Oakland Zoo welcomes everyone. We are committed to ensuring Zoo grounds, facilities, and programs are accessible to all visitors. It is our policy to comply in all respects with the Americans with Disabilities Act (ADA). Although Oakland Zoo prohibits any non-zoo animals from entering the Zoo, exceptions are made for trained service animals, as defined by the ADA.

ELECTRIC CART ASSISTANCE

Electric carts driven by one of our docents are available for guests with disabilities to tour most parts of the Zoo. Advance reservations are required. Two (2) carts are available, one with wheelchair access. We require four (4) weeks advance notice for docent led cart tours. Call (510) 632-9525 x220 Mon. – Fri. for more information.

SERVICE ANIMAL DEFINITION

WHAT IS A “SERVICE ANIMAL”?

Guests who bring their service animal into Oakland Zoo, will be held personally responsible for:

- Care and supervision of their service animal
- Maintaining control over the service animal at all times
- Complying with all applicable laws and regulations (city, state, and federal), including vaccinations, licenses, as well as animal health and leash laws
- Refraining from taking the service animal into known restriction areas (see map on reverse for more details)
- Removing the service animal when a conflict or potential conflict occurs.

This may include Zoo animals in their exhibits, zoo animals on walks with their handlers, or any free-roaming non-Zoo animals (squirrels, pigeons, and so on).

Thank you for following these guidelines and ensuring a safe and fun experience at Oakland Zoo for you, the service animal, other Zoo guests, and our animals.

For more information regarding Oakland Zoo’s Service Animal Policy, contact us at (510) 632-9525 x193.

The policy is accurate and effective as of October 2018.