

City of New Haven Service Dogs in Restaurants



Restaurant's Obligations

- Restaurants are generally considered public accommodations and must follow Title III of the Americans with Disabilities Act (ADA). That law requires that service dogs must be allowed to accompany people with disabilities in places open to the public, including restaurants and bars.
- A restaurant's owner or customer's claim that he is allergic to dogs is not an acceptable reason to exclude the person with a disability and their dog from a restaurant.
- Restaurants may only make two inquiries when a person enters the restaurant with a service dog:
 1. "Is the dog required because of your disability?" and
 2. "What disability related task does it perform?"
- You may not ask someone what their disability is.
- If the person answers the above questions appropriately, the person and their dog must be given equal access to the restaurant – this means they cannot be asked to stay outside on the patio or required to sit in a certain area within the restaurant.

Remember:

- Service dogs are not pets. Do not play with or pet a service dog unless the owner has given you permission. Please discourage other customers from playing with or petting the service dog.
- Under federal law, service dogs are not required to wear special vests or have a special license or documentation.
- Under state law, anyone who intentionally interfering with a blind, deaf or mobility impaired persons use of a guide dog or assistance dog or denies them the rights described in this flyer shall be guilty of a class C misdemeanor.
- Additionally, under the ADA, fines imposed by the US Department of Justice for refusal to admit a service dog to a public accommodation may range for a first violation from \$55,000 to \$75,000; for a subsequent violation the maximum is \$150,000

Service Dog Owner's Responsibilities:

- The handler of the service dog must maintain control of the service dog or take immediate corrective action to regain control.
- The service dog can be asked to leave if it is not housebroken.

The City of New Haven distributes this material for informational purposes only. It does not constitute legal advice. For further assistance, we suggest you contact www.ada.gov or seek the counsel of an attorney for your specific issue.

Department of Services for Persons with Disabilities

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