

Cincinnati Scenic Railway - Service Animal Policy

Under the Americans with Disabilities Act (ADA), businesses and organizations that serve the public are prohibited from discriminating against individuals with disabilities. The ADA requires facilities like Cincinnati Scenic Railway, LM&M Railroad, and Ohio Rail Experience to allow people with disabilities to bring their service animals onto business premises in whatever areas customers are generally allowed. Moreover, as an institution which recognizes the importance of serving all members of our local and world communities, CSR welcomes visitors with service animals consistent with applicable laws and regulations.

However, please keep in mind that the train is a loud and claustrophobic space. It is an unsafe and uncomfortable environment for untrained animals. Pets and emotional support animals that do not meet ADA requirements are not allowed on-board the train at any time.

Guests with service animals will:

- Agree to notify a CSR ticket agent and passenger conductor before boarding the train. The type of service animal may require a special seating areas. Service animals must be seated on the floor during the train ride.
- Under the ADA all service animals must be under the control of its owner/handler.
- Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective means.
- The care and supervision of the service animal is the sole responsibility of his or her owner.
- Owners will be responsible for all actions of the service animal including the clean-up of all defecation from the service animal.
- Owners will be held responsible for any damages or injury caused by their service animal.

Service animals may be excluded from a CSR train or boarding areas for the following reasons:

- Aggressive behavior by a service animal toward any other person, including guests.
- An animal that is not being controlled by its owner.
- An animal that is not housebroken.
- An animal whose behavior (e.g., barking) fundamentally alters/disrupts the experience for other guests.
- An animal who is showing signs of severe illness creating health issues or direct threat issues to the health and safety of others that cannot be eliminated by reasonable accommodation (e.g., severe diarrhea, vomiting, bleeding).

If a service animal is not permitted to board the train CSR will refund the cost of purchased tickets. CSR will not provide accommodations if its owner/handler wishes to board the train with-out the animal.

Emotional Support Animals

Although Emotional Support Animals provide support through companionship and can help ease anxiety, depression, and certain phobias, they are not necessarily service animals and do not have the same rights unless they meet the specific service animal requirements outlined within the Americans with Disabilities Act (ADA).

A fully trained service animal is individually trained to perform a task(s) or work for a person with a physical and/or mental disability. The Americans with Disabilities Act (ADA) defines service animals as animals “that are individually trained to do work or perform tasks for people with disabilities.”

CSR welcomes trained dogs, cats, and miniature horses as service animals onboard our trains if the customer is able to provide credible verbal assurance that the animal is a trained service animal. CSR does not accept unusual or exotic species of animals as solely determined by CSR management.

NOTE: A service animal vest, harness, ID card, or registration is not accepted as the sole indication an animal is a trained service animal.

Ensuring the safety of our on-board crew and passengers is CSR’s number one priority. We take the ADA requirements seriously. Untrained ESAs can create an unsafe environment for surrounding passengers and the animal owner. ESAs are not allowed on board CSR trains unless they qualify as a service animal under ADA laws.

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