

Bird Kingdom Service Dog Policy

Revised May 5, 2026

Bird Kingdom is an accessible facility, dedicated to the health and safety of our animals and visitors, ensuring a positive experience for all. While Bird Kingdom recognizes the responsibility of ensuring reasonable access to all members of the public, due to the unique aspects of our exhibits and the sensitivity of our birds and animals to perceived predators, we limit access to service dogs for valid reasons. Bird Kingdom is a free flight aviary in addition to having open animal encounter areas making it quite different than most facilities. We acknowledge that some service animals are trained not to react to other animals, however in free-flight areas the birds may exhibit fear and avoidance behaviors where injury may result. The welfare of our animals is of utmost priority and we ask that their safety is respected.

For individuals needing the assistance of a service dog, Bird Kingdom will offer to keep your service dog in a crate in a supervised area while one of our staff members escorts you on a tour through the aviary. For the dog's comfort **you must bring your own safe and secure crate** that is capable of holding the dog. A water dish will be available, should you wish to use it. There is no fee for any part of this service.

Free admission is also provided for those assisting people with disabilities.

Planning Your Visit

- Please contact our customer service line to book your visit at least 24 hours in advance at: 905-356-8888 ext. 232 or ext. 226
- Bird Kingdom recognizes all service or assistance dogs; there is no official accreditation proof required.
- During the time the service dog is in our care it must behave in a controlled and calm manner, not displaying any threat to our staff, guests or animals or interfering with their enjoyment of Bird Kingdom. Barking, jumping, or other threatening behavior will require the dog be removed from the facility.
- This service is only provided during the guest's tour and the dog must be picked up by the owner immediately after their tour.
- Unfortunately, Bird Kingdom cannot allow any other species of service animals in the building.
- The service animal owner/handler assumes full and total responsibility for any and all damages that are alleged to have been caused by the activities of the service animal or owner/handler, including, but not limited to, injury to themselves or other person, property or animals. The owner/handler will hold harmless and indemnify from any cause of action that directly or indirectly involves the service animal, Bird Kingdom Niagara Falls Ltd, staff and guests.

We thank you for your co-operation,
Marilyn Vann