



The Albuquerque BioPark welcomes visitors with service animals. The Albuquerque BioPark recognizes service animals as defined by the Americans with Disabilities Act (ADA). (The ADA defines service animals as dogs that are individually trained to do work or perform tasks for people with disabilities), and the state Service Animal Act. Pets, therapy animals, and comfort animals are not service animals under the ADA or state law, Section 28-11-2, NMSA 1978;** therefore, they are not allowed. The Albuquerque BioPark is committed to certain precautions that will ensure the visit is safe for everyone, including the animals. Service animals must be well trained, accustomed to being in the public, stay calm and quiet beside their handler, clean without offensive odors, and housebroken. Please take a few minutes to review the following material. Pursuant to New Mexico law, it is a crime to misrepresent any non-service animal as a legally protected service animal. The penalty for such misrepresentation is a fine of not more than \$1,000 and a jail sentence of not more than a year. (31-19-1 NMSA 1978)

OFF LIMIT AREAS: The BioPark restricts access to public areas in which the use of a qualified service animal poses a threat of harm to health or safety. Certain Zoo exhibits are permanently off-limits to service animals. Service animals may be seen as predators and in some circumstances as prey. Because of this, some Zoo animals may react adversely and cause harm to themselves and others. The off limit areas are identified as The Cat Walk and the Nature Theatre during live bird shows. There are also times when an exhibit may be temporarily closed to service animals due to an illness or after the birth of a new animal. Zoo staff will post any such temporary closures.

STRESS REACTION: Zoo animals may experience a stress reaction to a service animal even in exhibits that are not specifically off-limits to service animals. Sometimes these may appear harmless or even amusing. If a Zoo animal responds to your service animal with any unusual behavior, we request that you move along quickly to minimize stress on the Zoo animal and to your service animal. Staff may also request that you promptly move on if they notice stress signals from a Zoo animal. NOTE: Service animals must be on a leash (or harness) measuring four feet or less in length at all times and not be left unattended. An exception is made if the handler is unable to use such devices due to their disability or if it would interfere with the trained task(s) the service animal performs.

BEHAVIOR ISSUES: There are times when even the most well-behaved service animal has an adverse reaction to the new stimuli and may become difficult for its handler to control. Staff may request that a service animal experiencing difficulty be removed from the Zoo immediately. We ask that you promptly comply with any such request for the safety and welfare of all.

ACCOMMODATION: If you have a disability and require additional accommodations, please see the BioPark administrative office for assistance.

Thank you for visiting The Albuquerque BioPark!

** § 28-11-6. Prohibition of false presentation of animal as a qualified service animal

A. A person shall not knowingly present as a qualified service animal any animal that does not meet a definition of "qualified service animal" pursuant to Section 28-11-2 NMSA. A person who violates the provisions of this section is guilty of a misdemeanor and upon conviction shall be punished pursuant to Section 31-19-1 NMSA.

For complete service animal definition's and laws please visit: http://public.nmcompcomm.us/nmpublic/gate-way.dll/?f=templates&fn=default.htm or https://www.ada.gov/service_animals_2010.htm