



# Service Dog Policy

Naples Zoo is responsible for the health and wellbeing of many rare and endangered species of animals. The zoo is the guardian of these animals and is subject to stringent regulations pertaining to their protection. In the event that a service animal's presence within certain areas of the zoo is demonstrated (through prior or current displays of agitation) to cause the animals in that area undue stress or anxiety, or present the potential for injury, we reserve the right to designate such areas as off-limits, or to designate the area as sensitive and request that guests observe extra caution in such areas. Sensitive areas may be designated as a result of new births or hatchings, nesting or breeding behavior in progress, or new animal exhibits. Animal care management staff will determine whether special circumstances warrant restrictions on service animals in any areas.

In compliance with the *Americans with Disabilities Act*, fully trained Service Dogs are welcome at Naples Zoo. It is our intent for all guests to safely enjoy the zoo's experiences while being responsible stewards of the rare animals in our care including rules set by the *USDA Animal Welfare Act*. Because of this, we have the following considerations where the presence of a service dog poses a safety threat. We recognize that these guide dogs are highly trained and reliable. These considerations are based on the exotic animals' reactions, not the guide dog's actions or responses.

Guide dogs are also welcome to rest in the Zoo's climate-controlled office space for all or part of the day where they will be away from the general public and provided water.

**Feature Shows in Safari Canyon:** As service dogs are very close to the exotic animals without the presence of barriers, some animals may try to attack an unfamiliar dog while others may try to flee the perceived predator. As Zoo staff are in direct contact with animals, an agitated animal could injure itself or Zoo staff or a free flight bird may leave the area. Because of these risks to staff, guests, and animals, service dogs are not permitted inside the show area during the presentation. Before and after the show, service dogs may guide individuals to and from a seat when there are no animals present.

**Giraffes:** Because of the wary nature of giraffes and great potential for their injury or death if spooked, service dogs are not permitted past the area near the Jungle Café.

**Primate Expedition Cruise:** The primates reside on a barrier free island system. A perceived predator in their vicinity may lead to the monkeys, apes, or lemurs leaping into the water and drowning. For this reason, service dogs are not permitted on board.

**Glass Windowed Exhibits:** Service dogs must be kept a minimum distance of thirty feet (9.15 m) back from these exhibit for the safety of the animals on the other side of the glass. This includes the glass viewing at leopard, coyote, black bear, agouti, fosa, hyena, and tiger exhibits.

All Zoo exhibits should be approached slowly to give the Zoo animals time to react to the presence of a service dog. For everyone's welfare, if an animal appears distressed or agitated, the dog should be immediately moved further back or walked beyond the exhibit completely. As a lover of animals and a zoo supporter, your understanding is greatly appreciated as Naples Zoo carefully makes decisions for both your safety and enjoyment along with the welfare of our wonderful animals.

**Thank you for visiting. We hope you have a fun and safe time with us today!**

*I understand these guidelines and agree to comply with this policy and staff instruction given in compliance with this written policy as a condition of bringing a service dog inside Naples Zoo.*

Signature: \_\_\_\_\_

Date of Visit: \_\_\_\_\_

Printed Name: \_\_\_\_\_