



Title of Policy/Procedure	Assistance Access Animal Policy
Reference number	19
Last review date	April 2026
Next Review Date	April 2027
Approved by the Board of Trustees (signature)	
Date	16th April 2026

Policy overview

The Parrot Zoo Trust (charity number: 1162135) - Lincolnshire Wildlife Park (LWP) is an animal charity for the rescue, rehabilitation and well-being of exotic species. Thus, the welfare and disease control of the collection is of great importance.

This policy is in place to clearly provide staff and the visiting public with information on the expectations and terms under which an assistance dog may enter the park.

Considerations

- Animal behaviour and welfare - assistance dogs have the potential to cause stress, abnormal behaviour or distress to the animals within LWP; similarly, the animals have the potential to cause stress to the assistance dog in their presence.
- Biosecurity - there is a risk of the assistance dog bringing a hazardous infectious disease into the park.
- Dogs in cars - even during low temperatures, dogs left in cars provide a potential risk of distress to the dog or even death in some cases. This also has the potential to cause distress to the general public in view of the dog, leading to law enforcement being contacted and potential legal damage caused to the owner's vehicle to free the animal.
- Pets/Emotional Support Animals (ESA's) - as outlined in section 1, it should never be expected that any animal will be allowed entry to the park. As such, you should always seek prior advice before bringing an animal to LWP. The park can be contacted on 01754 820107.

Section 1: Terms of access

It is important to note that under the Equality Act 2010, section 173, "assistance dog" means:

- (a) a dog which has been trained to guide a blind person;
- (b) a dog which has been trained to assist a deaf person;
- (c) a dog which has been trained by a prescribed charity to assist a disabled person 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;

- (d) a dog of a prescribed category which has been trained to assist a disabled person who has a disability (other than one falling within paragraph (c)) of a prescribed kind;

Lincolnshire Wildlife Park welcomes fully trained assistance dogs into the park zones outlined in section 3.

Some animals will behave unfavourably or become spooked by assistance dogs, so please use the map in section 3 to avoid these areas. If you are unsure of the areas outlined on the map, please speak with a member of the admin or management team before entering the park.

Accredited (ADI & IGDF) and/or fully trained assistance dogs are welcome, but with regret, Emotional Support Animals (ESA's)/therapy dogs are not permitted within the park. This is to ensure the protection of our animals' welfare, general safety around the park and the welfare and hygiene of our visiting public.

Puppies/dogs in training are not permitted into the park for the reasons stated above.

Assistance dogs must be fully trained with full inoculations in place. The Equality and Human Rights Commission states that assistance dogs are 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, and that most are instantly recognisable by the harness or identifying dog jacket they wear.

Assistance dogs must:

- Not enter any walk-through areas where they may come into contact with an animal at the park.
- Be clearly identifiable by way of a jacket or harness with suitable, clear warning signs. If this is unavailable, then a form of training documentation must be available upon request.
- Not be allowed to make contact with animals through fencing or barriers in place.
- Have faeces cleared away immediately and disposed of appropriately.
- Be kept under the close control of the trained handler at all times and kept on a lead.
- Be removed from the area until they stop vocalising, if they begin growling or barking uncontrollably.

- Be removed from the area immediately if they are causing distress to any of the animals within the LWP collection.

Section 2: Evidence Requirements

LWP reserves the right to ask for:

- Up-to-date inoculations evidence.
- Dogs are to be kept on a lead at all times.
- Registration documents or evidence to show that the assistance dog is fully trained and/or accredited.
- Proof of the disability/condition associated with the concession entry to the park.
- A signature by the owner that the dog is enrolled on a standard vaccination programme as advised by their vet, and/or has shown no signs of disease, diarrhoea or vomiting in the past 24 hours.

Section 3: Zone-plan map

Please see the zone-plan map on page 5 to view the out-of-bounds areas highlighted in yellow. If you are unsure of any of the areas highlighted, then please speak with a member of admin or management before entering.

If an assistance dog is seen within any of the areas marked in yellow, then the handler may be asked to leave the park.

Similarly, if an assistance dog is seen to be causing distress to any animal across LWP, whether in an out-of-bounds area or not, the handler may be asked to leave the park.

Assistance dog park maps are also available to be collected from reception upon request.