

# SERVICE ANIMAL GUIDE

## RESTRICTED AND LIMITED ACCESS AREAS

Closed Thanksgiving Day and Christmas Day.  
Open Friday through Monday in January and February.

### SCHAEFER PLAZA

LYN P. MEYERHOFF  
**MARYLAND WILDERNESS**

THE HAROLD & SELMA TAYLOR  
**AFRICAN JOURNEY**

### ZOO CENTRAL

### NORTHERN PASSAGE

### HISTORIC MAIN VALLEY

## SERVICE ANIMAL RESTRICTED AREAS

-  African Aviary
-  Marsh Aviary
-  Goat Corral
-  Giraffe Feeding Station

# MARYLAND ZOO

ACCREDITED BY THE  
**ASSOCIATION OF ZOO & AQUARIUMS**



-  Walking Path
-  Shuttle Stop
-  Restrooms
-  Family Restroom
-  Wheelchair Accessible
-  Cafés
-  Parking
-  ATM
-  Gift Shop
-  Picnic Tables
-  Defibrillator

# SERVICE ANIMAL GUIDELINES

## SERVICE ANIMAL POLICY

The Maryland Zoo in Baltimore welcomes guests with disabilities who use service animals as determined by the Americans with Disability Act. No other animals are permitted on any Zoo grounds including the parking lots. You are responsible at all times during your visit for the care and supervision of your service animal. Please remember that many of the Zoo animals have not had extensive interaction with other animals and can become frightened by your service animal. For this reason your service animal must be under your control at all times. For example, your service animal cannot jump up onto the exhibits, put its face or body into any of the Zoo animal enclosures or be lifted up in order to experience the exhibit. This is for the safety of your service animal and our Zoo animals. In addition, to the extent that your service animal were to upset the animals in the exhibit, you should remove your service animal from that exhibit area immediately. There are some areas in the Zoo where service animals are prohibited due to the nature of the exhibit. These areas are listed on the map and marked in red.

Service animals are defined as dogs or miniature horses that are individually trained or “in-training” to do work or perform tasks for people with disabilities. Examples of such work or tasks include, but are not limited to, guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, or calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, among other duties. Service animals are working animals, not pets. The work or task that a service animal has been trained to provide must be directly related to the person’s disability. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA and will not be permitted on Zoo grounds.

The owner of a service animal must maintain control of the animal at all times. Service animals shall remain in public areas only and shall not be permitted to access non-public or restricted areas unless accompanied by an employee escort as approved by the Veterinary Department of The Maryland Zoo. Certain areas are restricted or limited to service animals because the presence of unfamiliar animals may compromise legitimate safety requirements necessary for safe operation of the facility by causing Zoo animals to act in an unexpected manner. The sudden appearance of service animals may, for example, cause an escape or defense response in the Zoo animals which could result in harm to the frightened animal, the other animals, Zoo patrons, or Zoo staff. There are also concerns of disease transmission between species in certain areas of the Zoo.

Areas listed below and denoted by a red path or a red area on the map indicate a restricted area. “Restricted” means that no service animals are permitted in the area at any time. Areas denoted by a yellow area on the map indicate a limited area. A limited area requires at least a 20 ft. buffer between the service animal and the exhibit or any program animal being handled by Zoo staff at all times. At different times of the day, program animals may be in various, open locations throughout the Zoo and not noted on the map. Please be alert to these situations and maintain a buffer of at least 20 feet between your service animal and any program Zoo animals you may encounter during your visit. In the event that an adverse reaction occurs between a Zoo animal and your service animal, we greatly appreciate your assistance in moving your service animal away from the situation immediately until we can work together to find a safe solution.

## SERVICE ANIMAL POLICY VIOLATIONS

A service animal can be asked to leave the Zoo if it causes a disruption to the operation of the facility or poses a direct threat to the health and safety of others. In addition, 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 situation) to cause a Zoo animal undue stress or anxiety, or as a result of new births, breeding behavior, or new animals in habitats. Specific behaviors that could be cause for removal from the Zoo include, but are not limited to:

1. A service animal displays vicious or aggressive behavior toward other people or animals.
2. A service animal is disruptive such as barking, growling, jumping toward or running at other people or animals.
3. A service animal is not house broken.
4. A service animal is not under the control of its handler.
5. A service animal enters a restricted area or does not keep at least 20 feet away from Zoo program animals or Zoo animals in yellow limited areas of the Zoo.

## GENERAL REMINDERS FOR SERVICE ANIMALS

1. Non-service animals are not permitted on Zoo grounds or in Zoo parking lots.
2. Service animals are not to be tied up, left unattended or left in the parking lots or in vehicles.
3. You must be in control of your service animal at all times while on Zoo grounds.
4. 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. In that case, the individual must maintain control of the animal through voice control, signals, or other effective controls.
5. Service animals are expected to stay off rock barriers, keep all paws on the ground at Zoo habitats, and not bark at Zoo animals.
6. Do not enter the red restricted areas located on your map with your service animal.
7. Please maintain a buffer of at least 20 feet between your service animal and any Zoo animal in the yellow limited areas located on your map.
8. Remember that the Maryland Zoo in Baltimore will have program Zoo animals throughout the zoo from time to time that are not noted on the map. Please keep at least a 20 ft buffer between your service animal and these Zoo programs animals at all times.
9. Service animals must be house broken.
10. Please clean up after your service animals.
11. Staff are not required to provide care or food for service animals.
12. There is no exception to any of these rules. If you violate these rules you will be asked to leave.