

Assistance Dog Policy

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Issue Date: 25/03/2024.
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Introduction

We aim for The Tropical Butterfly House 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 require and to avoid potential disappointment on being refused entry.

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.

In advance of your visit with an assistance dog

If you are planning to visit the zoo with an assistance dog, please inform our guest services team at least 48 hours in advance of your visit, by emailing info@butterflyhouse.co.uk / 01909 569417 ext: 201 before you arrive. Arrangements will be made to allow the required staff to be on site during your visit as well as making any arrangements necessary for the welfare of our animals.

To prevent transferable diseases, it is essential that dogs are in good health and have not exhibited any symptoms of illness, such as diarrhoea and/ or vomiting, within the last 48 hours.

Additionally, your dog must have been a resident in the UK for the past 6 months or received an annual vaccination against Rabies. Your dog must also have received all the necessary inoculations for standard canine diseases (these should not have been given within 2 weeks before your visit). Your dog must also have received anthelmintic (worming) treatments within the last 6 months.

Inoculations include the following:

- [Parvovirus](#)
- [Distemper](#)
- [Infectious Hepatitis](#)
- [Leptospirosis](#)
- [Kennel cough](#)

You are required to provide vaccination records before visiting site. These will be requested by the reception team when you inform the zoo of your visit. This information will then be shared with the Head of Animal Collection and the zoo vet. Access to the zoo will be based on a satisfactory records being provided.

On the day of your visit

- If your dog is registered with Assistance Dog UK [ADUK](#) or any other recognised UK registered organisation, please bring with you any relevant documentation to help assist with your admissions process.
- On your arrival the Animal Collection Manager and Duty Manager will welcome you at the Jungle Gift Shop, where you will be provided with an 'Assistance Dog Access Map' and asked to sign our Assistance Dog declaration - appendix A.
- Dogs are not permitted in certain animal areas of the zoo, for example, enclosed animal areas, animal walkthroughs, exhibits/ experiences, animal shows or locations where animals are sensitive to the presence of dogs. Entering these areas can compromise the welfare of our animals as well as that of your dog. These areas are clearly marked on the Assistance Dog Access Map' which includes – pathways as well as buildings. Please familiarise yourselves with our Assistance Dog Access Map before booking to avoid any disappointment- (appendix B)
- Your dog must be kept on a short lead and must not be left unattended. Flexi leads are not permitted. If your dog has an identifying harness/jacket, please put it on.
- Your dog should be encouraged to toilet before entering the zoo. A designated dog toilet area is identified on the assistance Dog Access Map. All faeces should be cleared away and disposed of in the bin provided by the dog toilet area.
- Dogs are not allowed in or to drink from any of the open ponds around the park, these are highlighted on the map. A dog bowl and fresh drinking water is provided at the side of Lottie's Coffee Lounge this is marked on the map.
- Zoo settings can be difficult for Assistance dogs' due to new smells, sounds and encounters that are uncommon in other public access settings. The interaction between zoo animals and dogs can be unpredictable, 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 your dog stops barking or growling.
- We reserve the right to politely ask you to move away from any areas in the zoo if we feel a welfare issue is being created for our animals or your dog.
- Be aware of free roaming animals in all areas.
- The Tropical Butterfly House has a strict "No Dogs to be left in cars" policy.

Appendix A Assistance Dog Declaration

We welcome working assistance dogs to our site that are under the control of their accompanying owner at all times.

This declaration allows us to maintain the health and welfare of our animals as well as those of the visiting assistance dog. Maintaining high standards of biosecurity is an essential part of our Zoo Licensing requirements and we reserve the right to refuse entry to the zoo if this declaration is not signed. We further 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.

Owners Name: _____

Address: _____

Postcode: _____

Telephone Number: _____

Mobile number: _____

Type of support the assistance dog provides: _____

Breed of Assistance Dog: _____

Name of Assistance Dog: _____

As the owner of the above-named assistance dog, I confirm that...

