

Phoenix Zoo Service Animal Rules

1. Service Animal must be up to date on vaccinations.
2. The ADA requires Service Animals to be harnessed, leashed, or tethered unless these devices interfere with the Service Animal's work or the individual's disability prevents using these devices. In either of these situations, the Service Animal must still be under the handler's control by voice or signal commands.
3. Does your Service Animal need to relieve itself? We have an area to the left and right of the front entrance. If your animal has an accident inside, you must clean it up.
4. Disruptive behavior (excessive barking, pulling, and animal not under your control) to other zoo guests or zoo animals will not be tolerated.
5. If a bad reaction from our zoo collection animals is observed at any time please leave the area.
6. If zoo staff is displaying animals during a presentation on zoo grounds do not approach. Take cues from zoo staff as to the best direction to proceed away from the area.
7. Respond to commands from zoo staff.
8. Failure to adhere to these rules may result in removal from zoo grounds.
9. Please review and follow the Service Animal Restrictions map.
10. Any questions?