



The Bedford Estates –Woburn Safari Park

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Assistance Dogs

This procedure sets out the specific requirements of the Safari Park when enabling those with assistance dogs to access the safari park as a guest. This does not cover employees, future employees, work experience or volunteer placements. Guide dogs and assistance dog owners have important rights under the Equality Act 2010 (EA) The EA provides for people with disabilities to have the same rights to services as everyone else.

Assistance Dogs (UK) is the umbrella organization working on behalf of its members to improve:

Access
Mobility
Independence
Quality of Life

Members include:

Canine Partners
Dog A.I.D
Dogs for Good
Guide Dogs
Hearing Dogs for Deaf People
Medical Detection Dogs
Support Dogs
Seeing Dog Alliance

AD (UK) provides all of its members with copies of an identification booklet. A booklet is issued to each Assistance Dog Owner. <https://www.guidedogs.org.uk/media/4762/aduk-id-book-england.pdf>



This booklet identifies the bearer and their dog as a Registered Assistance Dog Partnership; includes photo ID of the dog and its owner-handler who has the disability and gives details of the member organisation responsible for training and aftercare of the partnership

Registered assistance dogs are recognised to have:

- Been trained to behave appropriately
- Have safe and reliable temperaments
- Are healthy and do not constitute a hygiene risk
- Are fully toilet trained
- Are regularly checked by a professional body
- Are accompanied by a disabled handler who has been trained in how to work alongside their assistance dog

We therefore have the confidence to allow those guests who are registered with one of these organisations access to the park alongside their dog with the following restrictions in place for the health and safety of the guest, their dog or the animals within the safari park. The guest **MUST**:

- Provide the relevant ID booklet (as pictured above)
- Provide their usual proof of disability- (PIP or blue badge)
- Declare assistance dog in attendance at the ticket lanes on arrival
- Not enter the carnivore drive through
- Not enter into the following walkthrough exhibits: Lemurs, squirrel monkeys, Australian walkabout
- Not attend the elephant demonstration
- Ensure the dog is wearing its associated assistance dog jacket
- Keep the dog on a lead and under control at all times
- Move away from exhibits if the dog is having an obvious effect on the safari park animals or at the request of a member of staff trained to assess the behavioural welfare of the safari park animals
- Ensure they only allow the dog to urinate and defecate on the grass car park in the leisure area (or on the grass by the car park before entering the park) next to the owners' vehicles and that, they clean up after them.

VIP tours and experiences will be restricted in that any tour with an assistance dog cannot enter the Carnivore section or Giraffe and Rhino Houses. Members of the VIP experience team should ask if an assistance dog would be accompanying any guest on the tour or experience, at the point of booking so the restrictions can be explained prior to confirming the booking.

Identifying Assistance Dogs

Although the Identification booklet is the best way to tell if the dog is a genuine assistance dog, each organisation provides its trained assistance dogs with a jacket to wear whilst it is working. This can be a good way to identify an assistance dog at first glance.

Appendices 1 & 4 show images of each of the ADUK member organisations logo and associated jackets.

Other useful information

Appendices

Appendix 1
Member organisations ADUK

Appendix 2
ADUK ID booklet

Appendix 3
Assistance dogs-a guide for all businesses

Appendix 4
Transport for London-Your guide to assistance dogs