



Service Animal Policy

- ***Remember: 7-Eleven welcomes customers with service animals!***
- ***What is a service animal?***
 - An animal trained to perform tasks for individuals with disabilities.
 - Service animals are not always dogs.
 - They need no license or certification and do not require a sign or harness.
- ***How do we know it is a service animal?***
 - Store Associates are initially responsible for determining if an animal is a service animal.
 - If appearances make it clear that the customer has brought a service animal into the store, ask no further questions.
 - If it is unclear, the Store Manager may ask one question only: ***“Is this a service animal required because of a disability?”***
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- ***Once you are aware that an animal is a service animal, what should you do?***
 - **Do** always allow the customer and the service animal into all areas of the store normally used by guests.
 - **Do not** ask the customer questions about the animal or the customer’s disability.
 - **Do not** ask for proof that the animal is a service animal.
 - **Do not** pet or initiate contact with the service animal.
- ***Why can a service animal be excluded from the store?***
 - The service animal’s behavior is vicious and threatens others (Note: barking alone is not a direct threat!).
 - The service animal acts out of control **and** the owner does not correct the behavior.
- ***Who can exclude a service animal?***
 - Only a Store Manager (or an Assistant Store Manager, if the Store Manager is absent) can exclude a service animal.
 - Narrow exception: A threat of imminent injury to others.