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**SERVICE DOG  
FACT BOOK**

**EVERYTHING YOU NEED TO KNOW ABOUT SERVICE &  
SUPPORT ANIMALS TO PROTECT YOUR FREEDOM!**

**KNOW YOUR RIGHTS ... PROTECT YOUR FREEDOM!**

Each time you decide to bring your Service Dog/ESA out into public, you are at risk for being turned away by an establishment.



Conflicts arise in public settings because the general public is uneducated about the rights of Service Dog/ESA handlers.



When renting/leasing and/or purchasing property, it is a good idea to know your rights. You may be exempt from a "No-Pet-Policy"



Carry indication or registration that your dog is there for a purpose: Identification Card(s) Badge, Dog Vest, and/or Tags, Certificate, etc.

For more information, please visit:  
[www.officialservicedogregistry.com](http://www.officialservicedogregistry.com)

**KNOW YOUR RIGHTS:**

-  RENTING, LEASES AND LANDLORDS
-  AIRLINE TRAVEL & TRANSPORTATION
-  RESTAURANTS & PUBLIC PLACES
-  FEDERAL LAWS & LEGAL FACTS

**... AND MUCH MORE!**



**INSIDE!**

TIPS AND ADVICE FROM OUR EXPERTS!  
.....

HOW TO REGISTER YOUR DOG TO AVOID ANNOYING HASSLES!



Important Information For Both The USA and Canada!

Important Information For Both The USA and Canada!



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## INTRODUCTION

Thank you for your interest in Service, Support and Therapy Dogs. It is our mission to provide you with everything you need to know about having a Service Dog/ESA, especially your rights. A large part of society is unaware of the rights of Service Dogs/ESAs and their handlers. **Too many times conflicts arise in public settings because business owners and staff are uneducated about the rights of Service Dog/ESA handlers.** Unfortunately, many people have been wrongfully removed from establishments without knowing their rights. We are determined to see this change.



**Each time you decide to bring your Service Dog/ESA out into public, you are at risk for being turned away by an establishment.** Hopefully this guide will provide you with the proper knowledge and support to inform you on how to better handle these situations with your Service Dog/ESA while traveling. Let's get started...



## OFFICIAL SERVICE DOGS



US Federal Law states that a "Service Animal" is any dog that is trained by you or a professional trainer to complete tasks that will benefit people with physical, psychiatric, sensory, intellectual or other mental disabilities. Service



Dogs do not necessarily have to be trained by a professional trainer. As far as the law is concerned, if you are hearing impaired or deaf and you have trained your dog yourself to alert you when there is someone at your door, this is no different than a professionally trained seeing-eye dog.

According to the ADA and the Department of Justice, all types of Service Dogs are the same. There is no one more important than the other contrary to some opinions. Diabetic Alert Dogs, PTSD Service Dog and Seeing-Eye Dogs are all the same in the eyes of the law. As long as each of them does work directly related to their handlers disability. This knowledge can help you to educate others who may not be aware

of this. It can also help prevent you from being asked to leave and establishment.

### Tasks/Work:

- \* **Navigating/guiding the visually impaired**
- \* **Alerting the hearing impaired to people and sounds. Protection and rescue.**
- \* **Pulling a wheelchair**
- \* **Helping those who have seizures or allergies**
- \* **Gathering important items (phones or medicine)**
- \* **Physical support for those with physical disabilities**
- \* **Preventing or interrupting destructive behaviors of those with psychiatric or neurological disabilities.**

For more information, please visit:

[www.officialservicedogregistry.com](http://www.officialservicedogregistry.com)

If you have a disability and your dog can help you perform task and assist you in your everyday life, your dog is considered a Service Dog.

A service dog IS NOT an animal that makes you feel better during a panic attack or helps you feel more comfortable while flying. **This type of dog would be considered an ESA or Emotional Support Animal.**



## EMOTIONAL SUPPORT DOG



These dogs are commonly known as Support Dogs and although they do NOT have the exact same protections by Federal law, they are a widely recognized part of our society.

**People with emotional needs and those who are comforted, helped and made more secure by their dogs are common.**

Dogs play an important role in the physical and emotional well-being of millions of people world-wide. Just as more restaurants, shopping areas and venues are allowing Support Dogs – many places are ignorant to the need for more access to these public places to those with ESAs. While more education and tolerance is needed, certain access can be achieved by indications of your dog's function as an ESA. If you think your dog provides a necessary role in your ability to feel comfortable in public settings or you benefit from their support, register them online immediately.