- All inoculations are up to date for standard canine diseases (including canine distemper and parvovirus) and that they have not received an inoculation in the 2 weeks prior to this visit.
- My dog has received anthelmintic (worming) treatment in the last 6 months.
- My dog has shown no signs of disease or illness including vomiting and/ or diarrhoea in the last 48 hours.
- My dog has been a resident in the UK for more than 6 months or has received an annual vaccination against Rabies.
- Whilst visiting I will keep my dog on a short lead at all times.
- If my dog starts growling/barking or causing distress to any zoo animals, I will remove them from the area immediately and wait in an area without animals until the dog stops barking/growling.
- I will ensure my dog does not approach enclosure fences or barriers or come into contact with any animals.
- I will clear up faeces if my dog toilets anywhere in the zoo grounds. These faeces will be disposed of in the bin provided at the designated assistance dog toilet area.
- I will adhere to the access restrictions highlighted on the Assistance Dog Access Map. I understand that dogs are not permitted in enclosed animal areas, animal walkthroughs, exhibits/experiences, animal shows or locations where animals are sensitive to the presence of dogs.
- I understand that I must not feed my dog whilst on zoo grounds.
- I understand that as well as captive exotic animals, Tropical Butterfly House is also home to native wildlife that is not enclosed, for example birds, rabbits, hedgehogs, and squirrels. The park also has free roaming captive animals such as but not limited to chickens, ducks, peacocks and guinea fowl. I therefore understand that my dog must be under close control at all times, even if not near an animal enclosure.

I agree to adhere to the Assistance Dogs Policy for the Tropical Butterfly House Ltd.

Owner signature: _____

Name Printed: _____

Date of visit: _____

Appendix B – Tropical Butterfly House/ Assistance Dog Access Key and Map

Areas highlighted in **RED** on the map are strictly: No Assistance Dog Access Areas

- Bird House
- Small Animal House
- Garden Arena (During the Flying Display) No access permitted between 12pm-1:15pm.

Areas highlighted in **BLUE** are: Higher Risk Areas that are permitted, but assistance dogs **MUST** stick to the path.

(Caution to be taken, these are areas where animals are more likely to react, become vocal or stressed)

- Parrot Aviaries
- Lemur Heights
- Wilderness Walkthrough
- Farm Barn
- Raven Aviary
- Butterfly House

We reserve the right to politely ask you to move away from areas of the zoo if we feel a welfare issue is being created for our animals and your dog.



Designated toileting area and water source.

Any Faeces should be cleared away by the owner using a poop bag and disposed of in the designated bin.

Assistance Dogs Access Map

Tropical Butterfly House



Wildlife Conservation Park

Areas highlighted in **RED** on the map are strictly: No Assistance Dog Access Areas

- 36** - Bird House
- 21** - Small Animal House
- 46** - Garden Arena (During the Flying Display)
No access permitted between 12pm-1.15pm

