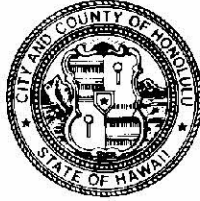


CITY AND COUNTY OF HONOLULU

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KIRK CALDWELL
MAYOR



GUY H. KAULUKUKUI
DIRECTOR

TRACY S. KUBOTA
DEPUTY DIRECTOR

**The Honolulu Zoo
Service Animal Admittance Policy**

Fully trained service animals are welcome!

- The Honolulu Zoo welcomes persons with disabilities and their fully trained service animals.
- The presence of a service animal must be reported to the Zoo Office before entering the Zoo. All visitors with services animals must check in at the Zoo Office to complete and receive a copy of the Service Animal Admittance Policy Acknowledgement Form.
- Pets, service animals in-training, and animals whose purpose is to provide comfort or therapy are not permitted in the Zoo.
- While most areas/exhibits are open to all visitors, there are a few that are designated as restricted to service animals. The Zoo Office shall provide a map indicating restricted areas of the zoo to allow the handler to make an informed decision about whether or not to visit the zoo prior to paying an admission fee.
- Service animals must accompany and be in the full control of the animal's handler at all times while visiting the Zoo. All service animals will be tethered by a leash, cord or chain up to a maximum of four (4) feet in length.
- If a service animal becomes agitated, behaves improperly, fails to remain under the control of its handler, acts in an unpredictable manner, adversely affects Zoo animals, or otherwise presents a safety concern, the handler may be asked to remove the animal from the particular area and/or the Zoo, as necessary, while the person completes the tour of the zoo. If necessary, the person with a disability may request an escort to complete his or her tour of the zoo.
- The service animal's handler is expected to clean up after the animal, including any defecation, vomit, etc.
- Prior arrangements are encouraged, but not required. Please call (808) 971-7191 for more information or if other assistance is required.

Thank you for your cooperation.