

SERVICE ANIMAL ACCESS HANDOUT

Idaho Falls Zoo at Tautphaus Park welcomes visitors with disabilities and their service animals, subject to these guidelines. The Zoo has crafted a service animal access policy that complies with federal and state laws. The Zoo's Policy balances the Zoo's desire for giving visitors the most access possible with the Zoo's responsibility for maintaining the safety of its animal collection.

Service Animals: The Zoo adopts the definition of "service animal" that appears in the Americans with Disabilities Act (ADA): a dog that has been individually trained to do work or perform tasks for the benefit of individuals with disabilities. Miniature horses and pets are **not** allowed in the Zoo.

Controlling Service Animals: Please note that if a service animal is out of control and cannot or will not be controlled by its owner or if it is not housebroken, the Zoo staff will require that the service animal leave Zoo premises. Service animals must generally be on a leash, harness, or other tether that does not exceed four (4') feet in length. Exceptions are made if the tether restricts the service animal's function or if the visitor's disability makes such unworkable. If the service animal is not tethered, the visitor must be able to otherwise control the animal.

Accommodations without Animals: If an animal is not admitted, or if a service animal is required to leave Zoo premises, the Zoo staff will make reasonable efforts to allow the visitor to enjoy and experience the Zoo in the absence of such animals. Please note that the Zoo does not provide on-site kennel services. Sensitive or Off-limits Areas. In order to safely protect the Zoo collection, certain areas of the Zoo are off-limits to service animals. Such off-limit areas may include new exhibits, exhibits with animals that are especially vulnerable or sensitive to other predator species, interactive animal areas, the exotic cat exhibits (including snow leopards, lions, tigers, and servals), exhibits with females with offspring, or animals acclimating to a new environment.

Because sensitive or off-limits areas can change frequently, the Zoo requires that visitors intending on using service animals in the Zoo check in with Zoo staff at the ticketing booth each time they visit. Zoo staff will inform visitors of any sensitive or off-limits areas.

If a Zoo animal is agitated by the presence of the service animal, or vice versa, visitors should leave the area immediately.

Current off-limit areas are as follows:

Exhibit

Exotic cats' exhibits (snow leopards, lions, tiger, and servals)

Reason Exhibit is Off-limits

Susceptibility to canine distemper (CDV)

Africa Mara Aviary

Ground dwelling birds may have young chicks

If there are questions about the Zoo's Service Animal Access Policy, please contact a member of the Zoo staff or call the City of Idaho Falls Attorney, Randy Fife at (208) 310-1352.