



The Cincinnati Zoo & Botanical Garden thanks Circle Tail, Inc. for their support in creating and maintaining our service animal policy.

For more information on our policy, please visit:
<http://cincinnati-zoo.org/plan-your-visit/zoo-access-for-all/>



cincinnati-zoo.org

Cincinnati Zoo & Botanical Garden

SERVICE ANIMAL POLICY



The **Cincinnati Zoo & Botanical Garden**, is committed to welcoming all visitors, and complies with the ADA regarding service animals. Therapy or emotional support animals are not permitted at the Zoo.

Some areas of the Zoo have been observed as dangerous or stressful to either Zoo animals or service animals. These have been designated as restricted (service animals are not permitted) or sensitive (service animal owners should be aware of animal behaviors and adjust viewing accordingly). The Zoo reserves the right to designate areas as restricted or sensitive without prior notice if a service animal's presence is demonstrated (through prior or current situations) to cause a Zoo animal undue stress or anxiety, or as a result of new births, breeding behavior, or new animals in habitats.

For the health and safety of our visitors, staff, Zoo animals, and visiting service animals:

- Service animals must be harnessed, leashed, or tethered.
- Service animals are expected to stay off rock barriers, keep all paws on the ground at Zoo habitats, and not bark at Zoo animals.
- Service animals should be kept at least 10-feet away from Zoo animals presented with interpreters or walking outside of habitat space, including giraffe deck. Direct contact between Zoo animals and service animals is prohibited.
- Service animals may relieve themselves in any garden area, however, please be mindful of surrounding plants and landscaping. The owner is responsible for removal of waste.
- Care and supervision of service animals is solely the responsibility of the owner.

Per the ADA, service animals may be excluded if their presence alters the nature of the Zoo's services or if the animal is out of the owner's control.

If you would like to enter a restricted area, please call 513-475-6198. A Zoo staff member can hold on to your service animal for you.

RESTRICTED AREAS	<p>Bear Ridge</p> <p>Blakely's Barnyard Bonanza</p> <p>Butterfly Aviary In the World of the Insect</p> <p>Cheetah Encounter</p> <p>Free Flight Aviary</p> <p>Galapagos Tortoise Yard (Summer Only)</p> <p>Gibbon Islands</p> <p>Giraffe Feeding (Summer to Early Fall)</p> <p>Goat Yard In the Children's Zoo</p> <p>Gorilla World</p> <p>Roo Valley</p> <p>Sea Otter Coast</p> <p>Wings of Wonder Bird Experience (Memorial Day to Labor Day)</p>
SENSITIVE AREAS	<p>Africa Habitat Painted Dog, Meerkat, and Hippo</p> <p>Birds of the World</p> <p>Cat Canyon</p> <p>Jungle Trails</p> <p>Night Hunters</p> <p>Siamang Point</p> <p>Wolf Woods</p>

