



Skegness Aquarium Assistance Dogs Admission Policy

Overview

Skegness Aquarium is a marine life attraction which holds a number of species, including those classified as Category One. Thus, the welfare and disease control of our animals is our priority, along with the safety of both staff and customers. This policy is in place to clearly provide staff and customers with information on the expectations and terms to which an assistance dog may enter the attraction. We remain fully committed to the Equality Act of 2010 and providing great customer experience. The below policy is consistent with industry practice across the UK, including all affiliated aquariums and zoos and is produced in line with relevant guidance from the British and Irish Association of Zoos and Aquariums.

Authored and approved by the Skegness Aquarium and Teen Spirit Limited management team

Written: August 2024

To be reviewed by: September 2025

Considerations

- Animal behaviour and welfare - Assistance dogs have the potential to cause stress, abnormal behaviour or distress to the animals within Skegness Aquarium; similarly, the animals we have also have the potential to cause stress to the assistance dog in their presence
- Biosecurity - There is a risk of the assistance dog bringing hazardous infectious disease into the attraction and cross-contamination can occur
- Pets/Emotional Support Animals (ESA's) - It should never be expected that any animal will be allowed entry to the attraction. As such, you should always seek prior advice before bringing an animal to Skegness Aquarium, either by contacting us online or via the phone

Policy

Assistance dogs are trained to support people with additional needs and people with medical conditions in a variety of ways. Assistance dogs are welcome at Skegness Aquarium. We recognise the following, in line with the Equality Act of 2010, as Assistance Dogs:

- A dog which has been trained to guide a blind person
- A dog which has been trained to assist a deaf person
- A dog which has been trained by a prescribed charity to assist a person with additional needs who has a disability that consists of epilepsy or otherwise affects the person's mobility, manual dexterity, physical coordination, or ability to lift, carry or otherwise move everyday objects
- A dog of a prescribed category which has been trained to assist a person with additional needs who has a disability (other than one falling within the previous point) of a prescribed kind

Skegness Aquarium, with regret, does not permit emotional support animals or therapy dogs on site or admission into the attraction under any circumstances. This is to ensure the protection of our animals' welfare, general safety around the attraction and the welfare and hygiene for our customers.

In line with the Equality and Human Rights Commission, we expect, as the EHRC states, that:

- Assistance dogs will be highly trained
- Will not wander freely around the premises
- Will sit or lie quietly on the floor next to its owner and are trained to go to the toilet on command and so are unlikely to foul in a public place
- That most are instantly and clearly recognisable or identifiable by the harness or identifying dog jacket they wear. If this is unavailable, then a form of accreditation documentation must be available upon request

We also ask that the following is provided and agreed to:

- Proof of vaccination/inoculation status of the assistance dog on arrival. Skegness Aquarium reserves the right to refuse entry to any assistance dog that cannot show proof of its vaccination/inoculation status
- Sign the Assistance Dog Visit Waiver on arrival to Skegness Aquarium at the bottom of this policy
- Keep all assistance dogs under the close control of a responsible handler
- Remove dogs which start barking or growling to an area where no other animals are present until the animal stops vocalising. We are aware some assistance dogs may do an alert "Woof" or noise (not bark uncontrollably) to alert to their owners that they are about to collapse or to get help
- Remove any dog that is obviously causing distress to any animals or is distressed by such
- Aquariums, like ourselves, have the right to ask assistance dogs to leave if they are causing disruption or distress
- Immediately clean up and dispose of all faeces appropriately. Please be aware Skegness Aquarium does not have facilities for cleaning or disposing of any faeces. Our outside Jurassic Falls is shared by our customers and is therefore not deemed an appropriate place for an assistance dog to relieve itself. It is the responsibility of the assistance dog owner to plan for any accidents/spills discussed in advance of the visit
- Assistance dogs are not permitted around areas where there is an increased risk of cross-contamination of species, such as the Dive Area



Skegness Aquarium Assistance Dogs Admission Policy Waiver

In consideration for being permitted to visit Skegness Aquarium with my Assistance Dog I hereby certify the following is correct and accurate:

- I have read and understood the Skegness Aquarium Assistance Dogs Admission Policy
- I am the responsible dog handler for the visiting assistance dog and accept responsibility for any damages
- I will be in control of the assistance dog at all times during my visit
- The visiting assistance dog is currently enrolled on a standard canine vaccination program as advised by their vet and are up to date with all doses and have provided proof on arrival of an up-to-date vaccine card/proof of inoculations and evidence of flea and worm treatment/parasite treatment
- The visiting Assistance dog has not shown any signs of disease including vomiting or diarrhoea in the last day
- I understand the potential risk of exposing the assistance dog to zoonotic diseases

I hereby certify the above is current and correct and I am the registered responsible handler

Full name: _____

Address: _____

Signature: _____

Date: _____

Email: _____

Number: _____

Dog's name: _____

Breed: _____

Date of last vaccination: _____

Assistance dog is up to date on all inoculations/vaccines

The above is held by Teen Spirit Limited in compliance with GDPR and other relevant data protection legislation