



Service Animal Guidelines

The American with Disabilities Act, various state laws, and the Company's policy permit service animals to accompany disabled guests or their trainers inside our buildings and restaurants.

If you are not sure whether an animal is a pet or service animal, ask the person(s) with the animal, "Is this a service animal?" If they confirm that it is a service animal:

- Permit the guest(s) and service animal(s) to remain in the restaurant.
- Do not ask guests about their disability.
- Do not request documentation or any proof that the guest is disabled or that the animal is in fact a service animal.
- Do not touch, feed, pet, talk to, or make noises directed at the service animal.

If the service animal appears to be threatening other guests or otherwise acting in a disruptive manner, ask the owner why the animal is acting in this manner BEFORE taking any action.

- If the service animal barks or growls, it may be performing its job by warning its owner of an oncoming seizure or other danger.
- If, after talking to the service animal's owner, you conclude that the animal is in fact threatening other guests, you should ask the owner to either control the animal or take the animal outside of the restaurant.
- Always provide the guest the option of remaining on the premises without the service animal.

Please note that even if accompanied by other persons, individuals with a service animal are still permitted to have their service animals with them inside the restaurant.

If you have questions, feel free to ask your manager or to contact the Human Resources department at (801) 280-9299.