

# Guidance for Retail Establishments: Rights of Service Animals and Rights of Businesses

## *A Service Animal*

- May not “fundamentally alter the nature of the business”
- Must be harnessed/tethered (or under control if harnessing interferes with tasks performed)
- Must be housetrained (includes mini-horses)

## *A Service Animal also*

- May not pose immediate threat to public
  - This does not include allergies
  - This does not include fear of dogs
- Must be vaccinated according to state/local law

*Handler is responsible for damages*

## *Businesses MAY ask:*

1. Is this animal required for a disability?
2. What tasks is the animal trained to do?

## *Businesses also MAY*

Request handler/service animal to leave if:

- Animal not under handler’s control *and* handler not taking action to control animal
  - Animal not housetrained
- Animal posing immediate threat to health & well-being of public

## *Businesses may NOT ask:*

1. What is your disability?
2. Does your service animal have documentation?

## *Businesses also may NOT*

Request handler/service animal to leave if:

- Others are allergic to service animal
- Others are afraid of service animal

*Business must make reasonable accommodations for all*