



HOTEL POLICIES FOR WELCOMING SERVICE ANIMALS

July 2020

SERVICE ANIMAL POLICIES & AGREEMENT

These policies are intended to provide an enjoyable stay.

Pets are not allowed in the hotel. If you have a pet that is not a service animal, we respectfully request that you honor the good work of service animals by not claiming that your pet is a service animal.

We may ask you:

1. Whether the dog is a service animal required because of a disability, and
2. What work or task has the dog been trained to perform?

HOTEL POLICIES:

- Service animals must be housebroken.
- Service animals must never be left unattended in guest rooms.
- When a service animal is outside of the guest room:
 - It must always be under the control of its handler, and
 - It must have a harness, leash, or other tether, unless either the handler is unable because of a disability to use such a device or use of it would interfere with the service animal’s safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler’s control (e.g., voice control, signals, or other effective means).
- When a service animal is in a foodservice area, it must remain on the floor in a location that is out of all paths of travel at all times. It cannot sit in the owner’s lap, on seats, or on any eating surface, and it must not be fed from the table.

It is grounds for eviction if a service animal is threatening people, barking, or otherwise out of control and/or creating a disturbance, and the dog’s handler does not take prompt and effective action to control it.

By signing this document, I acknowledge and agree to all the policies above. I also agree that should any of these policies be violated, I may be subject to immediate eviction without any refund. I further agree to reimburse the property for any damages caused by my service animal. I authorize charges to my payment card for any such liability and/or damages, and I acknowledge that I shall in any event remain personally liable for the same.

Signature: _____

Service Animal Name: _____

Your Mobile Number: _____

EMOTIONAL SUPPORT ANIMALS

NOT PROTECTED BY THE ADA

Under the Americans with Disabilities Act (ADA):

- “Emotional Support Animal (ESA)”, “companion” and “comfort” dogs are not “service animals” protected by the ADA.
- A service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person’s disability.

California Penal Code Section 365.7 makes it a crime to fraudulently misrepresent a dog as a service animal. Violations of this law are subject to imprisonment and fines up to \$1,000.

These guidelines for welcoming service animals are in compliance with the Department of Justice ADA regulations.

CHLA + CABBI Members:
Questions or concerns?
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