



# Airport Access Guide for Individuals and Service Animals

The City of Austin's Austin-Bergstrom International Airport (AUS) is dedicated to supporting a variety of therapeutic and training programs for individuals with various needs, including those with social, emotional, and physical challenges. As a result, service animal handlers<sup>1</sup> and special care providers are given the opportunity to expose individuals and service animals to a busy airport environment for the purpose of enhancing a positive life experience. Individuals interested in utilizing AUS for therapeutic and training purposes should be aware of the following AUS policies:

1. An individual or handler should notify AUS personnel of the date and time desired for the training of a service animal or behavioral exercise of an individual in order to prevent the disruption of services at AUS by contacting [mookie.patel@austintexas.gov](mailto:mookie.patel@austintexas.gov) at least five business-days prior to the date of requested visit.
2. Individuals and handlers wishing to go beyond the security access points for purposes of training a service animal or behavioral exercise, including boarding of individuals and service animals on an aircraft, will be provided a list of airline points of contact so that

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<sup>1</sup> The term "service animal handler" and "handler" is used denote a person using a service animal for purposes of training or assistance in connection with a disability.



they may contact the airline directly and make arrangements for security screening and boarding an aircraft. AUS cannot assist with arrangements for the boarding of individuals and service animals on an aircraft.

3. Service animals must be accompanied by a handler at all times. (28 CFR 35.136)
4. At all times, service animals must be properly harnessed, leashed, tethered, or under the control of a handler through the use of voice control, signals, or other effective means. (121.005 Tex. Human Resources Code and 28 CFR 35.136)
5. A handler is liable for damages to the AUS premises or facilities by the service animal, or damages caused to another person due to the failure to keep the service animal property harnessed or leashed. (121.005 Tex. Human Resources Code)
6. A handler is responsible for properly cleaning and disposing of any excrement and urine of a service animal. Pet relief areas are currently located outside of the terminal on the lower level near the parking garage. Inside the terminal, the Pet Relief Area is located next to gate 9.
7. AUS is not responsible for the care or protection of a service animal. (28 CFR 35.136)
8. The City of Austin's Police Department and the Federal Transportation Security Administration utilize working canine teams for a variety of law enforcement and security activities. An individual, handler, or a service animal found to interfere with a working canine will be asked to leave the ABIA premises.
9. AUS may ask a handler to remove a service animal from the ABIA premises if the service animal is out of control and the handler does not take effective action to control it, or the animal is not housebroken. The handler will be given an opportunity to participate in the service, program, or activity without having the service animal on airport premises.(28 CFR 35.136)
- 10.AUS may ask the handler to remove their service animal from the premises if it poses a direct threat to the health and safety of others on the premises or a requested modification fundamentally alters the policies, practices, or procedures of AUS. (28 CFR 36.208)

