

## **Service Animals and Pets Policy**

The Lake Arrowhead Resort & Spa has adopted a NO PETS policy on our property. As much as we love them, unfortunately we are unable to accommodate pets in our rooms, common areas, Spa and Health Facilities, Beach, Restaurant, parking lot, in vehicles, or on the Resort grounds. The volume of animals, uncontrolled behavior, abandonment, and disturbances of our guests led to this decision.

The Lake Arrowhead Resort & Spa shares its lovely mountainous location with wildlife such as bears, mountain lions, raccoons, and coyotes, to keep your pet safe and happy, we kindly ask you to please leave them at home. There is also vehicle and bike traffic that could pose a safety issue for pets. When making a reservation in advance, we would be more than happy to refer you to the local pet boarding house, while you choose to stay at The Lake Arrowhead Resort & Spa.

## **Only Service Animals Permitted**

Generally, animals are not allowed at The Lake Arrowhead Resort & Spa. However, service animals are permitted in all areas where guests are allowed as required by law. As of March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA (the American with Disabilities Act). Service animals are dogs that are trained to perform a specific task for the benefit of a person with a disability. Service dogs are working animals, not pets. The work or task a service animal has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. As clearly stated in the ADA, The Lake Arrowhead Resort & Spa personnel may legally ask the following questions:

- If the service animal is required because of a disability?
- What task(s) the service animal is trained to perform?

The Lake Arrowhead Resort & Spa recognizes the profound affect that service animals have on the lives of people with disability and welcome service animals as required by law. We are dismayed by those who act dishonorably and attempt to use the ADA for their personal gain; attempt to bypass the Resort Pet Policy.

## **Animals Not Allowed**

The following types of animals are not permitted:

- Comfort Animals: Animals not trained to perform a specific task, but which are said to provide emotional support or to relieve anxiety simply by their presence (for example, by the passenger holding or stroking the animal).
- Pets: Animals for which no claim of any service is made.
- Search and Rescue Dogs: Animals that are trained generally, but not to assist a particular disability.

\* If the guest feels an exception needs to be made for search and rescue dogs, contact The Lake Arrowhead Resort & Spa personnel for assistance.

### **Control of Your Service Animal**

You must keep your service animal under control at all times. The animal should always be on a leash, harness or other tether on The Lake Arrowhead Resort & Spa premises (Include but not limited to: beach, pool deck, spa and health facilities, lounge, and dining room area, courtyard, parking lot), unless either the handler is unable because of his/her 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.

The Lake Arrowhead Resort & Spa personnel may require you to remove your service animal from the property if:

- The animal is out of control and you do not take effective action to control it (for example, a dog causes a significant disturbance by barking repeatedly or uncontrollably or is not housebroken) or
- The animal poses a direct threat to the health or safety of others.

If you are asked to remove your service animal, but you would like to remain on the premises and/or continue to stay without the animal, you must make arrangements for another person or local animal control to accept custody of your animal, and you may be required to continue or begin your stay at a later time or on a later date.

### **Service Animal Must Remain with the guest**

A service animal must remain by the guest side at all times. Service animals are not allowed to sit on any Resort furniture, which include but not limited to: beds, sofas, and chairs. Your animal will be excluded and you will be charged a dry cleaning fee (\$75) if the animal is on furniture.

The Lake Arrowhead Resort & Spa employees are not responsible for the care or supervision of any guest's service animal.

### **Making Reservations with Service Animals**

It is not possible to make reservations that include service animals on lakearrowheadresort.com. The Lake Arrowhead Resort & Spa encourages guests using service animals to make reservations by phone so that we can reserve an appropriate space (if desired) and provide you with information regarding service animal policy.