

Rights and responsibilities of lodging partners

You may ask if the animal is a service animal and what tasks the animal performs.

You can't charge a pet fee or increase the security deposit amount for service animals since they're not pets. However, you can charge for damage above and beyond reasonable usage caused by the handler and their service animal- according to the valid value of the damaged property increased by 10%.

Generally, you can't require a handler to disclose their disability, its symptoms, or what causes it.

You must offer the same level of quality and value for services and products. That includes making the handler feel safe, welcome, and understood.

Rights and responsibilities of service animal handlers

Handlers cannot generally be denied the right to stay at a property because they require a service animal.

Handlers generally don't have to disclose their disability or what causes their disability.

They must be willing to confirm that the animal is a service animal and attest to what task the animal performs.

Handlers must have their animal under control either on a leash or by verbal command if they are unable to use a leash. They must pick up after the animal and dispose of waste appropriately.

Hotel Horizont wishes you a pleasant stay!