



## **IFA POLICY**

### ***Travel Policy for Service Animals***

The Inter-Island Ferry Authority will operate its vessels so that they are readily accessible and usable for individuals with disabilities in accordance with the Americans with Disabilities Act. It is the policy of the IFA that no qualified individual with a disability shall be excluded from or denied the benefits of, by reason of such disability, travel on IFA passenger/vehicle vessels. This includes the use of service animals by IFA passengers. Individuals requiring the use of a service animal will not be charged extra fees, be isolated from the rest of the passengers or be treated less favorably in any way. If you are traveling with a service animal prior notification is required so that the crew can be prepared to accommodate the passenger and animal.

### **Service Animal Definition and Description**

Any guide dog, signal dog or other animal (generally a dog) individually trained to do the work or perform tasks for the benefit of an individual with a disability, including but not limited to:

- Guiding individuals with impaired vision;
- Alerting individuals with impaired hearing;
- Pulling a wheelchair or fetching dropped items.

The service animal provides must be directly related to the functional limitation of the person's disability.

A service animal whose behavior poses a direct threat to the health and/or safety of others or is disruptive may be excluded from this policy regardless of training or certification. If the service animal is loud, not in control of the owner (jumps on people, etc.) or displays threatening behavior (such as growling or biting) the animal may be removed from the passenger area immediately and not allowed on the vessel in the future.

Not all service animals have certification or special identification papers. This documentation IS NOT a requirement to determine if the animal is a service animal. IFA may only ask general questions regarding the passenger's disability and the service the animal performs for that passenger to make the determination.

In accordance with the Americans with Disabilities Act, animals used for strictly therapy and emotional support animals ARE NOT considered service animals by the IFA.

## **Special Requirements**

- The service animal should remain on a leash and in the control of the partner/owner at all times.
- Care and supervision of the service animal is the sole responsibility of its partner/owner.
- Control of the service animal is the responsibility of the animal's partner/owner.  
Accountability for damages or injuries caused by the animal shall remain with the person responsible for the animal.
- Service animals should sit or lay on the floor in a manner that does not block passenger aisles.  
Service animals should not occupy a seat or be placed on tables.
- The partner/owner is responsible for ensuring the animal does not soil furniture, floor, carpeting, etcetera, to the extent that the IFA would charge others for similar damage they caused. `