



Service Animal Policy

Under the Americans with Disabilities Act (ADA), businesses and organizations that serve the public are prohibited from discriminating against individuals with disabilities. The ADA requires facilities like Cuyahoga Valley Scenic Railroad to allow people with disabilities to bring their service animals onto business premises in whatever areas customers are generally allowed. Moreover, as an institution which recognizes the importance of serving all members of our local and world communities, CVSR welcomes visitors with service animals consistent with applicable laws and regulations.

Only dogs that are trained service animals will be admitted to board the CVSR train. Pets, under any circumstances, will not be allowed to board. Ohio State Code all dogs must have registration tags. Registration tags for Assistance animals recognize their area of service.

Guests with service animals will:

- Agree to notify a CVSR Ticket Agent, Conductor or Trainman before boarding the train. The type of service animal may require special seating areas.
- Under the ADA all service animals must be under the control of its owner/handler. 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 means. The care and supervision of the service animal is the sole responsibility of his or her owner.
- Owners will be responsible for all actions of the service animal including the clean-up of all defecation from the service animal.
- Owners will be held responsible for any damages or injury caused by their service animal.

Service animals may be excluded from a CVSR train or boarding areas for the following reasons:

- Aggressive behavior by a service animal toward any other person, including guests.
- An animal that is not being controlled by its owner.
- An animal that is not housebroken.
- An animal whose behavior (e.g., barking) fundamentally alters/disrupts the experience for other guests.
- An animal who is showing signs of severe illness creating health issues or direct threat issues to the health and safety of others that cannot be eliminated by reasonable accommodation (e.g., severe diarrhea, vomiting, bleeding).

If a service animal is not permitted to board the train CVSR will refund the cost of purchased tickets. CVSR will not provide accommodations if it's owner/handler wishes to board the train without the animal.

For additional information about our Service Animal Policy, please contact us at 800-468-4070

See additional accessible information at cvsr.com.