Please note the routes and restricted areas outlined on the map inside this guide.

RESTRICTED AREAS

Oakland Zoo is responsible for the health and well-being of over 850 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 the Zoob Express train. Zoo guests, who bring their service animal into Oakland Zoo, will be held personally responsible for the health and well-being of their pet.

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 x185.

*cart tours are subject to availability

CART DRIVEN TOURS AVAILABLE

For full ADA access of the Zoo, please make a paid reservation for a wheelchair accessible cart-driven tour. Availability is limited, please make your reservation two weeks in advance of your visit.

To book, please call (510) 632-9525 ext. 219, Monday-Friday or email educationreservations@oaklandzoo.org

GENERAL GUIDELINES

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.

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For full ADA access of the Zoo, 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).

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Trained service dogs are welcome to Oakland Zoo for you, the service animal, and ensuring a safe and fun experience at the Zoo’s Service Animal Policy, contact us at (510) 632-9525 x195.

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

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 owner’s 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. Service dogs are always under an owner’s control. The service dog must be fully trained; animals-in-training will not be permitted into the Zoo.

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