



Date Issued: September 2011	Policy Number: 112
Revised: November 2016	
Section: Operations	
Subject: Right to Refuse Service / Service Animals	

Right to Refuse Service / Service Animals:

Policy:

USU Dining Services reserves the right to refuse service in certain circumstances as deemed necessary by Dining Service Management.

1. If at any time a patron on Dining Services premises engages in any activity that Dining Service personnel deems inappropriate or potentially hazardous to themselves or others they may be asked to cease said activity or leave the premises. Such activities include but are not limited to the following:
 - a. Walking barefoot
 - b. Inappropriate clothing or lack thereof
 - c. Standing on tables, chairs, or stools
 - d. Plugging electronic devices into outlets across walkways
 - e. Food/water fights
 - f. Rough housing or fighting
 - g. Inappropriate language
 - h. Any activity that is prohibited on campus or by law
2. In accordance with **FDA Food Code 2009 6-501.115** no live animals are allowed on Dining Services Premises with the exception of the following:
 - a. Patrol dogs accompanying police or security officers
 - b. In areas that are not used for FOOD preparation and that are usually open for customers, such as dining and sales areas, SERVICE ANIMALS that are controlled by the employee or person with the disability, if a health or safety HAZARD will not result from the presence or activities of the SERVICE ANIMAL (the policy applies to official service animals in training as well)
 - i. When it is not obvious that the animal is a service animal staff should ask **ONLY** the following question:
 1. **Is the dog a service animal required because of a disability?**
 2. **NO OTHER QUESTION IS ALLOWED---DO NOT FOLLOW THIS UP WITH ANY OTHER QUESTION**
 - ii. If the answer is yes, the customer and the dog are to be treated as any other customer
 - iii. If the answer is no, you may request the customer take the dog out of the establishment.
 - c. A person with a disability cannot be asked to remove his service animal from the premises unless:
 - i. The dog is out of control and the handler does not take effective action to control it
 - ii. The dog is not house broken
 - d. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.
 - e. Staff are not required to provide care or food for a service animal.
 - f. **Note:** The above rules apply to miniature horses as well as dogs.
 - g. **The above policy DOES NOT apply to comfort animals.** Per ADA, only dogs and miniature horses are covered by ADA.

3. If it becomes necessary to ask a person to leave, politely ask them to leave the premises. DO NOT attempt to detain or physically remove the patron at any time. DO NOT physically touch the person.
4. Dining Services should contact the USU Police at 797-1739 in the event that the patron
 - a. Refuses to Leave
 - b. Becomes physically threatening
 - c. Is engaged in illegal activity
 - d. Could cause harm to themselves
5. Notify Operations Manager immediately of the situation and what actions were taken. Operations Manager will immediately notify the Executive Director of the situation.