



Sensitive areas are subject to change. Oakland Zoo reserves the right to alter or prohibit service animal entry to any part of the Zoo without prior notice.

as off-limits to service animals. reserves the right to designate such areas to guests, staff or animals, Oakland Zoo to agitate or cause Zoo animals undue stress, anxiety or a potential for injury If a service animal's presence is shown

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- **Chimpanzee Exhibit**
Includes lower & upper exhibit windows
- **Hyena Deck**
- **Upper & Lower Lion Decks**
- **Upper & Lower Tiger Decks**

See the map on the inside of this guide to view permissible service animal areas of Oakland Zoo

Guests who do not comply will be asked to leave the premises (refunds will not apply in this situation).

A "No Stopping" zone has been established whereby guests with a service animal are required to move through following exhibit areas:

CAUTION AREAS



Service animals are prohibited in the Petting Yard, along the path leading to the Petting Yard, on the Outback Adventure Train and Sky Ride.



Oakland Zoo is responsible for the health and well-being of over 750 animals, including rare and endangered species. We are subject to strict guidelines and regulations pertaining to their protection, and as such, service animals are restricted from certain areas of Oakland Zoo. Service animals are prohibited from entering the Petting Yard at the Goat/Sheep Barn, including the ramp leading to and from this area. Service Animals are also prohibited on both the Outback Adventure Train which passes through the Wild Australia exhibit as well as the Sky Ride.

RESTRICTED AREAS

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. Individuals must maintain control of the animal through voice, signal, or other effective controls. The care and supervision of a service animal is solely the responsibility of the owner.

SERVICE ANIMAL DEFINITION

WHAT IS A "SERVICE ANIMAL"?



ANSWER: Oakland Zoo defines a service animal as a DOG that is individually trained to perform specific tasks for the benefit of a person with a disability. Service animals are working animals, not pets. Service dogs are always under an owners' control. The service dog must be fully trained; animals-in-training will not be permitted into the Zoo. In accordance with the ADA, only trained service animals are permitted on Zoo grounds. Pets, exotic species, therapy or emotional-support animals are not permitted.

- Is this a service animal?
- Has this animal been trained to assist someone here today with a disability?
- What task has this animal been trained to perform?

In order to determine if an animal is a service animal, Oakland Zoo Staff may ask any of the following questions:

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GENERAL GUIDELINES

GUEST RESPONSIBILITIES

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.

WELCOME TO OAKLAND ZOO

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.



OAKLAND ZOO



This policy is accurate and effective as of October 2018.



SERVICE ANIMAL GUIDE