



## SERVICE ANIMAL POLICY

Discovery Wildlife Park welcomes persons with disabilities and their service animals and works to ensure that all visitors have access to equivalent satisfying experiences during their visit. We support the concept of service animals and recognize the great benefits they can provide to persons with disabilities.

DWP also recognizes that it has a strong responsibility to the collection of animals under its care and must do everything it can to protect those animals, some of which are endangered species. In view of this responsibility the Park has adopted policies that govern the admission of animals onto the Park grounds. These policies are designed to provide the maximum safety for all visitors and the animals in the Park's collection.

### Service Animal Policy

1. With the exception of service animals, no domesticated animals of any kind can be admitted onto the Park grounds.
2. The term "service animal" refers to any service animals or guide dog as defined in the Alberta Blind Person's Act Chapter B-6, Sec 5(1) through 5(8).
3. Service animals must be fully trained. Service animals **in training** will not be allowed on the grounds.
4. Certification that the service animal is a registered service animal in good health will be requested at time of entry. Please show your service animal card and proof of current vaccinations – rabies, distemper and/or other diseases to ensure the safety and health of the Park's animal collection.
5. Visitors wishing to bring service animals to the Park are encouraged to phone ahead to alert the Park staff to the presence of a service animal on that day.
6. The Park will restrict access to service animals in certain areas of the grounds and exhibits. Service animals will be restricted to the main building area, washrooms, parking lot, and campground.
7. All such areas will be pointed out to the visitor upon entry and circled on the Park map.
8. Service animals may be monitored by Park staff to ensure the safety of our collection.
9. Service animals must be controlled or restrained at all times by a working harness or leash of no more than one (1) meter in length.
10. The service animal owner is responsible for all actions of the service animal including clean up of all fecal material from the animals while on Park grounds. In addition, the owner may be held liable for any damage, injury or

death caused by the service animal to the grounds, him/herself, the animal or plant collection, employees or visitors.

11. If at any time the service animal causes distress to or disruption of Park animals, the owner must agree to move away from that area immediately. It is possible that the service animal will react negatively to exposure to Park animals. It may become agitated, behave improperly, and fail to follow its cues or instructions, or otherwise act in an unpredictable manner. Any of these actions by a service animal could lead to damage, illness or even death to the service animal, person with a disability, the grounds, Park animal or plant collections, employees or visitors. The service animal may be exposed to diseases of Park animals, which could lead to serious illness or death.
12. During our daily animal presentations, the service animal must be moved to a location indicated by Park staff. The presence of a service animal will cause the Park animal to not respond to their trainers and does cause a disruption in our educational programming.

The owner of the service animal must understand these risks and still be willing to freely and voluntarily bring the service animal onto Park grounds knowing and accepting these risks; agree that Discovery Wildlife Park and its owners and employees are not responsible or liable for the actions or responses of the service animal as a result of being exposed to Park animals; and to the extent allowed by law, Discovery Wildlife Park is exempt from any damage, injury or death caused by the service animal.

Date: \_\_\_\_\_

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

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_