

Nonstop

PHL

*MOVING FORWARD TOGETHER*

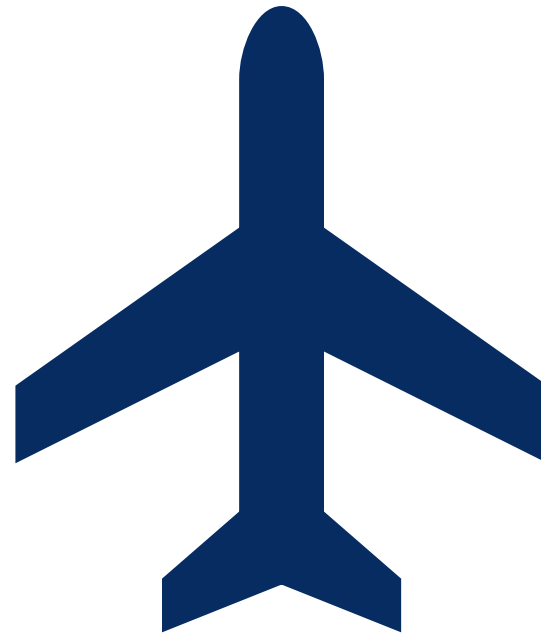
# Service Animals in the Airport



Version 1

# PHL *Access for All* program

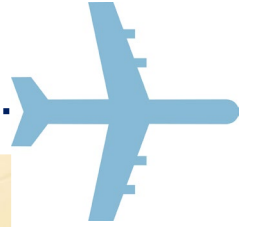
This story is part of the *Access for All* program for people with disabilities at the Philadelphia International Airport (PHL). This program can be used to assist you when you are flying to or from PHL.



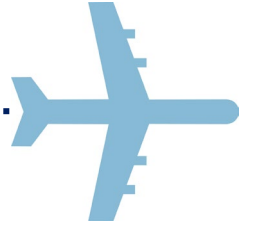
# Service Animals

Service animals are dogs that are trained to perform a task to assist a person with a disability.

Miniature horses are allowed as service animals in the airport, but not on planes.



