

Pana'ewa Rainforest Zoo & Gardens

County of Hawai'i

Department of Parks & Recreation



Service Animal Policy

Concurrent with ADA regulations the Pana'ewa Rainforest Zoo & Gardens does allow fully trained service animals into the Zoo. At this time we do not allow service animals in training. A patron wishing to enter the Zoo with a service animal must agree to be accompanied by a Zoo staff member or volunteer for the duration of their visit.

If the patron wishes to board their service animal while at the Zoo, an airline approved shipping kennel is available on Zoo grounds for the duration of the patron's visit.

All patrons wishing to enjoy the Zoo with their service animal must check in at the Zoo Office to complete an **Admittance Of Service Animal Release Form** (attached) and be provided with a **Restricted Access Map** (attached) of areas that are strictly off limits to service animals (Tiger exhibit, Butterfly House, Petting Zoo, etc.)

All service animals must remain on a leash or harness at all times and may not be left unattended. You are required to clean-up all defecation from your service animal while at the Zoo.

We are a small zoo with a limited number of staff and volunteers. In order to increase the availability of an escort, guests with service animals are highly encouraged to call with a minimum 48 hours weekday notice to guarantee assistance. Walk-ins will be accommodated if staff is available or a volunteer is scheduled. **Please call: 959-7224, or email: panaewazoo@co.hawaii.hi.us** to make advance reservations or for more information.

The zoo atmosphere will offer many new sights and sounds to service animals which may have a negative reaction to some of these new stimuli. If the animal becomes agitated, behave improperly, fail to follow cues or instructions, acts in an unpredictable manner, or presents a safety concern, a staff member will identify the problem and request that the animal be removed from that particular area of the zoo, or removed from the zoo completely, at the sole discretion of the staff member.

Thank you for your cooperation.

SERVICE ANIMAL ENTRY FORM
PANA'EWA RAINFOREST ZOO & GARDEN
COUNTY OF HAWAI'I

GUEST'S NAME:	PHONE NUMBER:	THIS FORM IS FOR STAFF USE ONLY
Guest has made an advance reservation* for a zoo visit on the following date and time: _____, 20____, at _____ a.m. / p.m.		

*A minimum 48 hour weekday advance reservation is required to ensure adequate staff is available to escort guest. Walk-ins may be accommodated if staff is available.

Date: _____ Time: _____ Staff Member: _____

Specific Breed if available (Labrador, Golden Retriever, etc.): _____

1. **ASK IF THE ANIMAL IS A PET:** yes * no
**If the Guest says "yes," then inform the Guest that a pet is not allowed in the zoo.*

2. **ASK WHAT TASK OR SERVICE THE ANIMAL PERFORMS:***
**Suggested question: "What task has your (type of animal) been trained to perform?"
 Do NOT ask for information about the person's disability.

GUEST'S RESPONSE (verbatim):

**If the Guest says only that the animal is a therapy/emotional support animal, it is not to be allowed in and a kennel is offered below in item #3.*

3. **OFFER KENNEL SERVICES TO THE GUEST AND OFFER TO SHOW THE KENNEL.***

GUEST'S RESPONSE (verbatim):

4. **Inform the Guest of SENSITIVE AREAS AND CIRCUMSTANCES.**
 The Guest must remove a service animal when a conflict occurs between the service animal and another animal or person, or when another animal appears stressed, as with:

- a. Free roaming birds (peacocks, chickens, etc)
- b. Zoo animals on walks with handlers
- c. All aviaries

--GO ON TO PAGE 2--

5. **Inform the Guest that the ONLY places the service animal CANNOT GO are into the following "restricted access areas":**
 - a. Tiger Exhibit
 - b. Butterfly House
 - c. Petting Zoo

6. **Explain that the Guest may visit all other areas of the zoo, if the service animal is held/handled outside of the restricted area by another guest/visitor of the Guest's choice.** (Zoo personnel or volunteer should not hold/handle the service animal.)

7. **Inform the Guest that while on zoo premises, the service animal at all times must:**
 - a. be on a leash (maximum 4 feet in length)
 - b. be quiet
 - c. remain under the Guest's control
 - d. remain on paved walkways

FURTHER INSTRUCTIONS FOR STAFF MEMBER:

- Guest must sign the Admittance of Service Animal Release Form.
- Give the Guest a "Restricted Access Map" if the service animal enters the zoo (and is not kenneled).

**FOR GUEST TO
READ AND SIGN**

**ADMITTANCE OF SERVICE ANIMAL
RELEASE FORM**

**PANA'EWA RAINFOREST ZOO & GARDEN
COUNTY OF HAWAI'I**

The Pana'ewa Rainforest Zoo & Garden ("zoo") welcomes you and your service animal, and requests that you read and acknowledge the information below:

The zoo atmosphere will offer many new sights and sounds to your animal and it may have a negative reaction to some of these new stimuli. Your animal may become agitated, behave improperly, fail to follow its cues or instructions, or otherwise act in an unpredictable manner. If your service animal becomes out of control and/or presents a safety concern, a staff member will identify the problem and request that your animal be removed from that particular area of the zoo, or removed from the zoo completely, at the sole discretion of the staff member.

* * * * *

I have read and understand this release form. I acknowledge and accept responsibility for all actions of my service animal, and liability for any and all damages caused directly or indirectly by my animal. I also agree to clean up after any defecation of my service/therapy animal on zoo premises. I understand that my service animal must remain on a maximum four (4) foot long leash, be under my control at all times, remain on the paved walkways, and be quiet.

I have received a Restricted Access Map and agree to remain away from the areas stated on this map and all other areas explained to me by the Pana'ewa Rainforest Zoo & Garden staff person.

Guest's Name (please print)

Animal's Name/Type/Breed

Guest's Address (please print)

Guest's Phone Number

Guest's Signature

Date

Parent or Legal Guardian's Signature
(required if Guest is under age 18)

Date

Zoo Staff Member's Signature

Date