## OFFICIAL THERAPY DOGS



Therapy Dogs are sometimes confused with ESAs but their role is usually specifically to provide support to calm, and assist with those who have mental disorders, people who have trauma, children with psychological issues, etc.

**To ensure that you and your Therapy Dog can travel, shop or dine in public places or access "no pet" housing without conflict you would benefit by getting Identification that designates your dog in a therapeutic role.** You may also get a letter from a mental health care professional that explains that the presence of a dog is necessary for you to sustain your everyday routine. If you would like a certificate, ID Card and other items to validate your animal, we can provide assistance with this. We can work together with you to maximize your access and entry to public places and **provide proper documentation so that you can bring your Therapy dog where you need to – without hassle.**



# Housing, Renting & Landlords



## Housing

When renting/leasing and/or purchasing property, it is a good idea to know your rights. Oftentimes landlords, property managers, tenants and Realtors do not know or are confused about Service Animals that traditionally has a 'no-pet' policy.

## The Fair Housing Act

Is the law that most often helps to provide the best information regarding the rights of Service Dogs and their handlers. In order to avoid discrimination when looking for housing, know the law so you can be ready. Each circumstance regarding housing can be specific to the case. If you need help interpreting the Fair Housing Act you can get it from the local Housing and Urban Development (HUD) office.

The Fair Housing Act is a civil rights law that protects the rights of those with disabilities that need or are looking for housing. IN 1968, the law originally protected the rights of those on the basis of race, color, religion, sex or national origin of the sale, rental and financing of dwellings. Now, the Fair Housing (Amendments) Act of 1989 goes a little further in address discrimination regarding housing. It now also protects the rights of people with disabilities. The Act states that those with

## 🏠 HOUSING, RENTALS & LANDLORDS

CONTINUED >

disabilities may not be discriminated against during the sale, rental or advertising of dwelling. It also states that private and public housing providers must modify policies that restrict people with disabilities from enjoying and being comfortable in their residence.

In many cases, ESA and Service Animal as well as Service Dogs may have any 'no pets' policies modified for them.

The Fair Housing Amendments Act covers most cases involving housing and persons with disabilities. Some of these cases may also be covered under section 504 of the Rehab Act and also under the Americans with **Disabilities Act.**

It is a good idea to consult a qualified lawyer, your state's Attorney General, your state's Humans Rights Commission, or the Federal Department of Housing and Urban development.

Service Animals are not considered pets. You have rights as a Service Dog handler but it is important that you tell the landlord from the beginning of your residence in their property that you have a Service Animal.

The landlord may ask you for proof or documentation regarding your Service Dog. Business owners may not require this but the relationship between landlord and

tenant have a far longer duration than that of merchant and customer.

They may also ask you for proof of training. It is within their rights to check to see if your Service Dog has an ID with valid training.

We hope that you have found the information regarding the laws and your rights as a Service Dog handler helpful. Having a disability is difficult enough

without the hassles of employees and businesses that do not know your rights. Having your animal with you when you travel allows you the convenience and comfort that you are used to at home. It should not be difficult as long as you are prepared. Planning ahead, knowing your rights and responsibilities and making everyone aware of your situation will ensure that wherever you and your Service Dog travel or dine you will have the best experience possible.



