



The Hunter Valley Zoo (Aust.) Pty Ltd

Access into the Zoo for Assistance Dogs' Policy

1. Purpose

The purpose of this policy is to outline the access rules for animals including Guide Dogs, Hearing Assistance Dogs and other Assistance Animals accompanying visitors to Hunter Valley Zoo.

2. Policy and understanding

Quarantine is the purpose of preventing the introduction of infectious disease into an animal population. The Australian Quarantine and Inspection Service (AQIS) is the government agency responsible for administering Australia's quarantine legislation. Due to quarantine and biosecurity policies and procedures Hunter Valley Zoo reserve the right to refuse entry to the assistance animal only.

At Hunter Valley Zoo, we house many canine species that can easily pick up canine related diseases which some animals can carry without signs of having the disease themselves. We have a 30-day quarantine procedure in place that requires two negative faecal floats prior to an animal entering an area containing zoo collection animals.

The zoo houses many animals that have 'fight or flight responses'; those with the 'fight' response may become aggressive towards other animals or keepers due to the presence of a canine guest. These include but not limited to; Maned Wolf, Dingo, Serval Cat, Fennec Fox, African Lion and some monkey species.

Those animals that have 'flight' responses can suffer from stress myopathy related issues if triggered; including unwanted aggressive behaviour towards other animal and keepers, potential injury to themselves, and changes in behaviour towards their young. In extreme cases the stress produced from flight responses may result in death. This response can be triggered from simply seeing or smelling a canine guest. They include but not limited to; farmyard animals, kangaroos and wallabies, all our bird species, some monkey species, ungulates, our blind Malayan Tapir and most of our Australian Native Mammals.

We are not in any way refusing entry to the person or owner of the animal, we are only refusing entry to the assistance animal.

3. References allowing us to refuse entry to the assistance animal

Guide Dogs NSW/ACT – Guide Dog Discrimination
Companion Animals Act 1998 (NSW)
Disability Discrimination Act 1992 (Cth)
Anti-Discrimination Act 1977 (NSW)
Quarantine Act 1908 (Cth)