



Cuyahoga Valley Scenic Railroad

Can I bring my service animal on board?

Cuyahoga Valley Scenic Railroad does accommodate service animals on the train. While we do not discourage passengers with service animals from coming on the train, passengers must be aware that there are several factors to consider before deciding to ride with their service animal:

1. The motion of the train, and the unnatural, high-pitched metallic sounds that the train makes as it goes over joints in the tracks may make some animals very uncomfortable.
2. The train is narrow, and a walkway runs through it. Animals that are not accustomed to heavy and frequent foot traffic may be very uncomfortable. Service animals must not sit or lay down in a walkway as this presents a hazard to other guests and the animal. The service animal will not be permitted to sit on any of the seats but will be required to sit under the passenger's seat or at his or her feet.
3. Cuyahoga Valley Scenic Railroad staff have been directed not to touch the service animal, but other customers may not understand the role of a service animal and may want to touch the service animal.
4. Any food or water which the animal requires, and appropriate containers for serving food and water to the animal, should be provided by the owner. Sanitary toilet arrangements must also be made by the owner of the animal, and, in the interest of the health and safety of our guests, the staff of the train will not handle or dispose of animal droppings or urine for the owner.

Service Animal Policy

Under the Americans with Disabilities Act (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 animal must be directly related to the person's disability. Emotional support or therapy animals are not protected by Title III of the ADA unless they perform disability related tasks. Businesses and organizations that serve the public are prohibited from discriminating against individuals with disabilities. CVSR welcomes visitors with service animals consistent with applicable laws and regulations and permits service animals in areas where passengers are allowed.

Only dogs that are trained service animals will be admitted to board the CVSR train. Pets and other animals not considered service animals will, under no circumstances, be allowed to board. For a list of pets and animals not approved, see below. Please note: CVSR staff may ask what task(s) the service animal performs.

Pets and Animals Not Considered Service Animals:

The following types of animals are not considered service animals and will not be allowed to board the train:

- 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).



Cuyahoga Valley Scenic Railroad

- Search and Rescue Dogs: Animals that are trained generally, but not to assist one particular passenger.
- Police Dogs: Other than pre-approved dogs brought on trains by local police departments.

Guests with service animals will:

- Agree to notify a CVSR Ticket Agent, Conductor or Trainman before boarding the train as the service animal may require special seating areas. **CVSR staff may ask if the animal is a service animal and what task(s) the service animal performs.**
- 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 responsible with the assistance of CVSR Staff to be sure that the animal is not blocking aisles, doors, etc. The person and service animal may be accommodated in a less crowded area.
- Owners will be held responsible for any damages or injury caused by their service animal.
- Owners will instruct the service animal to sit under the passenger's seat or at his or her feet. Service animals are not allowed to sit in the aisle, on seats or on beds.
- Owners will alert the trainman or conductor if they plan on walking their service animal at any station along the route, if the schedule permits. Some stations have limited to no time to allow for this, so we encourage the owner to check the train schedule and confer with a trainman or conductor before disembarking. Owners should stay within reasonable proximity to the train and re-board promptly when notified that the train is about to depart.

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 that poses a direct threat to the health or safety of others.
- An animal whose behavior (e.g., barking) fundamentally alters/disrupts the experience for other guests and the handler does not take effective action.
- 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 animal 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 x 1**.