



CITY OF LOS ANGELES

LOS ANGELES ZOO AND BOTANICAL GARDENS



INFORMATION FOR VISITORS ACCOMPANIED BY SERVICE ANIMALS

The Los Angeles Zoo welcomes visitors with service animals. Because of the great variety of animals in the Zoo, and because interplay between animals of different species is sometimes unpredictable, certain precautions must be taken to ensure that the visit is safe for everyone, including the animals. Please take a few minutes to review the following material.

OFF LIMIT AREAS: Certain exhibits are permanently off-limits to service animals, as dogs may be seen as predators and in some circumstances as prey, and Zoo animals may react adversely. The off limit areas are identified on the Restricted Access Map. There are also times when an exhibit may be temporarily closed to service animals due to an illness or after the birth of a new animal. Zoo staff will advise you of any such temporary closures.

STRESS REACTION: Zoo animals may experience a stress reaction to a service animal even in exhibits that are not specifically off-limits to service animals. Sometimes these may appear harmless or even amusing. If a Zoo animal responds to your service animal with any unusual behavior, we request that you move along quickly to minimize stress on the Zoo animal. Staff may also request that you promptly move on if they notice stress signals from a Zoo animal. NOTE: Service animals must be on a leash (or harness) measuring four (4) feet or less in length at all times and not be left unattended.

BEHAVIOR ISSUES: There are times when even the most well-behaved service animal has an adverse reaction to the new stimuli offered by the Zoo and may become difficult for its handler to control. Staff may request that a service animal experiencing difficulty be placed in our kennel or removed from the Zoo immediately. We ask that you promptly comply with any such request for the safety and welfare of all. Should you become concerned about your service animal's behavior, you may also elect to keep your animal in our kennel at no additional cost.

VISUAL DISABILITY: If you have a visual disability and would like to enjoy the exhibits that your service animal may not enter, Zoo staff is available to assist you should you wish such help. For any other disability, Zoo staff will assist you as a courtesy if staff or volunteers are available. Please ask any Zoo employee for assistance.

ENJOY YOUR TIME AT THE LOS ANGELES ZOO!

Any person who knowingly and fraudulently represents himself or herself to be the owner or trainer of a service dog shall be guilty of a misdemeanor punishable by imprisonment in the county jail not exceeding six months, by a fine not exceeding one thousand dollars (\$1,000), or by both fine and imprisonment. CA Penal Code § 365.7.

The person bringing a service dog or service dog in training shall be liable for any damage done to the premises or facilities by his or her dog. CA Civil Code § 54.2.



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LIST OF RESTRICTED ACCESS AREAS FOR VISITORS WITH SERVICE ANIMALS

The following exhibits and areas are restricted for visitors with service animals:

1. All Animals and You Presentation Kiosks (*in Winnick Family Children's Zoo and adjacent to Cycad Garden*)
2. Hoofstock Nursery Yard (*across from Nursery exhibits in Winnick Family Children's Zoo*)
3. Muriel's Ranch Contact Yard (*in Winnick Family Children's Zoo*)
4. Exhibit No. 11 — Komodo Dragon
5. Both walk-thru Aviaries
6. All exhibits in the Rainforest of the Americas
7. World of Birds Show
8. Hawk Talk in small Amphitheater outside of World of Birds Show (*or any live animal presentation in that area*)
9. Exhibit No. 37 — Lion, including three (3) pathways to it (*1 from Giraffe, 1 from behind Mahale Café, and 1 after Exhibit 36, White-Crested Turaco and Red-flanked Duiker*)
10. Exhibit No. 45 — Serval
11. Exhibit No. 58 — Francois' langur
12. Exhibit No. 67 — Anteater
13. Exhibit No. 72 — Snow Leopard
14. Exhibit No. 78 — Giant River Otter
15. Flamingo Mingle Encounter
16. Any other area with live animal presentations

SEE ATTACHED MAP OF THE ZOO WITH THE ABOVE LOCATIONS NUMBERED AND IDENTIFIED