



Service Dog Policy

The Greater Vancouver Zoo recognizes the importance of service dogs to some members of the public. Only dogs certified by one of the accredited schools recognized by B.C.'s Guide Dog and Service Dog Act, or a dog accompanied by a trainer with a valid ID from a GDSDA school, will be permitted entry onto zoo grounds.

Accredited schools recognized by the GDSDA	
Pacific Assistance Dogs Society	<i>International:</i>
BC & Alberta Guide Dog Services	Assistance Dogs International
Vancouver Island Compassion Dogs	International Guide Dog Federation

Therapy and emotional support animals, including dogs, will not be permitted entry as they are not eligible for certification under the GDSDA.

If a member of the public wishes to come to the zoo with a service dog, they must call ahead at minimum 24 hours in advance. Handlers must present upon arrival proof of vaccination (including rabies) and their certification document or trainer ID. They are also required to check in and check out at Guest Services so Animal Care staff can be informed of the presence of a service dog on zoo grounds.

Due to the sensitive nature of some of our animals, a portion of the zoo will not be accessible to service dogs. A map outlining these areas and a list of rules will be provided to handlers upon arrival at the zoo. Service dogs are permitted on the train.

Rules service dog handlers must follow:

- Present vaccination record (including rabies) and proof of certification or trainer ID.
- Check in and check out at Guest Services so Animal Care staff can be alerted of the presence of a service dog on zoo grounds.
- Clean up all feces of the service dog. Feces can be deposited in any trash bin on-site.
- Do not deviate from the permitted service dog areas on the map provided.
- Service dog must stay three feet back from any animal barrier fence.
- Handler will immediately leave the area if they notice a zoo animal in distress or in a state of increased excitement due to the presence of the dog.
- GVZ reserves the right to respectfully dismiss any problematic dog from zoo grounds.