

Questions and Answers

Question: Is there an identification requirement for a service animal?

Answer:

There are no legal requirements for service animals to be specially identified. Some service animals, but not all, wear special collars and harnesses. Some, but not all, are licensed or “certified” and/or have identification papers.

Question: Are there rules for when a service animal can be removed or denied entry to a facility or public lands or waters?

Answer:

Yes, the animal may be removed or denied entry if it is out of control and the animal’s handler does not take effective action to control it or the animal is not housebroken. If a service animal is removed or denied entry, the individual is still allowed to participate in the service, program, or activity without his or her service animal.

Question: Can we restrict areas into which the service animal can go?

Answer:

Generally, no: The service animal must be permitted to accompany the individual with a disability to all areas of the facility.

Question: Are there any surcharge or fees that can be required for service animals?

Answer:

An additional fee (surcharge) cannot be required for a service animal, even if people accompanied by pets are required to pay fees.

Question: What are some tips to help our employees, volunteers and service providers (partners, agreements, outfitters and guides etc.) become knowledgeable about the use of service animals?

Answers:

Discuss the use of service animals with all office employees, volunteers, campground hosts, and service providers, especially those greeting the public and providing services to the public.

Make sure they are aware of the definition of a service animal, what questions can be asked and how to reply to visitors.