

ASSISTANCE DOGS POLICY

Mablethorpe Wildlife Rescue is committed to complying with the Equality Act 2010 and to ensuring that disabled visitors are able to access our premises and services without discrimination.

Registered assistance dogs, including guide dogs and other assistance dogs accompanying disabled persons, are permitted on site. Visitors are not required to provide documentation, identification, or certification for their assistance dog as a condition of entry.

We recognise that assistance dogs are highly trained to support their handlers and will treat all visitors accompanied by assistance dogs with respect and dignity.

However, as a wildlife rescue facility, the welfare of the animals in our care is of paramount importance. In the rare event that an assistance dog is behaving in a manner that poses a direct risk to the safety or welfare of wildlife, or is causing significant and demonstrable distress to animals in our care that cannot be reasonably mitigated, we reserve the right to request that the handler remove the dog from the immediate area or, if necessary, from the premises.

Any such request will be made only where it is reasonable, proportionate, and necessary to protect animal welfare, and we will seek to accommodate the visitor in an alternative manner wherever possible.

This policy is intended to balance our legal obligations to disabled visitors with our duty of care to the wildlife we rescue, rehabilitate, and protect.

If you have any questions about accessibility or require assistance in planning your visit, please contact us in advance.