**Get Your Reasonable Accommodation Certificate and Protect Your Rights >**

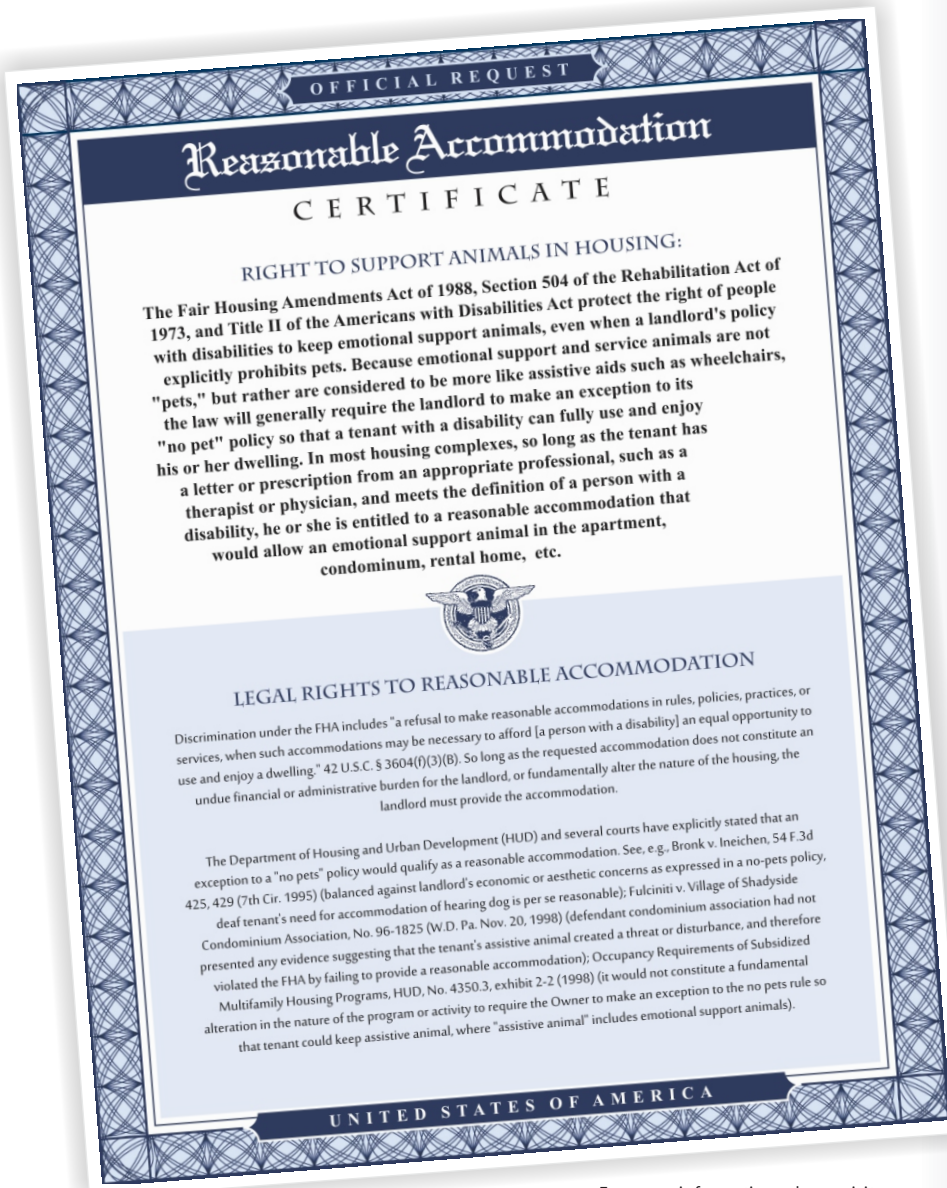
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# HOUSING, RENTALS & LANDLORDS

Contact Us (see pg. 32) to get your official "Reasonable Accommodation" Certificate. This document can help you stand up to landlords and leasing companies that may try to prevent your legal rights!



For more information, please visit:  
[www.officialservicedogregistry.com](http://www.officialservicedogregistry.com)

# Restaurants & Other Venues

## Tips, Facts & FAQs





## 🍴 RESTAURANTS, SHOPPING & VENUES

Eating at restaurants with a service dog or support animal is a normal part of life for many. To make these visits as easy as possible for all concerned, practice the skills listed below at in restaurants, malls, theaters and event venues. Help your dog be as good as he can by practicing these skills.

- \* **Staying quiet in a distracting environment**
- \* **Ignoring people, including friendly ones**
- \* **Laying out of way or under the table**
- \* **Matching you movements and remaining near you**
- \* **Ignoring food on the table or dropped**

Here are some expert tips to for you and your dog:

### **Before You Leave Home,**

Be sure that your dog both looks and smells clean and that his vest, collar and leash are clean and neat. Brush them to prevent extra shedding. If you're going out in the evening, consider feeding your dog a snack or small meal. Take them for potty walk beforehand, and if necessary, before entering (away from the restaurant door or windows).

