

# SEA-LIFE ADVENTURE ASSISTANCE DOG POLICY



## Trained assistance dogs only

Any assistance dogs that are not trained may find the loud noises, large crowds, other animals, children, excitable environment and the nature of Sealife Adventure to become overwhelming.

Any assistance dogs entering the grounds must not be in training.

Please note that if at any point the assistance dog may seem under distress or is not behaving in the manner expected as described in the Equality and Human Rights Commission, we will do everything in our power to make reasonable adjustments where possible, however if necessary we may advise you to leave the area or attraction.

If the assistance dog has been trained through an association we may ask you for an owners ID book or training log to confirm this.

### Any trained assistance dog will display the following behaviour:

- Will not wander freely around the premises.
- Will sit or lie quietly on the floor next to their owner.
- Are always under control and will not be a nuisance to anyone. For example they will not jump up and will lie down at their owners feet if the owner sits down to eat.
- Are unlikely to foul in a public place.

On arrival, please report to Customer services located at the entrance to Sealife Adventure to show the relevant verification or documentation for your assistance dog's entry to the Zooquarium. This would be documentation to state that the animal is currently enrolled on a standard canine vaccination program as advised by their vet and are up to date with all inoculations for standard canine diseases (including canine distemper and parvovirus).

They must have received anthelmintic (worming) treatment within the last six months and have not shown any signs of disease, including vomiting or diarrhoea, in the last 24hrs.

All assistance dogs must have been resident in the UK for more than 6 months or have received annual vaccinations against rabies.

This could involve being asked to present an up-to-date vaccine card/ proof of inoculations, evidence of flea and worm treatment/ parasite treatment.

Once access has been granted, we do ask that all guests follow our code of conduct.

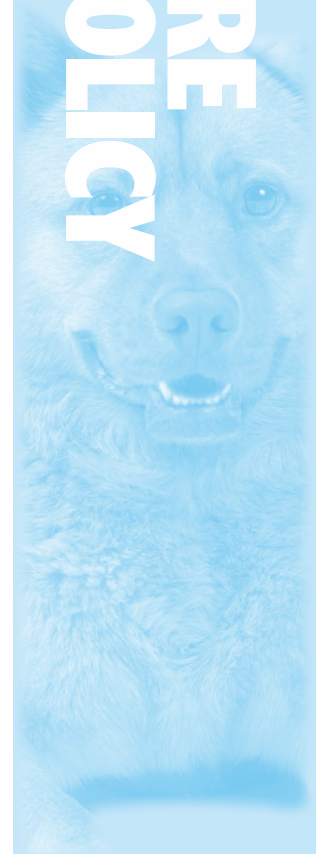
- Dogs must be kept on a short lead at all times. If the dog does begin to growl, bark uncontrollably or begins to cause distress to any of the animals, we ask you to remove the dog from the area. If the dog continues this behaviour around the grounds, we may advise you to leave the grounds. This is for the Health and safety of the assistance dog and all guests and animals.
- Dogs are not permitted in enclosed walkthrough exhibits as this can impact the welfare of our animals and the assistance dog. This would be our Tropical House area and also if any guest were to partake in our Penguin or Meerkat up close experiences.

Stockvale reserves the right to politely ask you to leave the grounds, if we feel that a welfare issue is being created for our animals due to the assistance dog

Animals must be, at a minimum, on a lead and wearing an identifying harness or jacket at all times while within the attraction. This is to help other guests be able to clearly identify that the assistance dog is working. As we are a family friendly attraction, we would like to try and avoid the assistance dog becoming distracted by children wanting to pet the animal. Wearing the identifying harness or jacket will also allow you to enjoy your visit uninterrupted by our staff or our safe and secure team as we do not allow pets into the attraction. Currently, Emotional Support animals (animals that provide emotional and psychological support to their owners whose health conditions do not fit into the prescribed disability category) do not have any legal recognition in the UK. Due to this, Stockvale are in their legal right to refuse access to any Emotional Support animals.

All assistance dog owners must be present with the dog at the time of visit. Under no circumstances are they allowed to roam freely around the grounds and must stay with the owner at all times.

## SEA-LIFE ADVENTURE ASSISTANCE DOG POLICY

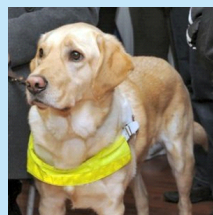


# ADVENTURE ISLAND ASSISTANCE DOG POLICY

## (CONTINUED)

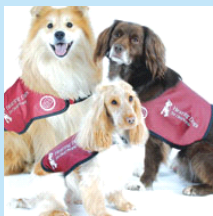


# SEA-LIFE ADVENTURE ASSISTANCE DOG POLICY



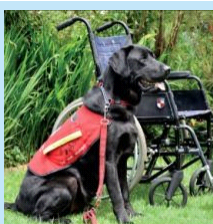
## GUIDE DOGS

Guide dogs are for young people and adults who are blind or partially sighted. They wear white harnesses with yellow fluorescent stripes.



## HEARING DOGS FOR DEAF PEOPLE

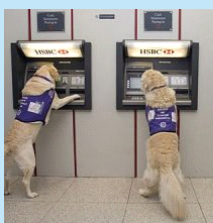
Hearing dogs are for adults and children with hearing impairments. They wear burgundy jackets.



## DOG AID

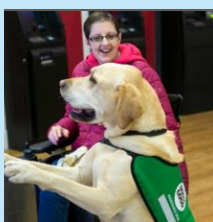
(Assistance in Disability)

Dog AID dogs are for physically disabled adults. They wear red jackets.



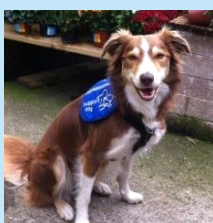
## CANINE PARTNERS

Canine Partners assistance dogs are for physically disabled adults. They wear purple jackets.



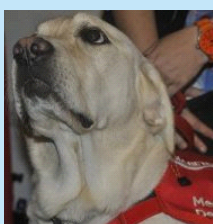
## DOGS FOR GOOD

Dogs for Good assistance dogs are for people with physical disabilities or children with autism. They wear green jackets.



## SUPPORT DOGS

Assistance dogs for physically disabled adults, seizure alert dogs for people with epilepsy and autism assistance dogs for children with autism. They wear blue jackets.



## MEDICAL DETECTION DOGS

Medical detection dogs are for adults and children with complex health conditions. They wear red jackets.

Stockvale has worked in partnership with the registered charities:  
Service Dogs UK, Guide Dogs UK and also Assistance Dogs UK

