

# Wave Hill Service Animal Policy

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To ensure a safe and welcoming experience for all our visitors, we ask that you become familiar with our service animal policy, developed in accordance with ADA guidelines, before you plan your next visit. Your service animal is your sole responsibility. Should your animal's behavior not comply with our policy, we will ask that your animal be removed from the grounds. You will be welcome to visit without your service animal, however.

When you arrive, Wave Hill staff may ask you whether your service animal is required because of a disability, as well as what work or task your animal has been trained to perform.

The American Disabilities Act (ADA) defines a service animal as “dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair,

alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.”

Under the ADA, service animals must be harnessed, leashed, or tethered unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. To protect the gardens and for the ease of other visitors and staff, retractable leashes are not permitted.

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- Your service animal must be under your control at all times during your visit.
  - Your dog may not sit on benches, chairs or other seats.
  - Your service animal must be housebroken and limit relief to paved areas in the garden.
  - Any waste must be properly disposed of in one of our outdoor trash receptacles.
  - Disruptive or aggressive behavior that in any way interferes with the ability of other visitors to enjoy Wave Hill's tranquil setting will not be permitted.
  - If your service animal causes any damage during your visit, you will be charged for that damage.
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If you have any questions about our Service Animal Policy, or other accessible-related matters, please contact our Visitor Services staff at 718.549.3200.

