

## **INNISFREE SERVICE ANIMAL POLICY**

Visitors are not allowed to bring pets to Innisfree. Service animals are permitted in compliance with the Americans with Disabilities Act (ADA). Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Service animals are defined by the ADA as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include 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, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability.

- The animal must be under the handler's control at all times.
- The animal must be harnessed, leashed, or tethered unless these devices interfere with the animal's work or the individual's disability prevents using the devices. Leashes must be no more than six feet long. In cases of device or leash-length interference, the handler must maintain control of the animal through voice, signal, or other effective controls.
- The animal handler is responsible for prompt removal and disposal of waste in designated trash receptacles.
- The animal must not sit on any benches or chairs.
- The animal must not demonstrate disruptive, agitated, or aggressive behavior, including but not limited to barking, whining, biting, growling, jumping, scratching, leash pulling, sniffing, or any harassment of Innisfree visitors or staff.
- The animal must not damage any vegetation in any way, nor harass, injure, or kill any other animal.

If a service animal is not compliant with these guidelines, Innisfree staff will request that the handler correct the animal's behavior. If the handler does not take effective action to control the animal, Innisfree staff will request that the animal be removed from property immediately. In these cases, handlers will be able to continue their visit if safe off-site arrangements can be made for their animals, or request another date to visit without the animal.