



Noah's Ark Zoo Farm, Clevedon Road, Wraxall, Bristol, BS48 1PG

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## Noah's Ark Zoo Farm Assistance Dog Policy

### 1. Introduction

Noah's Ark Zoo Farm is committed to providing an inclusive and accessible environment for all visitors. In line with guidance from BIAZA and the Equality Act 2010, we welcome assistance dogs into our zoo, while ensuring the welfare of our animals, visitors, and staff. This policy outlines the guidelines for the admittance of assistance dogs to our site.

### 2. Definition of Assistance Dogs

Assistance dogs are highly trained to support individuals with disabilities. They include, but are not limited to, guide dogs for visually impaired individuals, hearing dogs for the deaf, and assistance dogs trained to support mobility or medical conditions. Emotional support animals do not fall under the legal definition of assistance dogs and are not permitted on-site.

### 3. Identification of Assistance Dogs

Assistance dogs are highly trained to support individuals with disabilities. While there is no legal requirement in the UK for assistance dogs to wear specific identification or for handlers to carry documentation, we encourage handlers to have their dogs wear recognizable identifiers, such as a harness or jacket, and to carry any available identification materials (e.g., ADUK ID booklet) to facilitate access. This practice helps our staff readily identify assistance dogs and provide appropriate support during your visit. [Assistance Dogs International](#)

Please note that emotional support animals, which are not recognized as assistance dogs under UK law, are not permitted on-site.

### 4. Areas of Access

Assistance dogs are welcome in most areas of the zoo. However, due to potential welfare concerns for our animals, dogs are not permitted in the following areas:

- Walkthrough enclosures
- Animal interaction or handling areas
- Aviaries and free-flight bird displays
- Any other areas identified as high-risk following a welfare assessment
- Access to children's play equipment is not permitted



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If an assistance dog user wishes to visit a restricted area, we will provide reasonable adjustments, such as staff assistance or alternative viewing opportunities where possible.

## 5. Requirements for Entry

To ensure the safety of all animals and visitors, assistance dog owners must comply with the following:

### Before your visit:

Prebooking for assistance dogs is highly recommended by calling or emailing our customer service team.

T: 01275 852606

E: [info@noahsarkzoofarm.co.uk](mailto:info@noahsarkzoofarm.co.uk)

### During your visit:

- Dogs must be kept on a short lead and under control at all times.
- Owners must ensure their dog has up-to-date vaccinations and is free from parasites. Proof of vaccinations and flea/worm treatment may be requested.
- Owners must immediately clean up and appropriately dispose of any dog waste.
- Dogs displaying signs of distress (e.g., barking, growling, or restlessness) must be removed from the area to avoid disrupting zoo animals.

## 6. Biosecurity and Animal Welfare Considerations

To protect the health of our zoo animals, assistance dogs (including those in training) must be fully vaccinated before visiting the site, and evidence of these vaccinations may be requested on entry. Assistance dogs must not have any direct contact with enclosures or zoo animals. If a dog appears unwell or has shown signs of illness within the last 48 hours (e.g., vomiting or diarrhoea), entry will be refused.

## 7. Staff Training and Support

Our team is trained to assist visitors with assistance dogs and to understand the needs of both the visitor and our animal residents. If required, our staff will offer guidance on the best routes through the zoo and alternative ways to experience restricted areas.

## 8. Policy Review and Updates

This policy will be reviewed annually in line with best practices and industry guidance



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from BIAZA. Any changes will be communicated via our website and visitor information points.

For further information, please contact our customer services team prior to your visit via phone or email.

01275 852606

[info@noahsarkzoofarm.co.uk](mailto:info@noahsarkzoofarm.co.uk)



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## Assistance Dog Guidelines for Visitors

Welcome to Noah's Ark Zoo Farm. We are committed to accessibility and welcome assistance dogs. Please follow these guidelines to ensure a safe and enjoyable visit for all:

- **Assistance dogs only** – Emotional support animals are not permitted.
- **Identifiable** - We encourage handlers to have their dogs wear recognizable identifiers, such as a harness or jacket, and to carry any available identification materials (e.g., ADUK ID booklet) to facilitate access. This practice helps our staff readily identify assistance dogs and provide appropriate support during your visit. [Assistance Dogs International](#)
- **Keep dogs on a short lead and under control** at all times.
- **Restricted areas** – Assistance dogs are not allowed in walkthrough enclosures, animal interaction areas, or aviaries.
- **Health & biosecurity** – Dogs must be up to date with vaccinations and parasite treatments. Please clean up after your dog.
- **Animal welfare** – If your dog shows distress (barking, growling, restlessness) or causes distress to our animals, you may be asked to move to a different area.

For further assistance, please speak to a member of our team. Thank you for your cooperation!