

# WELCOME TO OAKLAND ZOO

Oakland Zoo welcomes everyone. We are committed to ensuring Zoo grounds, facilities, and programs are accessible to all visitors. It is our policy to comply in all respects with the Americans with Disabilities Act (ADA).



## TRAINED SERVICE DOGS ARE WELCOME

Please note the routes and restricted areas outlined on the map inside this guide.

## CART DRIVEN TOURS AVAILABLE

For full ADA access of the Zoo, please make a reservation for a wheelchair accessible cart-driven tour (\$35). Availability is limited, please make your reservation two weeks in advance of your visit. To book, please call (510) 632-9525 ext. 220, Monday-Friday or email [educationreservations@oaklandzoo.org](mailto:educationreservations@oaklandzoo.org)

*\*cart tours are subject to availability*

## GUEST RESPONSIBILITIES

Guests, who bring their service animal into Oakland Zoo, will be held personally responsible for:

- **Care and supervision of their service animal**
- **Maintaining control over the service animal at all times**
- **Complying with all applicable laws and regulations (city, state, and federal), including vaccinations, licenses, as well as animal health and leash laws**
- **Refraining from taking the service animal into known restriction areas** *(see map on reverse for more details)*
- **Removing the service animal when a conflict or potential conflict occurs.**

This may include Zoo animals in their exhibits, zoo animals on walks with their handlers, or any free-roaming non-Zoo animals (squirrels, pigeons, and so on).

Thank you for following these guidelines and ensuring a safe and fun experience at Oakland Zoo for you, the service animal, other Zoo guests, and our animals.

For more information regarding Oakland Zoo's Service Animal Policy, contact us at **(510) 632-9525 x193**.



CONSERVATION  
SOCIETY OF  
CALIFORNIA  
TAKING ACTION FOR WILDLIFE

OAKLAND ZOO

ACCREDITED BY THE  
ASSOCIATION  
OF ZOOS &  
AQUARIUMS



# SERVICE ANIMAL GUIDE

**WHAT IS A "SERVICE ANIMAL"?**

**ANSWER:**

Oakland Zoo defines a service animal as a DOG that is individually trained to perform specific tasks for the benefit of a person with a disability. Service animals are working animals, not pets. Service dogs are always under an owners' control. The service dog must be fully trained; animals-in-training will not be permitted into the Zoo. In accordance with the ADA, only trained service animals are permitted on Zoo grounds. *Pets, exotic species, therapy or emotional-support animals are not permitted.*



In order to determine if an animal is a service animal, Oakland Zoo Staff may ask any of the following questions:

- **Is this a service animal?**
- **Has this animal been trained to assist someone here today with a disability?**
- **What task has this animal been trained to perform?**

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. Individuals must maintain control of the animal through voice, signal, or other effective controls. The care and supervision of a service animal is solely the responsibility of the owner.

**RESTRICTED AREAS**

Oakland Zoo is responsible for the health and well-being of over 750 animals; including rare and endangered species. We are subject to strict guidelines and regulations pertaining to their protection, and as such, service animals are restricted from certain areas of Oakland Zoo. Service animals are prohibited from entering the Petting Yard at the Goat/Sheep Barn, including the ramp leading to and from this area. Service Animals are also prohibited on both the Outback Adventure



Train which passes through the Wild Australia Exhibit as well as the Sky Ride.

*Service animals are prohibited in the Petting Yard, along the path leading to the Petting Yard, on the Outback Adventure Train and Sky Ride.*



**CAUTION AREAS**

A "No Stopping" zone has been established whereby guests with a service animal are required to continuously move through following exhibit areas:

- **Chimpanzee Habitat**  
*includes lower & upper exhibit windows*
- **Hyena Deck**
- **Upper & Lower Lion Decks**
- **Upper & Lower Tiger Decks**

*See the map on the inside of this guide to view permissible service animal areas of Oakland Zoo. Guests who do not comply will be asked to leave the premises (refunds will not apply in this situation).*

If a service animal's presence is shown to agitate or cause Zoo animals undue stress, anxiety or a potential for injury to guests, staff or animals, Oakland Zoo reserves the right to designate such areas as off-limits to service animals.

***Sensitive areas are subject to change. Oakland Zoo reserves the right to alter or prohibit service animal entry to any part of the Zoo without prior notice.***



*photo: G. Zamrzla*