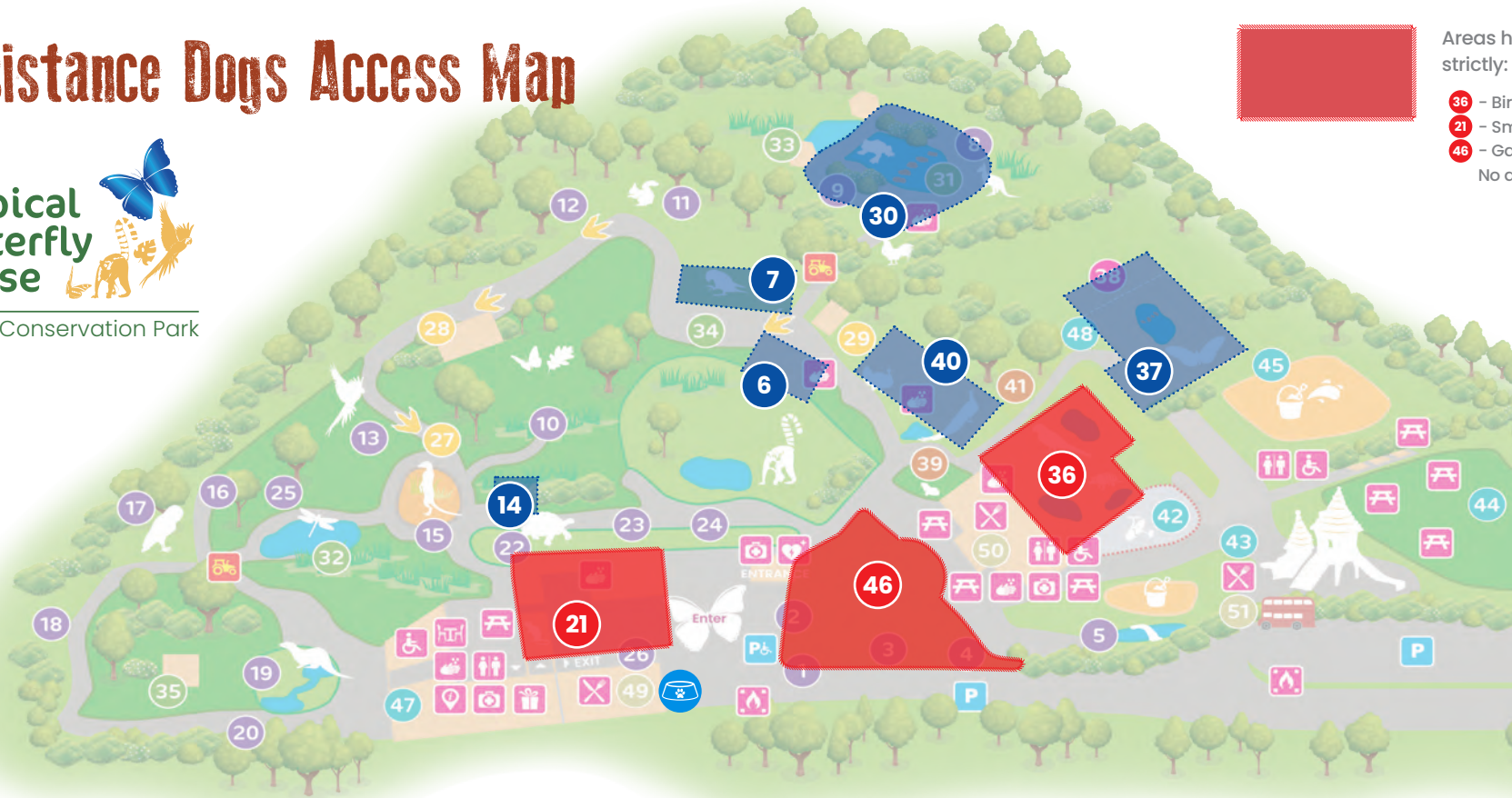


Areas highlighted in **BLUE** are: Higher Risk Areas that are permitted, but assistance dogs **MUST** stick to the paths

- 7** - Parrot Aviaries
- 6** - Lemur Heights
- 30** - Wilderness Walkthrough
- 40** - Farm Barn
- 14** - Raven Aviary
- 37** - Butterfly House

Designated water source.

Faeces should be cleared away immediately by the owner. Use a poo bag and place it in the nearest bin. Where possible please get your dog to toilet outside the park, using the grassed car park area.



Park Facilities/Info

- Eat with us
- Picnic Area
- Accessible Toilet
- Baby Changing
- Defibrillator
- Tractor Crossing
- Picnic Room
- Toilets
- Hand Washing
- First Aid
- Fire Assembly
- Parking
- Jungle Gift Shop
- Visitor Information & Lost Children
- 24 hour CCTV in operation

Around The World

- 1** Under Development
- 2** Under Development
- 3** Hornbill
- 4** Vulturine Guinea Fowl
- 5** Under Development
- 6** Lemur Heights
- 7** Parrot Aviaries
- 8** Parma Wallabies
- 9** Agouti
- 10** New Development
- 11** Red Squirrels
- 12** Great Grey Owls
- 13** Macaw Kingdom
- 14** Under Development

- 15** Meerkat Mansion
- 16** African Spotted Eagle Owl
- 17** European Eagle Owl
- 18** Barn Owl
- 19** Otter Springs
- 20** Himalayan Striped Squirrel
- 21** Small Mammals Corner
- 22** Giant Sulcata Tortoises
- 23** Common Raven
- 24** Kookaburra / Purple Swamp Hens / Wading Birds
- 25** Harvest Mouse
- 26** Black-headed Caique

Dino Trail

- 27** Dino Trail
- 28** Dino Dig
- 29** Rexy the T Rex

Wildlife Nature Trail

- 30** Wilderness Walkthrough
- 31** Open Wildlife Pond
- 32** Open Wildlife Pond
- 33** Bird Hide
- 34** Nature Trail
- 35** Woodland Cabin

Bird House

- 36** Tropical Birds / Armadillos / Amphibians / Invertebrates / Reptiles / 3 Open Tropical Ponds

Butterfly House

- 37** Tropical Butterflies / Leafcutter Ants / Caiman / Terrapins / Tropical Plants / Open Tropical Fish Pond
- 38** Bug House

Farm Barn

- 39** Guinea Pig Village
- 40** Farm Barn
Goats / Chickens / Turkeys / Ducks / Geese / Peacocks / Guinea Fowl / Shetland Pony / Black Swan
- 41** Rabbit Warren

Play

- 42** Play Park
- 43** Realms of Camelot
- 44** Play Field
- 45** Splash Zone
- 46** Arena
- 47** Activity Centre
- 48** Tractor Trailer Ride Starts Here

Eat With Us

- 49** Lottie's Coffee Lounge
- 50** Butterfly Café
- 51** Big Red Bus

PLEASE NOTE: This map is for illustrative purposes only and is subject to change. From time to time, we may need to move species to a different habitat or change routes and activities.