



## Service Animal Policy

We welcome guests with disabilities who use service animals, as defined by the Americans with Disabilities Act. ***Service animals are defined as “dogs”, and in some cases, “miniature horses,” that are individually trained to do work or perform tasks for a person with a disability.*** Emotional support, therapy or animals that provide comfort by just being with a person are not considered service animals – because they have not been trained to perform a specific job or task and will not be admitted to the Oregon Coast Aquarium.

Please be aware of the unique setting of the Oregon Coast Aquarium. The safety and wellbeing of our exhibits, staff and visitors is our priority. Therefore, the following information is important to your visit:

- 1) Service animals must be in good health. If any visible signs of ill-health are evident – open lesions, scabs or other signs that may pose a threat to the health and safety of Aquarium guests, staff and exhibits – the service animal will not be admitted.
- 2) If the service animal exhibits any aggressive or erratic behavior or lack of control the service animals may be requested to leave the Aquarium if the handler does not take effective control of the animal.
- 3) The service animal must be housebroken.
- 4) The service animal may not have contact with any animals or birds in our exhibits. In the event that a service animal’s presence within certain areas of the Aquarium is demonstrated to cause the animals in the exhibit area’s undue stress or anxiety, we reserve the right to designate those areas as off-limits to the service animal.
- 5) Due to Federal Requirements some behind the scenes tours at the Oregon Coast Aquarium are designated as sensitive areas and are off-limits to all service animals. Those areas are listed in this document and are subject to change on any given day.
- 6) Every service animal must be on a secure leash and may not be left unattended at any time. If the service animal is trained by voice command, please advise the staff, and an exception to the leash rule will be made.

Currently, the following locations that are visited during behind-the-scenes tours at the Oregon Coast Aquarium are designated as sensitive areas, and thus off limits to service animals:

- Pelican holding enclosure and bird rehabilitation area
- Marine Mammal holding area during certain situations beyond our control

So that our guests with a disability may enjoy the Aquarium to the fullest, Aquarium staff members will be made available to hold/walk the service animal while other Aquarium staff accompany the guest to these sensitive areas during part of a regularly scheduled program/tour.



While service animals are permitted in other behind-the-scenes areas as a part of tours/programs, owners should be aware that access to these areas requires all participants, including the service animal, [to step into disinfectant footbaths upon entering and exiting to maintain a safe environment for the animals in the Aquarium's collection. Information on the disinfectant utilized can be found on the Aquarium's website or at the Aquarium's Front Desk.](#)

Owners of service dogs should also be aware that access to the Passages of the Deep behind-the-scenes areas requires utilizing two flights of industrial steel stairs with rough, porous treads.

**Pet Areas:**

The Oregon Coast Aquarium has several animal/pet areas located in or around the parking lots with complimentary cleanup bags and nearby garbage cans. These areas include the south side of the Sea Otter parking lot and the south side of the Wolf Eel parking lot, northwest and southwest side of the RV Parking lot, as well as the west side of the Sea Lion Parking lot. A map showing these areas is available on the Aquarium's website or at the Aquarium's Front Desk.

Thank you for your cooperation. We strive to provide a safe experience for you, your service animal, and the Aquarium visitors. We hope your visit to the Oregon Coast Aquarium will be exceptional!

If you need assistance, please contact any staff member or our operations department at (541)867-3474, extension 1119 or extension 5577 for immediate assistance.

For additional information on ADA policies visit:

[www.ADA.gov](http://www.ADA.gov)

[www.droregon.org](http://www.droregon.org)

[https://www.ada.gov/service\\_animals\\_2010.htm](https://www.ada.gov/service_animals_2010.htm)[https://www.oregon.gov/das/HR/Documents/Service\\_Animals\\_as\\_an\\_ADA\\_Accommodation.pdf](https://www.oregon.gov/das/HR/Documents/Service_Animals_as_an_ADA_Accommodation.pdf)