

# ADA ACCESS GUIDE

## RESTRICTED AND LIMITED ACCESS AREAS

Closed Thanksgiving Day and Christmas Day.  
Open Friday through Monday in January and February.

### SCHAEFER PLAZA

LYN P. MEYERHOFF  
**MARYLAND WILDERNESS**

THE HAROLD & SELMA TAYLOR  
**AFRICAN JOURNEY**

### ZOO CENTRAL

THE ALEX. BROWN & SONS CHARITABLE FOUNDATION  
**POLAR BEAR WATCH**

MARYLAND ZOO

ACCREDITED BY THE  
ASSOCIATION OF ZOOS & AQUARIUMS

## SERVICE ANIMAL RESTRICTIONS:

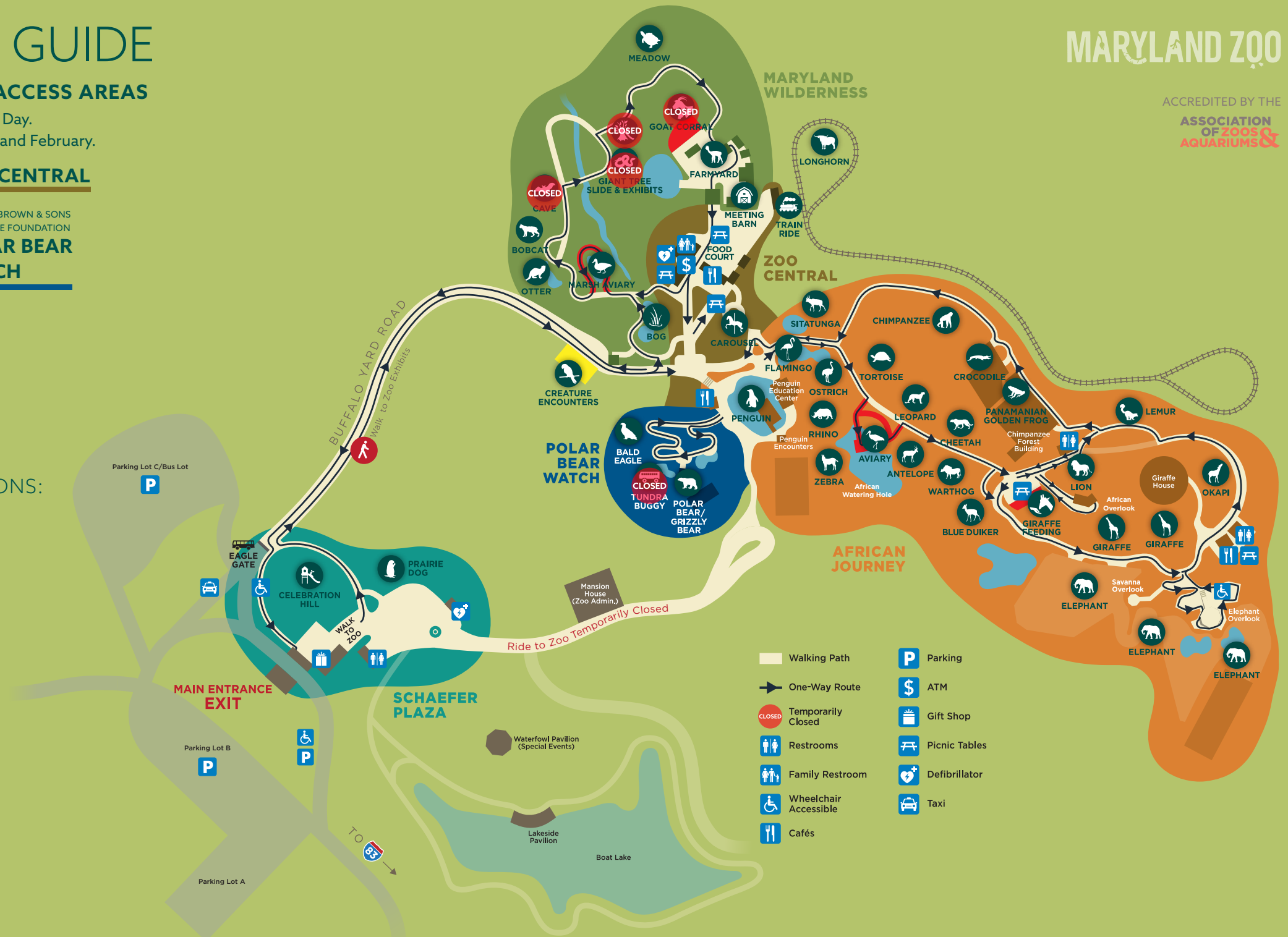
### RESTRICTED AREAS

-  African Aviary
-  Marsh Aviary
-  Goat Corral
-  Giraffe Feeding Station

### LIMITED AREA

Service animals must stay 20ft away from exhibit or program animal.