### **In the Restaurant**

You've practiced with your dog at home and in a variety of public places so you know you're ready. When you enter the restaurant your dog should walk quietly by your side—not pulling ahead, not sniffing the floor or other people. He is with you but is not the center of your attention. If people comment about your dog

– about how cute he is or how well behaved, thank them, and move on toward you table. Some people dining nearby may not be comfortable with dogs, so do what you can to minimize attention on him. If possible, request a booth or a table by the wall. With a booth there's generally more room under the table for your dog. If you have a table next to the wall or in a corner, you can have your dog lie down out of the server's way. Be sure your dog's tail is tucked out of the way so it doesn't get stepped on.

When you get up to leave, prevent your dog from shaking—often a hand on their back for a few seconds or until you've exited will do the trick.



### **Buffets**

Buffets can present a greater challenge for the Service and Support Dogs and handler. In many cases, skipping them, having a friend get your food, or leaving your dog at your table are ways you can handle this situation. If you bring your dog to a buffet table, he must be able to ignore the distraction of having food near him. You must be able to manage control your dog while putting food on your plate and carrying it.



## Situations You Might Encounter ...

Restaurant staff not knowing access laws. It's a good idea to carry an ID Card with dogs designation that explains access laws.



Know your rights, and be prepared to inform restaurant staff about them in a courteous, helpful manner. Most of the time resistance is based on lack of understanding of the law ... rather than any desire to restrict you unnecessarily.



Other Dogs – Be prepared to help your dog maintain his focus on you in the event you encounter another Dog in a restaurant in a seating area.



Young children are always attracted by the sight of a dog and are sometimes not under their parents' control, so be ready to calmly but clearly keep a child from feeding, petting, or otherwise distracting your dog. Educate the children and/or parents about appropriate behavior around Service and ESAs

## EXPERT ADVICE: ACCESS TO PUBLIC PLACES

- \* Carry an indication or registration that your dog is there for a purpose: Identification Card(s) Badge, Dog Vest, and/or Tags, Certificate, etc ...
- \* Calmly explain your dog's role and your personal circumstances. Ask to speak directly with manager or person of authority.
- \* Keep your dog well-groomed and be sure they are able to obey in a public setting. Use of a Vest with handler's leash or a carrier may be helpful.
- \* To avoid embarrassment or hassle – present ID Card designating your dog as an Support Dog and know your rights in public places.



For more information, please visit:

[www.officialservicedogregistry.com](http://www.officialservicedogregistry.com)

# Airline Travel

## Tips, Facts & FAQs

### AIRLINE TRAVEL

Traveling by aircraft with your Service Dog is your privilege. However, trying to figure out airline policies, procedures, TSA regulations, international laws, security checkpoints etc...is not always easy. These next few pages provide you with a lot of great information that can help you navigate all of these things so that you can travel with as little stress and conflict as possible.

#### **Federal Law**

**Being well versed and educated about the Federal Law regarding travel with your Service Dog is the first step to conflict free travel.** It is important to know that laws for traveling by plane with a Service Dog is a separate piece of legislation called the Air Carriers Access Act (ACAA). It is a very straight forward piece of legislation. The ACAA states that and person with a disability traveling with a Service Dog has free and open access to riding with their 'partner' in the cabin. The law also states that any equipment necessary for the Service Dog (crate, food other gear) can also be flown free of charge in the cargo hold as medical equipment.





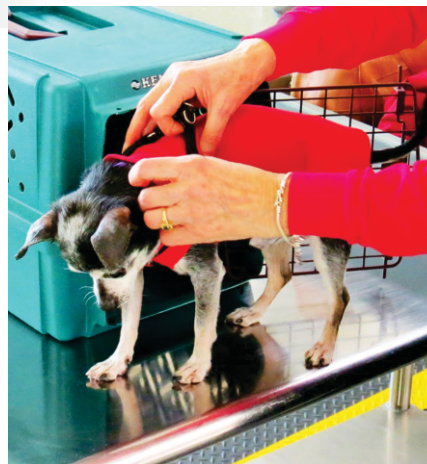
If asked, you absolutely DO NOT have to undress your Service Dog. Nor may TSA ever separate your partner from you without your permission.

You will most likely be able to board first. Scan the floor ahead of time so your dog doesn't accidentally pick up something dangerous like gum or pills.

