



# SERVICE ANIMAL PETIQUETTE

We gladly respect the need for Service Animals to assist in travel needs with their owners and/or families. We ask all guests of Muckleshoot Casino Resort to understand that we do NOT ALLOW PETS, and to kindly respect our Service Animal Petiquette rules outlined below so that the rights afforded by the ADA ("Americans with Disabilities Act").

Under the ADA, a Service Animal is defined as "a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability." Under the ADA, no other animal qualifies as a Service Animal.

Emotional support, therapy, comfort, or companion animals are NOT considered Service Animals under the ADA. "These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as Service Animals under the ADA." The ADA makes a distinction between psychiatric Service Animals and emotional support animals.

In situations where it is not obvious that the dog is a Service Animal, our team members may legally ask two specific questions: (1) is the dog a Service Animal required because of a disability? and (2) what work, or task has the dog been trained to perform? We will NOT ask for any documentation for the dog, require that the dog demonstrates its task, or inquire about the nature of a person's disability.

As a facility with multiple points of entry, and team members that rotate posted locations, you may encounter security team members that ask for this information more than once. You will typically only be asked at entrance doors and upon hotel check-in. To lessen this disruption to your visit, we ask that you please assist us in identifying a pre-screened Service Animal by voluntarily retaining and displaying the identity sticker or card.

1. The ADA requires that Service Animals “be under the control of the handler at all times.” The ADA notes the Service Animal must be harnessed, leashed, or tethered while in public places, unless these devices interfere with the Service Animal’s work or the person’s disability prevents use of these devices.

*In that case, the person must use voice, signal, or other effective means to maintain control of the animal.*

2. While Service Animals may accompany handlers into dining establishments, Services Animals may not sit on furniture, and / or be fed from tables in any of our F&B venues. The ADA provides that “Seating, food, and drink are provided for customer use only.”
3. Service Animals may not use swimming pools or hot tubs, but may, as allowed by the ADA, accompany their handler to those areas while remaining on the pool deck.
4. Service Animals may NOT be left alone in a guest room at any time. As per the ADA, a Service Animal must be under the control of the handler at all times.
5. It is preferred that your Service Animal be on a flea prevention regimen to prevent any such spread to your Service Animal, or within the casino resort.
6. Accidents do happen. Please let a Muckleshoot Team Member know so that we can provide you with Nature’s Wonder and cleaning towels. Please DO NOT use guest room linens to clean up any accidents, as additional charges will be applied to the guest account if this occurs. The intentional allowance of natural waste relief, or frequent repeated accidents, may result in an exclusion from public spaces and/or guest rooms.
7. As per the ADA, if a Service Animal is out of control and the handler does not take effective action to control it, our team members may request that the animal be removed from the premises.

*By signing this document, I certify that I have a Service Animal that meets ADA qualifications, and I agree to follow these Service Animal Petiquette rules.*

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Guest Signature

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Date

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Room Number