-  Creature Encounters



# ADA ACCESS GUIDELINES

## SERVICE ANIMAL POLICY

You are responsible at all times during your visit for the care and supervision of your service animal. Please remember that many of the animals here at the Zoo have not had extensive interaction with other animals and can become frightened by your service animal. For this reason your service animal must be under your control at all times. For example, your service animal cannot jump up onto the exhibits, put its face or body into any of the animal enclosures or be lifted up in order to experience the exhibit. This is for the safety of your service animal and our Zoo animals. In addition, to the extent that your service animal were to upset the animals in the exhibit you should remove your service animal from that exhibit area immediately. There are some areas in the Zoo where service animals are prohibited due to the nature of the exhibit. These areas are marked in red.

In accordance with the American with Disabilities Act (ADA), The Maryland Zoo in Baltimore will permit visitors with disabilities to bring their service animals on campus in areas where visitors are permitted. A service animal includes working service animals and “in-training” service animals. Pets are not permitted on the campus of The Maryland Zoo in Baltimore.

The owner of a service animal must maintain control of the animal at all times. Service animals shall remain in public areas only and shall not be permitted to access non-public or restricted areas unless accompanied by an employee escort as approved by the Veterinary Department of The Maryland Zoo.

Certain areas are restricted or limited to service animals because the presence of unfamiliar animals may cause Zoo animals to act in an unexpected manner. The sudden appearance of service animals may invoke an escape or defense response in the Zoo animals which could result in harm to the frightened animal, the other animals, Zoo patrons, or Zoo staff. There are also concerns of disease transmission between species.

Areas listed below and denoted by a red path or a red area on the map indicate a restricted area. **“Restricted” means that no service animal is permitted in this area.** Areas denoted by a yellow area on the map indicate a limited area. **A limited area requires a 20ft. buffer between the service animal and the exhibit or any program animal being handled by Zoo staff.** At different times of the day program animals may be in various, open locations throughout the Zoo and not noted on the map. Please be alert to these situations and take care to keep the proper distance.

## GENERAL REMINDERS FOR SERVICE ANIMALS

1. Please clean up after your animals
2. Animals are not to be tied up and left unattended
3. You must be in control of your animal at all times
4. Do not enter the red restricted area located on your map
5. Please leave a 20 ft buffer between yourself and any open animal. Locations are marked in yellow on your map
6. Remember that the Maryland Zoo in Baltimore will have program animals throughout the zoo. Please keep at least a 20 ft buffer from these programs
7. There is no exception to any of these rules, if you are seen in a restricted area, you will be asked to leave
8. Animals must be house broken
9. Have Fun!

## RESTRICTED LOCATIONS

African aviary

Marsh Aviary

Goat Corral

Giraffe Feeding Station

## LIMITED LOCATIONS

Creature Encounters

## MOBILITY ASSISTIVE DEVICE POLICY

The safety of our visitors is extremely important to us. The Zoo is a primarily pedestrian environment. By “pedestrian,” we mean any individual who moves within walking areas with or without the use of walking-assistive devices such as crutches, leg braces, wheelchairs, etc. Park attendance is often at high capacity, resulting in busy pedestrian pathways. Our goal is to maintain a safe pedestrian traffic flow for all visitors while allowing for use of mobility assistive devices that do not fundamentally alter the nature of the experience the Zoo provides.

To maintain a safe pedestrian environment and the desired pace and flow of visitor traffic, the Zoo does not allow guests to bring or use most wheeled vehicles within the grounds. Bicycles, tricycles, skateboards, skates, scooters, hoverboards, and similar modes of transportation are not allowed. The Zoo allows strollers as well as the following mobility assistive devices for use by guests with disabilities: wheelchairs, electric scooters, and Segways. All Segways entering the Zoo must be operated in “turtle” mode so as not to disrupt the desired pace of visitor traffic and disturb other guests.