If your dog is trained appropriately, it is understood that he should be treated as if he is important medical equipment. You don't want to draw unneeded attention or focus your way. Ideally your Service Dog will sleep through the flight so nobody should even recognize that there is a dog there at all. If your Service Dog seems restless or concerned during take-off, mid-flight turbulence or landing reassure them calmly and quietly. Have small treats on hand to help them with the pressure. **If you and your Service Dog are courteous and professional at all times, your flight will go much smoother.**

It is your privilege under the law to take your Service Dog with you while you travel but you still need to be compassionate to those around you. Not everyone is comfortable around dogs – it is kind to be aware of this.

It also may take a little more time getting through security. You may want to think ahead about giving your Service Dog a last minute break to relieve himself. If you are traveling through a large airport it is always a good idea to give yourself extra time.



Homeland Security has universal guidelines for traveling with Service Dogs. **It is important to check procedures ahead of time to ensure hassle free flying.** The following are some ideas that may or may not apply to you and your particular Service Dog.

There no need to take your dog's harness off but it might be a good idea to empty the packs and put the contents into the bins to go through the x-ray. Consider putting everything in large zip-lock bags ahead of time to make this process easier.

Both you and your service dog will be asked to go through the metal detector. You may go through together or separately. Your Service Dog will be patted down no matter what. Going through the detector individually will cut down on the possibility for further examination if your dog or you sets off an alarm.

You may face questions from air carriers about the dog's status as a service dog. **They must accept verbal confirmation from the handler, the presence of a harness, vest or other gear that indicates your dog is there to help you.** It is a good idea to also carry ID cards and any other documented proof that your dog is there to assist you because of a disability.

In order for safe travel, Service Dogs and their handlers may not travel in the Emergency Exit row, they must also refrain from blocking the aisle and Service Dogs are not allowed to be in a seat. The law does not mention Service Dogs in Training therefore they are not granted access by the ADA. Before you choose airline travel with a Service Dog in training, check your state's laws. The laws within state from which you originate will determine you and your Service Dog in Training's rights under the ADA and ACAA,

### Planning Ahead

Direct flights are your best bet for stress free flying with a Service or Support Dog. Another good idea is to purchase a seat with extra leg room (if possible). Do your research ahead of time to determine if sitting in the bulkhead is a better option. Flight attendants may

think this is a better option for you but sometimes the bulkhead has less room than the other aisles because there is no seat for you or your dog to partially tuck under in front.

Try to request a window seat so your dog will not be at risk of getting trampled in the aisle.

Not all dogs are the same size. Consider this when booking your flight. You may be able to request an empty seat next to you if you have a larger dog. This is not always possible but it won't hurt to ask.

Always make sure to communicate with the airline that you are traveling with a Service Dog. You are not asking for permission just explain to them what your plans are. You have every right to be traveling with your Service Dog so do not feel the need to apologize or make excuses. Your dog is there to help you and you need them to ensure safe travel for yourself.

It is a good idea to bath or have your Service Dog groomed before travel. It is courteous to your fellow travelers if your dog does not have a strong odor. Also, bathing them ahead of time can cut down on the possibility of another traveler's allergic reactions to your Service Dog.



If your flight is in the morning, consider your dog's eating and bathroom habits. It may be a good idea to feed them less than usual before the flight because they will be unable to relieve themselves for a long period of time. Make sure not to limit water for your Service Dog but just give it to them in small amounts.

Giving your Service Dog a little extra exercise time is a good idea too. It will be easier for him to lie still if he has already burned off energy before the flight. Exercise the day before you travel is also a good idea.

**Always carry treats, ID card (or required documentation by the airline), poop bags, collapsible water bowl or cup and anything else you think your Service Dog may need for travel.**

### Checking In, Security and Boarding

Always get to the airport early with time to spare. It is generally safe to get there 1.5 hours early but with a Service Dog, we recommend 2 hours early if possible. Having this extra time will cut down on stress and it will help you and your Service Dog be relaxed if there are any issues or delays. You could also end up in slower lines because you are unable to use automated check in with your Service Dog.

If your dog causes a disturbance, it is within the rights of the establishment to ask you to leave. Barking, growling, being wild or relieving themselves etc... are the only reasons you may be asked to leave. They may not ask you leave if they are well-behaved and not creating any problems. To give other Service Dogs a good name and the respect they deserve, make sure your Service Dog is properly trained and well behaved at all times. We want people to feel comfortable with Service Dogs aboard an airplane and in any setting. This could be the first and last experience your fellow travelers have with a Service Dog. Leave a good impression with your dog's professional manner.

