



Service Animal Policy	
<b>Status:</b> APPROVED	<b>Applies to:</b> Safety & Security Department
<b>Effective Date:</b> December 1, 2024	<b>Responsible Party:</b> Director of Safety & Security
<b>Version Number:</b> 1.0	<b>Document ID:</b> OVG-KBH-SEC-E-511
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*This Standard Operating Procedure (SOP) is in effect for the Kay Bailey Hutchison Convention Center, located at 650 S Griffin Street, Dallas, Texas (the “Venue”). The Venue includes the buildings as well as their surrounding structures, parking facilities, and outdoor premises. This SOP applies to all persons who, at any time, are at, on, or within the Venue(s), including guests, visitors, staff, clients, exhibitors, performers, tenants, vendors, and contractors. Without limitation of any other policies, procedures, or contract terms which may be applicable, all such persons are required to adhere to the terms of this SOP.*

## I. PURPOSE:

This policy establishes guidelines for welcoming Service Animals to the Venue.

## II. DEFINITIONS

- a. **“Service Animal”** as defined by the Americans with Disabilities Act (ADA), are either trained canines or miniature horses only. Service Animals are individually trained to perform a task for the benefit of an individual with a disability. Therapy, companion, comfort, or assistance animals do not qualify as Service Animals and are not protected under the ADA. Service Animals are **not** required to be listed on a registry, possess paperwork declaring the animal as a Service Animal, or wear a vest or other identifier.

## III. REFERENCES

- a. Americans with Disabilities Act (ADA)
- b. State Statutes
- c. Local Ordinances

## IV. POLICY

- a. Service Animals are welcome in the Venue.
- b. In accordance with the ADA, therapy, companion, comfort, or assistance animals and pets do not qualify as Service Animals and therefore are not permitted within the Venue at any time.
- c. The number of Service Animals in training is limited to two (2) per group. Service Animals in training are limited to the event area only, all other venue access is prohibited.
- d. Service Animals must be under the control of the animals’ handler at all times. Service Animals must have a harness, leash, or other tether unless the handler’s disability prohibits such use or if the animal’s tasks would be directly hindered by such equipment.



- e. The Venue reserves the right to ask a handler to remove their Service Animal if the animal is disruptive, aggressive, or is not housebroken.

## **V. PROCEDURES**

- a. Persons entering with a Service Animal will be subject to the same security screening requirements as all persons.
- b. The Service Animal must also pass through the walk-through metal detector unless the handler requests special screening by hand-held wand.
- c. For seated events, it is recommended that guests who will be bringing a Service Animal to the Venue contact the Box Office or their ticket representative to discuss accessible seating options and if any additional accommodations will be needed.
- d. Animal Relief Areas are provided for service animals at areas outside the Venue. Guests who need to exit and re-enter for purposes of relieving their Service Animal should speak with venue staff prior to exiting. All persons and Service Animals will be subject to security screening upon re-entry.