






THE BUFFALO ZOO

SERVICE DOG POLICY



GUIDELINES FOR SERVICE DOGS

-  Service dogs must be harnessed, leashed, or tethered, unless these devices interfere with the animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective means.
-  The care and supervision of the service animal is the sole responsibility of their owner.
-  Under the ADA, the dog must already be trained before it can be taken into public places.
-  Sensitive areas may be designated off limits as a result of new births or hatchings, nesting or breeding behavior in progress, or new animals in exhibits.
-  A service animal must be housebroken and in good health to keep potential health problems from spreading to the animal collection at the zoo. The service dog relief area is outside of the main entrance by the trees.

WE WELCOME ALL AT THE BUFFALO ZOO, INCLUDING CERTIFIED SERVICE DOGS!

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. Upon arrival, please ask to speak with a Guest Experience Manager before entering the Zoo with your service dog. We thank you for your cooperation.

THE AMERICANS WITH DISABILITIES ACT

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Under the ADA, an animal whose sole function is to provide companionship, comfort, or emotional support does not qualify as a service animal.

OFF LIMITS AREAS

Per ada.gov, "at a zoo, service animals can be restricted from areas where the animals on display are the natural prey or natural predators of dogs, where the presence of a dog would be disruptive, causing the displayed animals to behave aggressively or become agitated." Therefore, service dogs are *not allowed in the giraffe house, inside the entire building of M&T Bank Rainforest Falls, Goat Island, directly inside the Delta Sonic Heritage Farm contact pens, or in the direct vicinity of an animal show or presentation.*

YOU MAY BE ASKED TO LEAVE IF...

The dog shows disruptive behavior such as barking or growling toward another person or animal, the dog is not being controlled by its owner, the dog elicits extreme fear or aggression from a Zoo animal, the dog urinates or defecates on Zoo grounds, or the dog's behavior seriously disrupts shows, presentations, programs, encounters, or keeper talks.

LOCATION KEY

- FIRST AID
- RESTROOMS
- SECURITY
- ACCESSIBLE ELEVATOR
- NURSING ROOM
- ATM
- PAY TO PARK
- EV CHARGING STATION
- PHOTOS
- FOOD SERVICE
- STROLLER RENTAL
- GIFT SHOP
- TICKETS
- LOST & FOUND
- EXIT
- MEMBERSHIP SALES

Some exhibits and attractions are seasonal or may be closed due to special circumstances including weather, animal health, mechanical repair or other issues.



SENSORY INCLUSIVE LOCATIONS

- HEADPHONE ZONE
- QUIET AREA
- SENSORY BAGS AVAILABLE HERE



The SSP symbol indicates that an animal is part of the Association of Zoos and Aquariums' (AZA) Species Survival Plan. This program manages the populations of certain species to ensure their continued survival. The Vanishing Animal symbol represents an endangered species, which means there are so few of its kind that it is in danger of extinction.



The Buffalo Zoo is an accredited member of the AZA, which is dedicated to excellence in animal care and welfare, conservation, education and research.



The Buffalo Zoo is supported in part by the City of Buffalo, the County of Erie and the State of New York.

OFF LIMIT AREAS FROM PAGE ONE ARE MARKED WITH AN "X"
WATER FOR SERVICE DOGS CAN BE GIVEN AT WILD BURGER