



What Can You Do If a Guest Brings a Dog into your Establishment under Title III of the ADA and it is not Obvious it is a Service Animal?*

Yes, You Can

No, You Cannot

Ask whether the service animal is required because of a disability**
Ask what work or task the service animal has been trained to perform
If the service animal is not under control, you can warn the owner/handler that if they are unable to get the service animal under control, they will be asked to remove the service animal***
Ask the owner/handler to remove the service animal if the service animal is not housebroken***
Ask the owner/handler to remove the service animal if the service animal poses a threat to other guests or service animals***
Charge a guest for damage caused by the service animal, if you charge other guests for damage that they cause
Tell hotel guests that service animals may not be left alone in a hotel room
Tell a guest that staff are not required to provide care or supervision of a service animal
Exclude a service animal from being in a food preparation area
Refuse to allow an emotional support animal on your premises

Ask about the nature or extent of the guest's disability
Require medical documentation
Require training documentation for the service animal
Require a special identification card for the service animal
Ask for the service animal to demonstrate its ability to perform their trained task
Charge the guest more for having a service animal
Require a security deposit for a service animal even if deposits are required for other pets
Exclude a service dog based on an assumption as to how its breed may behave
Isolate/exclude a patron with a service animal from other guests
Treat a guest with a service animal less favorably than other guests

*This piece is limited to your legal obligations under the federal Americans with Disabilities Act (ADA). Service animals under the ADA can include both dogs and miniature horses. You should always consult with your state and local laws for additional guidance.

**It is important to understand the difference between a service animal and an emotional support animal, which is not always obvious. A service animal is trained to perform a task to assist with a disability.

***Please note that if you ask a service animal to be removed, you still must allow the guest to return without the service animal.



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