

ADA Service Animal Policy

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Pictured Rocks Kayaking welcomes guests with disabilities in accordance with the Americans with Disabilities Act (ADA). Service animals that are individually trained to perform specific tasks for a person with a disability are permitted where reasonably possible within the operational and safety limitations of our tours and marine activities.

For the safety of all passengers, staff, and animals, all service animals must remain under the control of their handler at all times through voice control, leash, harness, tether, or other effective means.

Due to the unique nature of marine operations, kayaking activities, vessel transportation, loading and unloading procedures, emergency response requirements, confined passenger spaces, and water safety considerations, certain situations may arise where a service animal cannot be safely accommodated. Decisions regarding participation are made on an individualized basis using current safety conditions and operational requirements.

Service animals are permitted on transport vessels when safely secured inside a kennel or crate provided by the guest and approved by staff for safe placement onboard. For the safety of passengers, guides, handlers, and the animal itself, service animals are not permitted inside kayaks during guided kayak tours due to vessel stability concerns, confined seating areas, emergency water evacuation procedures, and operational safety risks that cannot be reasonably mitigated.

Under ADA guidelines, a service animal may be excluded or participation denied if:

- The animal is out of control and the handler does not take effective action to control it;
- The animal is not housebroken;
- The animal's behavior poses a direct threat to the health or safety of passengers, staff, or the animal itself;
- The presence of the animal interferes with safe vessel operation, emergency procedures, boarding operations, or required marine safety protocols;
- The safety risk cannot be reasonably mitigated without fundamentally altering the nature of the operation or creating unsafe conditions.

Pictured Rocks Kayaking does not permit emotional support animals, comfort animals, therapy animals, or pets where prohibited by operational or safety requirements, as these animals are not considered service animals under the ADA.

When permitted, handlers remain fully responsible for:

- The care and supervision of the animal;
- Providing an appropriate kennel or restraint system when required;
- Any damage caused by the animal;
- Maintaining sanitary conditions;
- Ensuring the animal does not interfere with guides, crew members, passengers, or safety operations.

If a service animal cannot safely participate in a specific activity or tour, Pictured Rocks Kayaking will make reasonable efforts to provide alternative accommodations or participation options when feasible. Guest provided kennel on the boat or reserved air-conditioned kennels in office are available.

This policy is administered in accordance with:

- The Americans with Disabilities Act (ADA);
- Applicable federal and state safety regulations;
- Marine and passenger safety obligations;
- Operational safety standards established for guided kayak and vessel-based tours.

For questions regarding accessibility or service animal accommodations, guests are encouraged to contact management prior to arrival so operational and safety considerations may be reviewed in advance.