



Service Animal Policy

The Delta Flight Museum is committed to ensuring that all visitors, including visitors assisted by service animals, are able to fully enjoy the grounds and facilities of the Museum. The Museum abides by the [Americans with Disabilities Act \(ADA\)](#), and allows service animals, that is, animals trained to do work or perform specific tasks for the benefit of an individual with disabilities, into all the public areas of the Museum. This training legally exempts a service animal and their handler from the Museum's NO PETS ALLOWED policy.

Sometimes the work or tasks that the animal is trained to perform is not readily apparent. When it is not obvious what service an animal provides, Security and Museum staff may seek additional information about whether the service animal is required because of a disability and what work or task the animal has been trained to perform. Staff will not ask specifics about an owner's disability or request any documentation or proof of either the owner's disability or the animal's abilities.

Types of Animals Permitted

Dogs and miniature horses are the only animals recognized as service animals by federal law. Miniature horses are allowed into the museum as service animals under the ADA providing they meet four specific requirements: 1) the miniature horse is housebroken; (2) the miniature horse is under the owner's control; (3) the facility can accommodate the miniature horse's type, size, and weight; and (4) if the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

Behavior of Service Animals

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

An out of control or disruptive animal may be required to leave the Museum if the handler is unable to reestablish control over the animal or stop the disruptive behavior. Out of control behaviors include consistent barking, lunging or being aggressive towards people, interfering with collections objects, or urinating or defecating on the premises. The owner/handler is liable for any damages caused by their service animal.

If the animal's behavior warrants its removal from the Museum, the person with the disability may stay in the Museum without the animal's presence.

In case of a medical emergency, the service animal should allow a first responder to assist the handler and not be overly protective. By entering the Museum, it is assumed that the handler takes full responsibility in this regard.

Service Animal in Training

Service animals in training are permitted in the Museum. Trainers are required to maintain proper identification when they are training a service animal on the premises, and Security and other staff members at the Museum may request to see such identification. The animal must wear identification indicating that animal is in training so as to not alarm other guests or staff.

Admission of Comfort Animals

The Delta Flight Museum abides by the ADA regarding the accessibility of service animals because they perform a specific job. However, animals such as pets, “comfort animals”, “therapy animals”, “companion animals,” or “emotional support animals” are not service animals as defined by the ADA because they are not trained to perform a specific task for an individual with a disability and are therefore not allowed into the Museum’s buildings, aircraft, or store.

Police Animals

Official police animals are permitted in any Museum space when accompanied by a uniformed officer.