



SERVICE ANIMAL GUIDELINES

Woodland Park Zoo is committed to complying with the Americans with Disabilities Act (ADA) and seeks to ensure every guest enjoys the zoo. Although the zoo generally prohibits any non-collection animals from entering, exceptions are made for trained service animals.

Woodland Park Zoo is responsible for the health and well being of collections of prized, and in many cases, rare and endangered species of animals. The zoo is the guardian of these animals and is subject to stringent regulations pertaining to their protection. When it is demonstrated that a service animal's presence is causing animals in a certain area of the zoo undue stress or anxiety, or present the potential for injury, we reserve the right to designate those areas as off-limits or sensitive areas and ask that guests be extremely cautious while in such areas. Sensitive areas may also be designated as a result of new births or hatchings, nesting or breeding behavior in progress, or new animals in exhibits. Animal Care management staff will determine whether special circumstances warrant restrictions on service animals in any exhibits or areas.

Woodland Park Zoo does not provide kennel facilities for service animals.

Alert: WPZ does have multiple free roaming peacocks on grounds.

DEFINITION OF SERVICE ANIMAL

The term "service animal" is currently defined as a dog or mini horse that has been individually trained to do work or perform tasks directly related to an individual's disability, including a physical, sensory, psychiatric, intellectual or other mental disability. In order to determine if an animal is a service animal, Woodland Park Zoo staff may ask any of the following questions:

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

In accordance with the ADA, only trained service animals are permitted on zoo grounds. Service animals are working animals, not pets. The work or task an animal has been trained to provide must be directly related to the person's disability. Pets, therapy or emotional-support animals are not permitted. The animal must be fully trained; animals in-training will not be permitted.

ADMISSION PROCEDURE

Guests with service animals must check in at the following locations upon their arrival at the zoo.

West Entrance – Membership Office
South Entrance – Ticket Windows 3 or 4

- If it is not readily apparent to zoo staff that the animal is a service animal, staff should ask the above questions.
- Zoo staff must not inquire about or discuss the guest's disability.
- Zoo staff shall confirm that the service animal is on leash or capable of being controlled verbally, by hand motions or other means.
- A zoowide radio call will be made to alert all staff that a service animal is coming on grounds and provide a quick description of the animal.
- Zoo staff will give the animal's handler a sticker to wear while on grounds to signify that they have checked in and received the guidelines.

GUEST RESPONSIBILITIES

The following health and safety requirements have been imposed to protect zoo visitors and animals:

- A service animal must be leashed and under guest's control at all times. If using a leash or similar tether interferes with the service animal's duties AND the service animal is trained to respond to signals, voice commands or another effective means while off leash, then (and only then) they are allowed to be off leash.
- A service animal must be housebroken and in visibly good health. This is especially important to keep potential health problems from spreading to the animal collection at the zoo. Owners of service animals are responsible for their animal's behavior.
- A service animal that reacts aggressively to the presence of people, other service animals or sounds will be excluded from the zoo.
- If either a zoo animal or service animal are visibly upset or agitated by the other's presence, the visitor and service animal must move on to another exhibit immediately. Signs of agitation include: barking, howling, growling, bumping into their exhibit window or walls, jumping, climbing, running around their exhibit and/or erratic movements.
- As noted in the zoo's service animal map, the use of service animals may be restricted or limited in certain areas due to the sensitivity of the zoo's animal collection.
- Service animals are allowed to enter the historic carousel pavilion but are not allowed on the carousel ride.

WOODLAND PARK ZOO

North 59th Street

The zoo is smoke-free!
Thank you for not smoking or vaping.

Metro Bus Route 5

WEST WOODLAND PARK PLAYGROUND

BEAR LOT
Stalls 601 – 795

LIVING NORTHWEST TRAIL

Cathy Herzig Basecamp Northwest
Nysesether Family Riverhouse
River Otter
Mountain Goat
Steller's Sea Eagle
Elk
Wolf
Pigott Family Lynx Exhibit
Mesa Bronze

OTTER LOT
Stalls 801 – 1,300

AUSTRALASIA

Electric Vehicle Charging Station

Wi-Fi provided by
Microsoft
Microsoft Airband is Woodland Park Zoo's Exclusive Wi-Fi Partner

HISTORIC CAROUSEL

WILDLIFE THEATER

NORTH MEADOW

MAIN LOOP

MAIN LOOP

TRAIL OF VINES TROPICAL ASIA

PENGUIN LOT
Stalls 505 – 566

Bank of America Commons

1899 Grove

Guest Services

CONSTRUCTION ZONE

ONEWAY PEDESTRIAN TRAFFIC

MAIN LOOP

MAIN LOOP

MAIN LOOP

MAIN LOOP

WETLANDS

TEMPERATE FOREST

TROPICAL RAIN FOREST

BANYAN WILDS TROPICAL ASIA

ASIAN AVIARY

AFRICAN SAVANNA

ASSAM RHINO RESERVE TROPICAL ASIA

TRAIL OF VINES TROPICAL ASIA

WETLANDS

TEMPERATE FOREST

TROPICAL RAIN FOREST

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