

Assistance Dog Policy

Purpose of this Policy

The purpose of this document is to outline Treetops Adventure's policy on customers with assistance dogs entering/accessing Treetops Adventure.

Policy Details

Treetops Adventure allows customers with assistance dogs accredited under Guide Dogs, Hearing Assistance Dogs and Assistance Dogs Australia entrance to Treetops Adventure Nowra.

Pre-Organised Visit

It is our preference that customers wanting to visit Treetops Adventure Nowra with their assistance dog notify 24 hours before visiting. This can also be done after making a booking online.

To notify Treetops Adventure Nowra of your planned visit with an assistance/guide dog please call (0491 796 802), or email (nowramanager@treetopsadventure.com.au).

The following details must be obtained:

- Customers full name
- Details of assistance dog
- Date & time they wish to visit
- If emailing – request a copy of their current accreditation and vaccination records for the assistance dog.
- If phoning – request they bring a copy of their current accreditation and vaccination records for the assistance dog on the day of their visit.

Not a Pre-Organised Visit

As per the information provided on the Assistance Dog Australia website, we are within our legal rights to respectfully ask customers wanting to enter Treetops Adventure Nowra with their assistance dog for a copy of their current accreditation. If the customer can produce this document, then

access can be permitted.

Information for the day

Upon arrival, the manager/supervisor on shift must greet the customer and assistance dog (if the manager/supervisor is unavailable, appropriate senior staff can greet). When greeting, request to see a copy of their current accreditation records (and vaccination records if they have them) for the assistance dog.

Customers with assistance dogs will be walked down to the climb zone with a Treetops staff member.

For your visit, all dogs in public spaces including guide and assistance dogs need to be on a leash. Please keep this in mind when getting ready for your visit to Treetops Nowra.