### Traveling Abroad

If you are planning a trip abroad, depending on your destination, your Service Dog may need to be quarantined. Your pet is defined as an 'export' if you are taking him out of the United States to visit or permanently reside in another country. There are some requirements for exporting animals out of the country. If you are only visiting a place outside the US, there are some specific re-entry requirements. **Please visit the USDA Pet Travel page for information regarding what you should do upon**



reentering the United States. It is a good idea to contact your airline to find out what the rules are regarding the country your are visiting. Always check with the airline to see if there are any quarantine preparations that need to be made.

Researching the laws ahead of time is always a good way to avoid added stress while traveling abroad with your Service Dog. Not all countries provide the same access for Service Dogs. Each country has its own set of laws regarding animals and travel.

**NOTE:**

**If you want to be absolutely sure you have met all proper airline requirements, call the airline ahead of time. Write down the name of the employee you spoke to. Some employees may interpret the ACAA guidelines differently.**

Letting the airline know ahead of time that you will traveling with a Service Dog will ensure that the crew aboard the aircraft will be ready for you. Giving them all of your information regarding your Service Dog ahead of time may also help them to find you the best and most comfortable seat.

Below is a list of the best airlines to fly based on feedback from our customers. They abide by Federal Law and have given themselves a reputation of being very accommodating to those traveling with Service Dogs.

**SOUTHWEST**

**ALASKA AIR**

**JETBLUE**

**UNITED**

**DELTA**

**US AIRWAYS**

**FRONTIER**

**AIR FRANCE**

**KLM**

**IBERIA**

**SPIRIT**

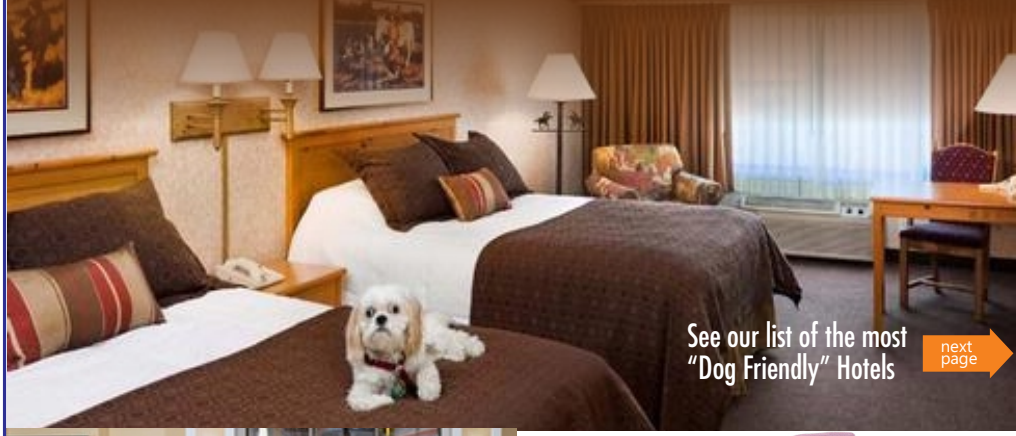
For more information, please visit:

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This list does not ensure hassle free travel. It is a comprehensive list of the airlines that we have had the best customer feedback from. Airlines not listed may also provide you with comfortable accommodations. Usually it is not specifically the AIRLINE that breaks the law or makes things inconvenient for travelers with Service Dogs. More often than not it is an employee that is either uneducated or uninformed about the appropriate documentation and other requirements for Service Dogs. You should be well versed and educated about your rights so that you can stand up for yourself and your Service Dog if necessary. It is good practice to assume that the airline employee at the counter does not know about the laws regarding Service Dogs. You stand a much better chance of winning an argument if you can calmly state the laws and explain them. They should know that they are breaking federal law if they do not allow you to fly with your Service Dog. If they still fail to comply, ask for a supervisor.



