

ServiceDOGS:

- Are permitted to go wherever their handler is permitted to go.
- Are allowed even if others have fears or allergies to dogs.
- Must be under the handler's control at all times – in most cases this means on a harness or leash.
- Must be housebroken.
- Must not pose a legitimate, direct threat to health or safety.
- Do not have to be allowed to sit on furniture meant for guests or to eat from dishware provided in our restaurants.
- Service Dogs are not pets, so the Jackson Rancheria Casino Resort "No Pet" policy does not apply.
- **IF VISITING THE HOTEL:**
 - Must be registered at the time of check-in with the Hotel Front Desk.
 - Cannot be left un-attended at any time in a Hotel Room.
 - Are permitted in the pool area, however, not inside the Pool or Spas.



800-822-WINN
JACKSONCASINO.COM



Service Dogs



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JACKSON RANCHERIA CASINO RESORT *Welcomes Service Dogs*



What is a service animal?

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.

EXAMPLES OF SERVICE DOG TASKS:

Guiding a blind guest, carrying or picking up items, helping with balance, summoning help, or providing warnings of impending seizures or low blood sugar.

Are emotional support, therapy, comfort, or companion animals considered service animals under the ADA?

No. 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. Therefore, they do not have the same rights and as a result they are not allowed in the Casino or Hotel.

Are service-animals-in-training considered service animals under the ADA?

No. Under the ADA, the dog must already be trained before it can be taken into public places.

Does my service dog have to be on a leash?

Service animals 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.

Do service animals have to wear a vest or patch or special harness identifying them as service animals?

No. The ADA does not require service animals to wear a vest, ID tag, or specific harness.

When can service animals be excluded?

If admitting service animals would fundamentally alter the nature of a service or program, service animals may be prohibited. In addition, if a particular service animal is out of control and the handler does not take effective action to control it, or if it is not housebroken, that animal may be excluded.

Are Pets allowed at Jackson Rancheria Casino Resort?

Pets are not allowed in the Casino or Hotel, however, pets are welcomed at the RV Park but must be attended at all times. Please see RV Park Rules & Conditions for more information. There are no kennels available on-site.

Who should I contact if there is an issue regarding my service animal?

Please contact any of our Casino Security Officers to assist you with any issues. They can be found at the Security Podium next to the Casino Cashier's Cage or at the Information Booth. If a Security Officer cannot be located, any of our employees will gladly assist you in contacting them.

For more information about the Americans with Disabilities Act (ADA) and to speak to an ADA Specialist. Call the toll-free ADA Information Line

800-514-0301 (voice)

800-514-0383 (TTY)

or visit ADA.gov

*Thank you for
your cooperation!*

If an animal is found unattended and endangered in a vehicle, Casino Security and the Sheriff's Office will be contacted.

* Conditions that can endanger the health or well-being of an animal include but are not limited to, heat, cold, lack of adequate ventilation, lack of food, lack of water or other circumstances that could reasonably be expected to cause suffering, disability, or death to the animal.