

## SERVICE ANIMAL POLICY AND PROCEDURE

### Policy:

The Oregon Zoo adheres to the Americans with Disabilities Act (ADA), welcoming disabled guests and their service animals. However, specific areas identified as "quick-pass" or "off-limit" may restrict entry. Any direct safety threats to patrons or animal well-being may result in refusal of entry. **Pets are not permitted inside the zoo.**

### Definition of Service Animal:

Per the ADA, a "service animal" is a trained dog or miniature horse performing tasks directly related to a person's visible or invisible disability. Without specific training, emotional support, therapy, or comfort animals are not recognized as service animals or allowed inside the zoo.

### Admission Policy:

Guests with service animals must check in and out at the main entrance info cart. Staff may inquire about the animal's training but will not discuss the guest's disability. Service animals must be leashed and controlled effectively. Guests denied entry will receive a refund. The zoo does not kennel or care for service animals during the visit.

### The following questions will require an answer before entry:

- Is the service animal required because of a disability?
- If yes: What work or task has the animal been trained to perform?

### Admission Procedure:

#### 1. Before Entering: Service Animal Health & Behavior Assessment:

Zoo staff verifies and ensures service animals are housebroken, healthy and well-behaved. Signs of communicable illness may prompt a visual assessment by a zoo veterinarian before entry. Animals deemed upon visual assessment to present a potential communicable disease safety risk may be excluded. Such exclusion may be removed at the zoo's discretion upon consultation between the zoo veterinarian and the service animal's licensed veterinarian.

#### 2. During Your Visit: Animal Behavior and Area Restrictions:

Guests must move to another exhibit if zoo animals react negatively to the service animal. Service animals are restricted from specific areas and cannot be in direct contact with zoo animals.

#### 3. Restricted and Quick-pass Areas:

The zoo designates "off-limit areas" and "quick-pass areas" to ensure safety. No service animals are allowed in off-limit areas, while quick-pass areas require swift movement. These areas are highlighted on the service animal map.

The Oregon Zoo appreciates cooperation in ensuring a safe and positive experience for guests, service animals and zoo animals. Contact staff or the admissions office for assistance during your visit: **503-226-1567**.

Thank you for choosing the Oregon Zoo. We hope you have an outstanding experience!

# Oregon Zoo Service Animal Map



OFF-LIMIT AREAS
Family Farm Barn
Wildlife Live/Animal Encounters
Africa Birdwalk
Tigers (lower path viewing)
QUICK-PASS AREAS
Cascade Aviary
Cougars
Family Farm
Polar Passage
Primate Forest
Predators
Flamingos