

## **Bird Kingdom Service Dog Policy**

Bird Kingdom is an accessible facility, dedicated to the health and safety of our animals and visitors, ensuring a positive experience for all. While Bird Kingdom recognizes the responsibility of ensuring reasonable access to all members of the public, due to the unique aspects of our exhibits and the sensitivity of our birds and animals to perceived predators, we limit access to service dogs for valid reasons. The Bird Kingdom is a free flight aviary in addition to having open animal encounter areas making it quite different than most facilities. We acknowledge that some service animals are trained not to react to other animals, however in free-flight areas the birds may exhibit fear and avoidance behaviors where injury may result. The welfare of our animals is of utmost priority and we ask that their safety is respected.

For individuals needing the assistance of a service dog Bird Kingdom will offer to keep your service dog in a supervised office while one of our staff members escorts you on a tour through Bird Kingdom. There is no fee for this service.

Free admission is also provided for those assisting people with disabilities.

### **Planning Your Visit**

Please contact our customer service line to book your visit at least 24 hours in advance 905-356-8888 ext. 232 or ext. 266

- Bird Kingdom will require proof of official service dog accreditation in order to enter Bird Kingdom and be supervised by staff. (identity card, official letter, etc.)
- Service dogs recognized by accredited organizations such as the following are welcome:
  - Canadian Association of Guide & Assistance Dog Schools (CAGADS),
  - International Guide Dog Federation (IGDF),
  - Assistance Dogs International (ADI).
- During the time the service dog is in our care it must behave in a controlled and calm manner, not displaying any threat to our staff, guests or animals or interfering with their enjoyment of Bird Kingdom. Barking, jumping, or other threatening behavior will require the dog be removed from the facility. This service is only provided during the guest's tour and the dog must be picked up by the owner immediately after their tour.
- In order to prevent the transmission of disease to our animals proof of Vaccination records against rabies, canine distemper, leptospirosis, parvovirus, and canine adenoviruses (CAV-2) within the past year. They should also be free from internal and external parasites.

We thank you for your co-operation.

Revised Aug 31, 2017