



Dudley Zoo & Castle

Assistance Dog Policy



The following policy has been created with reference to [BIAZA Advice Regarding Admittance of Assistance Dogs to Zoos and Aquariums](#).

Visitors are welcome to bring their assistance dogs with them when they visit our site, however, we do not wish for any stress or harm to come to your companion or our animals so there will be some conditions to follow during your visit.

Your assistance dog must be highly trained and under control on a short lead at all times during your visit. We also ask that your assistance dog wear their approved harness so our staff and other visitors can act appropriately around yourself and your companion. The harness also helps our staff identify you quickly in an event where you may require extra assistance.

If you feel that either your dog or one of our animals is distressed by the presence of your dog then please move to another area. Please note that if any of our staff identify an issue, they may also ask you to move away from that particular area. Please do not allow your assistance dog to get too close to animal enclosures. A distance of at least 2 metres will help keep our animals and your dog calm.

Several areas on our site have been identified as unsuitable areas for assistance dogs:

- The Farmyard Area
- Lorikeet Lookout walkthrough
- Wallaby Walkthrough
- Lemur Wood walkthrough
- Any indoor Animal houses
- The pathway next to the Tigers & Tiger viewing area.

We understand that for some, bringing proof of training or using the approved harnesses may not always be possible. If this applies to you then please contact our reception on 01384 215 313 (Monday to Friday) **prior** to your visit so we can discuss this further with you.

Animals must not be left chained-up in our carpark or left unattended in vehicles on hot days. The Police will be contacted if the car park attendant identifies any animal in distress.

Your assistance dog must be in good health prior to your visit. Please do not bring your dog if they have shown any sign of sickness or diarrhea in the 24 hours before your visit. You must clean up after your dog.

For the welfare of your dog and our animals, your assistance dog must have lived in the UK for over 6 months and be fully up to date on all vaccinations.

In the unlikely event that an assistance dog becomes aggressive towards our animals or staff/visitors then the owner will be asked to leave site immediately.

Emotional support animals do not have the same legal recognition within the UK as assistance dogs and are therefore not permitted anywhere on our site.