

## **SAMPLE HOTEL/MOTEL ADA COMPLIANT POLICY REGARDING SERVICE ANIMALS FOR PEOPLE WITH DISABILITIES**

\_\_\_\_\_ is committed to making reasonable modifications to its policies, practices, and procedures to permit the use of service animals by its customers with disabilities. Service animals play an important role in ensuring the independence of people with disabilities, and it is therefore our policy to welcome into our hotel any animal that is individually trained to assist a person with a disability.

### **What is a Service Animal?**

Service animals are individually trained to work or perform tasks for individuals with disabilities. Service animals come in all breeds and sizes, may be trained either by an organization or by an individual with a disability, and need not be certified or licensed. Service animals do not always have a harness, a sign, or a symbol indicating that they are service animals. A service animal is not a pet. Service animals assist people with disabilities in many different ways, such as:

Guiding people who are blind or have low vision and retrieving dropped objects for them;

Alerting people who are deaf or hard of hearing to sounds and the presence of others;

Carrying and picking up items, opening doors, or flipping switches for people with disabilities who have limited use of hands or arms, limited use of their legs, or limited ability to bend or stoop;

Pulling wheelchairs;

Alerting people with disabilities to the onset of medical conditions such as seizures, protecting them and cushioning them if they fall and reviving them.

Doing work or performing tasks for persons with traumatic brain injury, intellectual disabilities, or psychiatric disabilities, such as reminding a person with depression to take medication or waking him up, helping people with traumatic brain injury to locate misplaced items, or follow daily routines.

Providing physical support and assisting people with physical disabilities with stability and balance.

### **Employee Requirements with Regard to Service Animals:**

If you are unsure whether an animal meets the definition of a service animal, the hotel reservationist, and, where necessary, hotel management, may ask the guest the following questions at the point that the guest registers in the motel:

Is the animal required because of a disability?

What tasks or services has the animal been trained to perform?

You may **not** ask a customer questions about his or her disability. You may not ask a guest to show certification or a special ID card as proof of their animal's training. You may not ask a guest with a service animal to use a specific entrance or exit in the hotel.

Once a guest with a service animal has answered questions posed by hotel registration staff, no employee may ask the guest any further questions about his or her service animal. You must permit service animals to accompany guests with disabilities to all areas of the hotel normally used by guests.

Since a service animal is not a pet, guests with disabilities may not be asked to pay an extra deposit, fees, or other charges because they are accompanied by service animals. Deposits, fees, or other charges that are normally required for pets do not apply to service animals.

In the event that a particular individual's use of a service animal poses a direct threat to the health or safety of others, or the animal is not house broken, the hotel has the right to exclude the animal from its facility at that time, but may not refuse service to that individual with a disability when he or she is not accompanied by that particular service animal. Moreover, the hotel will not exclude a particular service animal based on past experience with other animals or based on fear that is not related to a service animal's actual behavior. Each situation will be considered individually.