

ROARR! ASSISTANCE DOGS

ROARR! allows highly trained dogs to enter the Park.

Unfortunately, assistance dogs that are undergoing training, Emotional Support Dogs (ESD) and Therapy dogs and non-trained dogs are not permitted. Any assistance dogs that are not trained may find the excitable environment to become overwhelming.
Please note that if at any point the assistance dog may seem under distress or is not behaving in the manner expected as described in the Equality and Human Rights Commission, we will do everything in our power to make reasonable adjustments where possible, however if necessary, we may advise you to leave the area or attraction.
If the assistance dog has been trained through an association, we may ask you for an owners ID book or training log to confirm this.

Any trained assistance dog will display the following behaviour:

- Will not wander freely around the premises
- Will sit or lie quietly on the floor next to their owner
- Always under control, for example, they will not jump up, or approach other guests
- Are unlikely to foul in a public place

When you arrive at ROARR! please head to Admissions to get checked in and to show your relevant documentation for your assistance dog's entry to ROARR!

We may need to see evidence that an assistance dog is necessary to assist the visitor, for example a blue badge or letter on headed paper from a recognised health professional.

This would be documentation to state that the animal is currently enrolled on a standard canine vaccination program as advised by their vet and are up to date with all inoculations for standard canine diseases (including canine distemper and parvovirus).

They must have received anthelmintic (worming) treatment within the last six months and have not shown any signs of disease, including vomiting or diarrhoea, in the last 24hrs.

All assistance dogs must have been resident in the UK for more than 6 months or have received annual vaccinations against rabies.

This could involve being asked to present an up-to-date vaccine card/ proof of inoculations, evidence of flea and worm treatment/ parasite treatment.

This would also include your third-party Public Liability Insurance and training records.

Once access has been granted, please follow our code of conduct:

- Dogs must be wearing an assistance dog harness (an organisation-specific branded dog jacket or lead slip) and lead. Please keep your dog under close control, by a responsible handler at all times. You must have everything you need for your dog, including water, with you. You must clean up after your dog. All assistance dog owners must be present with the dog at the time of visit. The dog is not permitted to roam freely at ROARR!
- Registered Assistance Dogs are not allowed in Dippy's Splash Zone, onto Swing-O-Saurus and Raptor Contraptor, and onto the soft play equipment at Dinomite Indoor Adventure Play and Dippy-Ville due to health and safety, and for the welfare of the assistance dog.
- Animals must be on a lead and always wearing an identifying harness or jacket while at ROARR! This is to help other guests be able to clearly identify that the assistance dog is working. We are a family attraction and would like to avoid the assistance dog becoming distracted by children wanting to pet the animal. Wearing the identifying harness or jacket will also allow you to enjoy your visit uninterrupted by our crew as we do not allow pets into the attraction.

Please note: Dogs belonging to Senior Managers and Directors may occasionally be walked through the Park to the Crew Only areas. We reserve the right to refuse entry or ask visitors to leave the Park if you or your dog is behaving inappropriately.

Assistance dogs trained by ADUK organisations are allowed at ROARR!:

- Autism Dogs help adults and children with autism. They wear light blue jackets.
- Canine Partners help adults with physical disabilities. They wear purple jackets.
- Darwin Dogs help adults with disabilities including those with autism or a diagnosed mental health condition including anxiety, depression, Bipolar, and PTSD. They wear a blue jacket.
- Dog A.I.D helps adults with physical/mobility-based disabilities. They wear a red jacket.
- Dogs for Good help people with physical disabilities and autistic children. They wear green jackets.
- Guide Dogs help people that are blind or partially sighted. They wear a white harness with yellow, fluorescent strips.
- Hearing Dogs for Deaf People help people with a hearing impairment. They wear burgundy jackets.
- Medical Detection Dogs help people with complex medical conditions. They wear red jackets.
- Service Dogs UK are supporting members of the Armed Forces and Emergency Services with Post-Traumatic Stress Disorder (PTSD). They wear red jackets.
- Support Dogs help children with autism, epilepsy and physical disabilities. They wear a dark blue jacket.
- The Seeing Dog Alliance helps people that are blind and partially sighted adults. They were yellow, or yellow and green jackets.
- Veterans With Dogs help ex-service and military personnel with a diagnosed mental health condition. They wear dark blue jackets.
- Some dogs may have a plain harness with assistance dog written on it.