

PITTSBURGH ZOO & PPG AQUARIUM SERVICE ANIMAL POLICY

The Pittsburgh Zoo & PPG Aquarium welcomes guests with disabilities who use service animals as determined by the Americans with Disabilities Act and Pennsylvania Human Relations Act. Guests using service animals will be greeted by our ADA-trained staff at the entrance gate. You will be provided with information to plan your visit to our facilities. This information will include a map of areas currently restricted to your service animal. Those restricted areas include White-tailed Deer exhibit, Goat Yard, and Kangaroo exhibit.

For our guests requiring the use of a service animal please be aware of the unique setting of bringing a service animal where live animal collections are held. Some animals by instinct can react to dogs or any animal outside of their enclosure as a threat and react strongly to their presence. For the safety of you, your service animal, our collection, and our guests, areas where these reactionary animals reside must be restricted. We are, however, happy to provide you with options to view these areas, which can further be explained by a staff member.

In the event an adverse reaction occurs between a zoo animal and your service animal, we greatly appreciate your assistance in moving your service animal away from the situation until we can work together to find a safe resolution.

Thank you for your cooperation as we strive to achieve a safe and positive experience for you, your service animal, and our animal collection. For more information, please call or stop by the Education Complex to see the Visitor Services Manager. We hope your visit will be an excellent experience.

SERVICE ANIMALS ARE WORKING ANIMALS, NOT PETS.

Emotional support animals are not considered service animals and are thus not included in this policy. For the safety of the Zoo's animal collection and our guests, emotional support animals and personal pets are not permitted on any Pittsburgh Zoo & PPG Aquarium grounds.

CAN A PERSON WITH A SERVICE ANIMAL BE ASKED TO LEAVE?

An animal that meets the initial criteria for a service animal can be asked to leave if they cause a disruption to the operations of the facility. Specific behaviors by the service animal that could be cause for removal from the facility include:

- **Barking and/or growling**
- **Vicious or aggressive behavior toward other people or animals**
- **Disruptive behavior such as jumping toward or running at other people or animals**
- **Not being housebroken.**
- **Not being under control of handler such as being held by harness, leash, or on a tethered line.**
- **The animal's size and/or weight cannot be accommodated in specific areas or sites on Zoo grounds.**