

■ Service Animal Access Policy – Shy Wolf Sanctuary Education and Experience Center

Purpose

Shy Wolf Sanctuary Education and Experience Center is committed to providing an inclusive experience for all guests while maintaining the highest standards of safety for our animals, visitors, and staff. Because our facility houses wild and potentially dangerous species, including wolves and other predators, the presence of any dog — even a trained service animal — presents a direct threat to safety and animal welfare.

Legal Basis

Under the Americans with Disabilities Act (ADA) and Florida Statute §413.08, service animals are generally permitted in public spaces. However, both laws allow exceptions when: (1) the animal's presence would pose a direct threat to the health or safety of others that cannot be eliminated by reasonable modifications, or (2) the presence of the animal would fundamentally alter the nature of the facility's services or operations. The U.S. Department of Justice specifically acknowledges that zoos and wildlife facilities may exclude service dogs from areas housing the natural predators of dogs — such as wolves — due to the inherent risks and agitation caused to the animals.

Service Animal Restriction

For safety reasons, service animals are not permitted anywhere on the Shy Wolf Sanctuary Education and Experience Center grounds, including but not limited to: wolf habitats or enclosures, predator and prey exhibit areas, guest tour paths, educational zones, and staff-only areas. The sanctuary's layout, sound, scent, and proximity of animal enclosures make it impossible to create a safe area for dogs on the premises. The presence of a dog can trigger defensive or aggressive behavior in wolves and other wildlife, endangering both animals and visitors.

Alternative Access

Guests who require service animals are welcome to participate in our off-site or virtual programs, or may arrange for educational presentations and outreach events. We are committed to providing inclusive educational experiences whenever safely possible, consistent with ADA standards.

Behavioral and Enforcement Policy

If a visitor arrives with a service animal, staff will respectfully explain: Shy Wolf Sanctuary Education and Experience Center's safety-based restriction, the legal basis for the policy, and available alternative options (virtual/educational participation). Our staff will document the interaction in accordance with ADA guidance.

Contact Information

Questions or concerns regarding this policy can be directed to:

■ Support@shywolfsanctuary.org

■ (855) 749-9653

■ 1161 27th St SW
Naples, FL 34117
United States

■■ Summary of Legal Justification

This restriction is based on legitimate safety requirements under the ADA (28 C.F.R. § 36.208). The ADA explicitly recognizes that facilities housing animals that are predators of dogs may restrict service dogs to protect all involved. The restriction applies uniformly and is not discriminatory; it's based solely on environmental and animal-behavior safety.