of the nature of Zoo activities is such that the service animals may be exposed to diseases of animals within the Zoo collection, and this risk is assumed wholly by the owner when bringing the service animal on site.