

# Visiting Newquay Zoo with an Assistance Dog



We aim for Newquay Zoo to be an enjoyable and accessible place for everyone to visit. If you are planning to visit with an assistance dog, we need to ensure that the health and welfare of our animals, and that of the assistance dog, is not compromised during your time with us. Please read the information [below](#) before you arrive to ensure that you can provide the information we need and to avoid potential disappointment.

This information applies only to working assistance dogs and not to emotional support animals. Emotional support animals do not currently have legal recognition in the way that assistance dogs do in the UK, and although we recognise the valuable role that such animals can play in providing support to their owners, **we do not currently allow emotional support animal's access to our site.**

## ON ARRIVAL

When you arrive for your visit, you should report to the Main Entrance building, where you will be asked to provide the following information.

- **Verification of your need for an Assistance Dog** - If your dog is a registered support dog this can be done by showing the appropriate visual identifications (ie lead flash, jacket etc..) or your Assistance Dogs (UK) ID. If your dog is owner-trained, this could include a Blue Badge, a PIP letter, or a letter from a recognised health professional on their organisations headed paper.
- **Evidence of the assistance dog's vaccination and worming record** - Your dog must be up to date with all inoculations for standard canine diseases and these inoculations should not have been given in the 2 weeks before your visit. Your dog must also have received anthelmintic (worming) treatment in the last 6 months, and you will need to provide assurance that the dog has not shown any signs of illness, including vomiting or diarrhoea in the last 24 hours.
- **Evidence of residency for more than 6 months OR rabies vaccination** - Your Assistance Dog must have been resident in the UK for at least 6 months or have received an annual vaccination against rabies.
- Once we have seen the evidence outlined above, you will be asked to **complete and sign an Assistance Dog Declaration form** that sets out the requirements for any assistance dog admitted on site.

## WHILST ON SITE

We want you, your dog and other visitors to have the best experience whilst visiting our zoo.

- Your dog must be **kept on a short lead at all times**. Should your dog start **growling/barking or causing distress** to any zoo animals, you must remove them from the area immediately and wait in an area without animals until the dog stops barking/growling.
- If no stand-off barrier is in place, your dog must not be allowed to approach enclosure fences or wire barriers.
- We reserve the right to politely ask you to move away from areas in the zoo if we feel a welfare issue is being created for our animals or your dog.
- Your dog should be encouraged to toilet before entering the zoo. If your dog does go to the toilet whilst here, faeces should be cleared away by their owners and disposed of [outside](#) the zoo.
- **Dogs are not permitted in certain areas of the zoo**, for example enclosed areas, walkthrough exhibits where animals roam free or locations where the animals dislike the presence of dogs. Entering these areas will compromise the welfare of our animals, as well as that of your dog. These areas are clearly marked on the Assistance Dog Route Map, and include stretches of pathway as well as buildings.
- **The restricted buildings are:** Wildlife by Night, Tropical House, Gems of the Jungle.