

Service Animal Screening Assistance

*Please note, this was not drafted by an attorney and should be reviewed by one, **prior to use.***

The following script may be adapted for your use. **Blue** sections need to be customized to your property's specific details. Please check your state laws for emotional support animal (ESA) requirements and adjust accordingly.

Courteous Conduct and Cleanliness Rules - Assistance Animals

Dear Guest - thank you for choosing **[inquiring for] [name of your place]**. We look forward to hosting you and your Assistance Animal. **[We appreciate you considering us for your travel needs]**.

[Prior to confirming your booking] Please let us know the following:

- Is your Service Animal required because of a disability?
- What work or task has your Service Animal been trained to perform?

In accordance with Airbnb Terms, the ADA, and FHA regulations, we have the following Rules for our guests with Assistance Animals. This ensures that both your stay and that of our guests after you will be enjoyable and relaxing. If you have any questions, please ask!

- Your Assistance Animal should not be left unattended at any time. Should that become necessary, you must have and use a crate for your Assistance Animal at all times while you are gone and provide them with sufficient food and water. **[•••see footnote]**
- Your Assistance Animal should have a collar, harness, or microchip with identifying owner information attached should it become lost.
- Please provide an advance copy of your Assistance Animal's rabies vaccine (current thru your stay). **Current rabies vaccines are required by our town.**
- Your Assistance Animal must be on a leash at all times, or under control of verbal or sight commands that they follow at all times.
- Your Assistance Animal must be housebroken, non-aggressive, not destructive, and not display repeated, unprovoked barking.
- We can ask you to remove your Assistance Animal and/or leave for excessive barking, aggressive or damaging behavior or obvious lack of sanitation.
- Puppies and Service Dogs in-training are not recognized under the ADA^{***} **[exceptions below]**. We regret we are unable to accommodate those.
- Please walk your Assistance Animal **[insert appropriate area]** for bathroom needs. Indoor piddle pads are not allowed.
- Please clean up defecation immediately. "Poo bags" **[if host provides]** are in **[insert location]**. Dispose in the **[insert appropriate place]**.

- Please keep your Assistance Animal off the furniture and counters unless it is specifically needed for your disability. [\[Insert if you provide any old sheets or blankets when this is necessary\]](#).
- We provide our special Assistance Animal guests with their own Welcome Amenities, including [\[insert your doggie choices, including cleaning rags, if you do this\]](#)
- You are responsible at all times for your Assistance Animal's behavior. While we reasonably expect that your specialty Assistance Animal is well-trained, should any damage occur, you are responsible for the cost of any cleaning, repairs or replacements as a result.

Thank you again for booking [\[inquiring\]](#) for [\[name of your place\]](#). We hope you and your special companion enjoy exploring everything the area has to offer. We look forward to meeting both of you. [\[Please confirm acceptance of our Assistance Animal Rules before completing your booking\]](#).

Note: We fully support our guests who legitimately need assistance animals. Please be aware that fraudulent misrepresentation of a pet as a Service Animal is a federal crime under the ADA, as well as under various state and municipal statutes throughout the US, punishable by civil penalties, including fines and jail time." [\[tweak with your state's specific penalties if you prefer-see below\]](#)*

*Note: below is the legislation that the last paragraph is based upon. You can tweak the paragraph, if you want, to include your specific state penalties if there are any. Otherwise, you could just leave the paragraph in its generic form.

State Civil Penalties For Falsely Claiming A Service Animal

<https://www.nolo.com/legal-encyclopedia/state-laws-on-service-dogs-and-emotional-support-animals>
<https://www.pbs.org/newshour/health/19-states-cracking-fake-service-dogs>

As of 2019, there are 26 states with what can be termed true bans on the fraudulent representation of pets as service animals. Two other states have related laws, totaling 29 states that criminalize some aspect of service animal fraud

<https://www.animallaw.info/content/fraudulent-service-dogs>
<https://www.al.com/news/2019/08/it-will-soon-be-a-crime-in-alabama-to-misrepresent-a-pet-as-service-animal.html>
https://www.scstatehouse.gov/sess123_2019-2020/bills/281.htm

***Check your city or state's laws for recent updates. In some, service dogs in-training are recognized for rights of access, when normally they aren't under the federal ADA regs. This "in-training" does not apply to ESAs though.

••Note: I do not use "must not" about unattended SA/ESA because while that applies for SA under ADA, the same is not true for ESA under FHA.