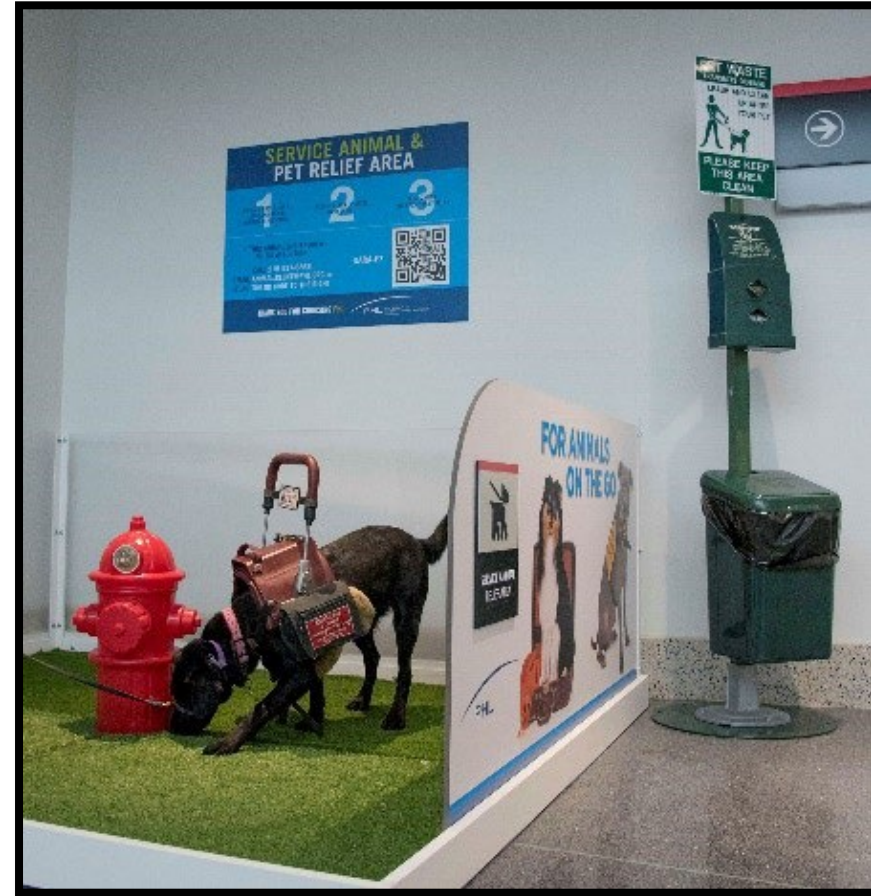
# Service Dogs



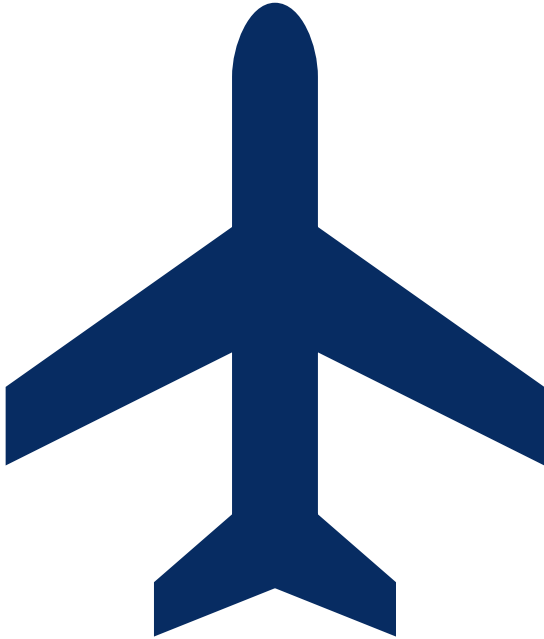
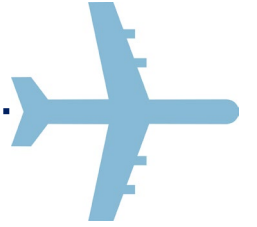
Service dogs can be any breed, size, and weight. They are not required to wear a special harness, collar or tag.



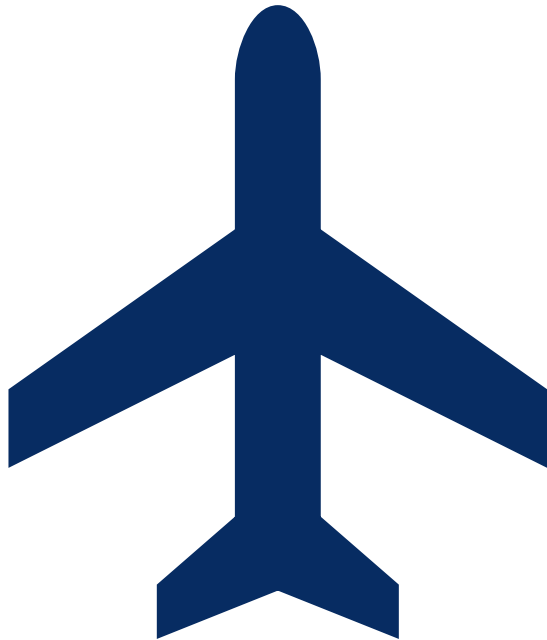
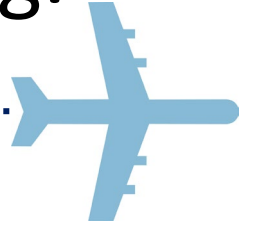
# People can bring service animals into all public areas of the Airport.



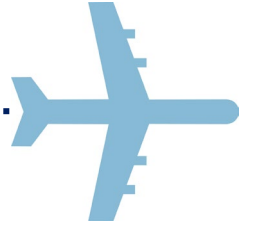
There are animal relief areas located outside each terminal.



You can go through TSA security with your service dog.

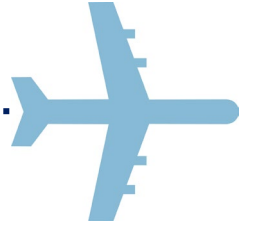


# There may be other dogs at the airport.

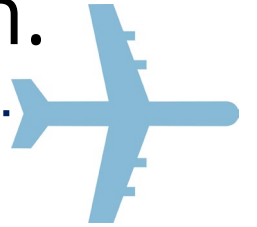




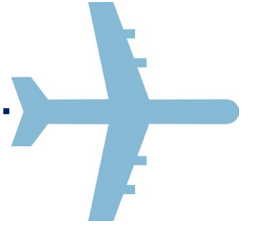
# There are animal relief areas located inside each terminal on the secure side.



If asked, inform if the dog is a service animal and what task(s) the dog has been trained to assist you with.



# Licensing is not required.



PHL shops and stores are prohibited from requiring documentation that an animal has been certified, registered, or licensed as a service animal.



# Bring your animal's vaccination with you and show it if asked.



PHL businesses requires vaccination for all dogs, including service animals. PHL accept all types of verification including state or local issued tags and/or veterinarian paperwork.



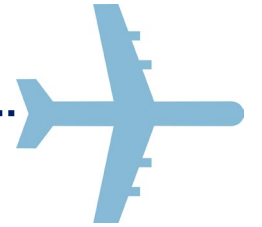
## When can a service animal be denied?

---

If a dog is not under the control of their owner or is not housebroken. A single bark would not be grounds for denial, but a dog that will not respond to owner's commands to stop barking would be.

Any accommodation request can be denied if there is an undue burden, direct threat, or the if request would cause a fundamental alteration.

# PHL must provide service if service animal is denied.



If a service animal is denied, PHL restaurants, stores and shops must give the person with a disability the opportunity to receive service, without having the service animal in the restaurant or shop.



Want more info?



You can learn more about accessibility at  
PHL by visiting  
<https://www.phl.org/about/accessibility>





Saron McKee

PHL Director of Access and Accessible Programs





# Thank you!



**Nonstop** PHL *MOVING FORWARD TOGETHER*