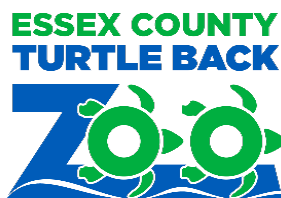




Joseph N. DiVincenzo, Jr.
County Executive



Daniel K. Salvante
Director

SERVICE DOG POLICY

Turtle Back Zoo welcomes guests with disabilities who are accompanied by a trained service dog, in accordance with the Americans with Disabilities Act (ADA). Only working service animals are allowed on Zoo grounds. Service animals are working animals, not pets. *Pets, comfort animals, emotional support or therapy animals are not permitted at the Zoo.*

UPON ARRIVAL

Upon arrival at the Zoo, we ask that guests with a service animal check in at the Ticket Windows so that we can review our zoo guidelines at the start of your visit. Our goal is to help you have a great zoo day and to also ensure our animals are safe and comfortable during your visit.

General Guidelines & Responsibilities

- Service animals must be properly harnessed, leashed, or tethered, unless these devices interfere with the service 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 controls. At no time should a service dog be in contact with fences, mesh, wire, railings, glass or other exhibit barriers. The care and supervision of a service animal is the sole responsibility of the owner.
- The Guest/ Handler is responsible for caring and supervising their service dog, which includes toileting and feeding. The Zoo is not able to provide a rest area or supplies for service dogs. Please come prepared with anything you think your animal might need during a visit. The Zoo allows re-entry in the case of taking care of any animal needs. Just discuss with Guest Services on your way out to receive re-entry.

Restricted Areas

When open, the following areas are restricted to service animals due to the limited physical barriers between animals and guests:

- Aviary
- Giraffe Feeding
- Pony Rides

If a guest wishes to visit these areas without their service animal, our Zoo Staff will be happy to help accommodate those requests.

Special Circumstance Restrictions

Service animals may be temporarily restricted from specific public areas due to zoo animal concerns regarding new births or hatchlings, nesting or breeding behaviors in progress, or

new animals on exhibit. Some zoo animals may naturally react suddenly to the presence of a service animal. If at any time the presence of a service animal upsets zoo animals — causing them to become distressed, aggressive, or dangerous to themselves or others — the service animal must be removed from that area.

A service animal may be asked to leave the zoo grounds should they cause a disruption to our zoo operations. Specific behaviors that may be cause for removal include:

- Aggressive behavior, including barking and/or growling at zoo animals or guests.
- Disruptive behavior such as jumping toward or running at other people or animals, that the animal's handler cannot control.
- The animal is out of control and the animal's handler does not take effective action to control it.
- The animal is not housebroken or properly cleaned up after.

Turtle Back Zoo does not require any surcharges or fees for service animals. However, the owner may be held liable (and charged as applicable) for any damage, injury or death caused by the service animal to the grounds, him/herself, the animal or plant collection, employees, or visitors to the same extent as others without service animals are held responsible or charged. Owners should also be aware that the nature of Zoo activities is such that service animals may be exposed to diseases of animals within the Zoo's collection, and this risk is assumed wholly by the owner when bringing the service animal on site.

Email info@turtlebackzoo.com or call #973-731-5800 x0 with any further questions.