



Service Animal Policy Arizona Gondola

Arizona Snowbowl is committed to providing recreational opportunities on our unique National Forest lands for all our guests. Some of those guests with disabilities may require the assistance of a Service Animal to access certain areas of the resort. The law* defines a Service Animal as any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

The following are **NOT** service animals: those animals whose sole purpose is to provide emotional support, well-being, comfort, or companionship or to serve as a crime deterrent. Therapy dogs visit nursing home residents, hospital patients, etc. Those are not individually trained assist one individual with a disability in their activities of daily living. Therefore therapy dogs are also not “service animals”.

Individuals with disabilities can be accompanied by bona fide “Service Animals” in all public areas of the Resort including the Arizona Gondola during summer/winter Scenic Operation periods.

- Only select cabins can accommodate Service Animals to reduce allergen impact on other guests, these cabins may be identified with a small paw print on the window.
- Your Service Animal is required to have a ticket, this complimentary ticket is available when you purchase your ticket online [@snowbowl.ski](https://www.snowbowl.ski) (or by scanning the link below) and explains the inherent risk to your animal and considerations for loading and unloading the Arizona Gondola.

In the interest of safety, service animals will not be allowed on chair lifts or in ski terrain, including tubing hills, or on any ride or attraction that is not equipped or designed for accessibility to service animals. Due to size and weight constraints, the use of Miniature Horses is not permitted on the Arizona Gondola for safety concerns related to the lift. If you require a service animal that is restricted from an area or activity, the Resort will make reasonable accommodations as long as requirements for safe operations are met. Guests will be asked to provide the Resort with a minimum of 72 hours advance notice regarding accommodations needed for service animals.

* 28 C.F.R. Part 35.136 which also applies under 42 U.S.C. section 794 & ARS 11-1024



Arizona Snowbowl will not discriminate against individuals with disabilities who use service animals if the task or work performed by the service animal are directly related to the individual's disability. All service dogs must meet current ADA guidelines to include, but not be limited to: remaining under the direct control of the user at all times; be housebroken; and be trained and utilized for a specific disability approved by ADA regulations. A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

Where it is not obvious that a dog is a service dog, Authorized personnel may inquire as to the following:

- (1) if the animal is required because of a disability and
- (2) what work or task the animal has been trained to perform.

***Authorized personnel will request that a service dog be removed from the premises if:**

- (1) The animal is out of control and the animal's handler does not take immediate effective action to control it, including sniffing other guests in a manner that disturbs them, begging, growling, whining, barking, wandering, or jumping; or
- (2) The animal is not housebroken. If the service animal is removed, the Resort will make all reasonable efforts to accommodate the individual with a disability despite the absence of the service dog.
- (3) The animal poses an undue burden.
- (4) The animal fundamentally alters the nature of the public place or the goods, services, or activities provided.
- (5) The animal poses a direct threat to the health or safety of others.



**If a guest is asked to remove their Service Animal for out-of-control behavior, the guest is permitted to finish whatever they came to do without the Service Animal present. Only the Service Animal may be excluded for out-of-control behavior, not the guest as well.*

Considerations for loading and unloading the Arizona Gondola with your Service Animal.

- The Gondola Cabins swing as they are loaded/unloaded, this creates a gap between the threshold of the cabin and the loading curb. This gap is designed to be smaller than a human's foot, but a dog's leg could easily become trapped. It is advisable to load and unload the Service Animal first to minimize this risk.
- In the event of a Gondola Evacuation scenario, the animal may become stressed and aggressive toward the evacuation crew boarding the cabin. In this situation, you will be expected to muzzle the animal with one provided by the evacuation staff.

It is the Arizona Snowbowl's objective, for everyone to have a safe and enjoyable time while visiting the ski area.

