



SERVICE ANIMAL POLICY

Desert Botanical Garden is a living museum committed to preventing discrimination of disabled citizens while maintaining its rights to protect a fragile environment. It is illegal to misrepresent an animal as a “service” animal. Desert Botanical Garden regards “service animal” to be dog or miniature horse under the Code of Federal Regulation guidelines.

The United States Department of Justice defines a “service” or “assist” animal as having been trained to do work or perform approved tasks for the benefit of a disabled individual. This training legally exempts a service animal and their handler from the Garden’s NO PETS ALLOWED policy.

A service animal is not a pet, comfort animal or therapy dog. Dogs in strollers or purse-like carriers are not allowed inside the Garden. Medical alert dogs may be carried next to the body in a front-style baby pouch or other appropriate holder.

You may be asked to remove your service animal from these premises if the animal is out of control, poses an undue burden or is a direct threat to the health or safety of others. Guidelines include:

- 1.** Service Animals must be leashed and walk beside you in the “heel” position (24 inches) at all times.
- 2.** Retractable leashes are not permitted.
- 3.** Service animals must remain on the trails at all times.
- 4.** No aggressive behavior is allowed.
- 5.** Service animals shall not urinate/defecate in the Garden.
- 6.** The service animal must obey your commands and not be distracted by outside noise, animals or people.
- 7.** Service animals are not allowed in food preparation areas such as the Globe Teaching Kitchen or in the kitchens at Patio Café or Gertrude’s.
- 8.** In the Garden’s food establishments service animals are not allowed on any seat, patron’s lap, table or countertop.
- 9.** The owner/handler is liable for any damages caused by their service animal.



DESERT
BOTANICAL
garden[®]

1201 N. Galvin Parkway
Phoenix, AZ 85008
480.941.1225 | dbg.org



@dbgphx

NOTE: In case of a medical emergency, your service animal should allow a first responder to assist you and not be overly protective. By entering the Garden it is assumed that you take full responsibility in this regard.