# Hotels Tips, Facts & FAQs



Service Dogs and their Handlers are allowed by the ADA to stay in any hotel they choose. Even if the hotel has a "No Pet" policy, you are within your rights to stay anywhere. As with the airlines, however, you may run into employees who do not know the laws and they may try to prevent you from staying in their establishment. Again, being informed and knowing the laws and your rights will help you to better inform employees. If they still try to withhold accommodations, always ask for a manager or supervisor. **Remember to have your designated Dog I.D. Card and/or Certificate ready.**

## HOTEL ACCOMMODATIONS

Our experts regularly to inform us of places that they stayed that provided them with excellent service. Usually these are hotels that are fully informed and educated about Service Dog laws and are willingly to be as accommodating as possible. Below is a list of the ones we get the most positive feedback about:

**KIMPTON HOTELS**

**RED ROOF INN**

**LA QUINTA INN**

**HOTEL INDIGO**

**MARRIOTT**

**HOLIDAY INN**

**EXTENDED STAY AMERICA**

Informing the hotel ahead of time about your arrival with your Service Dog will ensure easier and smoother check in. If ever a restaurant or hotel has a 'no pets' policy, this does NOT apply to Service Animals. It is unlawful for an establishment to charge extra or ask for a deposit in order for your Service Animal to accompany you, even if this is their normal practice for allowing pets to stay in their establishment.



# Public Transportation

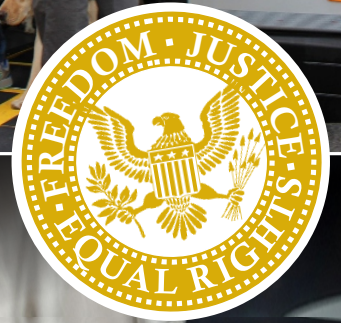
## Tips, Facts & FAQs

### It is important to know ...

that you will be held responsible and liable for the cost of any damage that your Service Animal might cause while staying in any establishment.

Also, it is possible that if your Service Animal exhibits behavior that may pose a potential threat to the safety and health of others, establishment owners and employees are within their rights to ask you to leave.

Make sure your Service Animal is properly trained and well behaved and you should not have any problems with this.





## PUBLIC TRANSPORTATION

### Trains

Remember to find out if the rail carrier will accept dogs before purchasing your ticket. The some carriers will allow two dogs to travel free when accompanied by one person. Owners may need to pay for additional dogs so check with the rail company. Special arrangements are made for Service dogs.

**\* Ensure that you dog has relieved himself before the start of the journey.**

**\* Take fresh water and food for your dog with you. It is worth investing in a dog travel bowl.**

**\* Make sure that your dog is on his lead at all times and do not let him sit on the seats.**

**\* If another passenger makes a reasonable objection about your dog you may be asked to move to another section or place dog in suitable carrier.**

### Buses and Taxi

Some companies will allow dogs to travel in their vehicles - check beforehand. Most will require the dog to be kept on a lead at all times and will not allow them to sit on the seats. When traveling with your Service, Support or Therapy dog, we recommend having good documentation and visible proof of your dogs role. I.D. Cards, Tags, Vests, Certificates and Tags all help save you time, hassle and embarrassing questions.

## IMPORTANT RESOURCES

For questions regarding the Service Animals and the ADA Title II visit us online at [www.officialservicedogregistry.com](http://www.officialservicedogregistry.com) or contact us: M-F 1-800-921-7651 9am- 4pm MST  
US Dept of Justice website: [www.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm)  
28 CFR 35.102, Subpart A, became effective 3/15/11  
Granting Federal statutory protection to this Service Dog



**To find everything you need to register, get documents and equip your Service Dog, Emotional Support Animal or Therapy Dog, please visit these trusted online resources:**

Click online link to visit website:

[www.servicedogkits.com](http://www.servicedogkits.com)

We Help Protect Your Rights ... The federal government has made it illegal for others to stop you or your service dog from public places — But that doesn't prevent people from trying to stop you from entrance into places like restaurants, theaters, taxi cabs, airlines and more.

[www.officialservicedogregistry.com](http://www.officialservicedogregistry.com)

The Official Service Dog Registry is the answer to ending the frustration you feel as a person who relies on the comfort, support and therapeutic value of your beloved animal. More than just a pet, we understand that your trusted canine companion is a key part of your life. Officially qualify and register now — serve notice that the support your dog provides is essential to your quality of life.

[www.servicedogoutfitters.com](http://www.servicedogoutfitters.com)

Everything you need for Service & Support Dogs: Complete Kits with Official Vests, Patches, Universal ID Cards, Certificates, Tags, Collars & Clips, ID Holders and much more! Phone orders are available M-F 9-5 1-800-921-7651

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