



Service Animal Policy and Procedures

Policy:

The Oregon Coast Aquarium adheres to the Americans with Disabilities Act (ADA), welcoming disabled guests and their service animals. Please note that entry may be restricted in certain sensitive areas designated as "off-limits." Any direct safety threats to patrons or animal well-being may result in refusal of entry. Pets are not permitted inside the aquarium.

Definition of Service Animal:

Per the ADA, a "service animal" is a trained dog or miniature horse performing tasks directly related to a person's visible or invisible disability. Without specific training, emotional support, therapy, or comfort animals are not recognized as service animals or allowed inside the aquarium.

Admission Policy:

Guests with service animals enter through main admissions. Staff may inquire about the animal's training but will not discuss the guest's disability. Service animals must be leashed and controlled effectively. Guests denied entry will receive a refund. The aquarium does not kennel or care for service animals during the visit.

The following questions will require an answer before entry:

- Is the service animal required because of a disability?
- If yes: What work or task has the animal been trained to perform?

Pre-Entry Service Animal Health Assessment:

Aquarium staff verifies and ensures service animals are housebroken, healthy and well-behaved. Animals deemed upon visual assessment to present a potential communicable disease safety risk may be excluded. Handlers of service animals denied entry will be given the opportunity to access the aquarium without the animal's presence. If the patron chooses not to enter the aquarium without their service animal, they will receive a refund if the service animal is denied entry.

Handler Responsibility

In all areas of the aquarium, the handler may not allow the service animal to wander away from them and must maintain control of the service animal, even if it is retrieving an item at a distance from the handler. The service animal and handler must move to another exhibit if aquarium animals react negatively to the service animal.

The aquarium is not able to provide a rest area or supplies for service animals. Please come prepared with anything your service animal may require during your visit. If a service animal needs to relieve itself, handlers may exit the aquarium temporarily at the main entry. A service dog that is not housebroken will be asked to leave the aquarium.



Service Animal Behavioral Requirements

The handler must maintain control over the service animal at all times. The service animal must not bark, growl, or otherwise threaten guests or aquarium animals, and must not leave biological waste.

Restricted Areas

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. The aquarium designates the following "off-limit areas" to ensure safety:

- **Public Areas:** Seabird Aviary
- **Behind-the-Scenes Tour Areas:** Pelican holding enclosure, bird rehabilitation areas, marine mammal holding, animal care food preparation and kitchen areas

While service animals are permitted in other behind-the-scenes areas as a part of tours and programs, owners should be aware that access to these areas may contain raw salmon. 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 aquarium has several 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 Main Admissions.

Thank you!

The Oregon Coast Aquarium appreciates your cooperation in ensuring a safe and positive experience for guests, service animals, and aquarium animals.

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.