

Welcoming Disabled Guests and Their Service Animals

Please keep the following laws and guidelines in mind when serving a disabled customer and his or her service animal. Not obeying the law exposes you and your employer to serious legal penalties.

Under the Law, You **Must**

- Treat disabled guests with service animals like any other guests
- Allow service animals in your establishment, even if you have a “no pets” policy
- Remember that some disabilities are “invisible” — such as hearing loss or seizure disorders

Under the Law, You May

- Reject a service animal if it is aggressive, unsafe or disruptive
- Charge a disabled guest for any damages caused by them or their service animal



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Under the Law, You Must **Never**

- Ask a disabled guest to show proof of disability — or require proof that their service animals are somehow “certified”
- Restrict disabled guests and their service animals to certain areas (e.g., smoking floors, “pet” rooms, or smoking sections)
- Charge an extra fee or cleaning deposit for service animals at check-in

As a Good Host, You Should

- Ask a disabled guest if they need assistance — don’t assume they do
- Remember that service animals have need, too — try to help them
- Remember that you should never to feed, pet or distract a service animal in any way
- Remember that you should not touch a disabled person or a service animal without permission — even if you think you’re helping

