



## Assistance Dog and ESA Policy

Camp Bestival welcomes Assistance Dogs and ESA's. We require all customers who plan to bring an Assistance Dog or ESA to the festival to **complete an Accessible Facilities Application form** by the required deadline and upload relevant evidence to support the application.

To ensure that Assistance Dogs and ESAs are able to fulfil their role, we request that all assistance dogs and ESAs at the festival **wear a jacket or harness that clearly identifies them as a service animal or support animal**, even if they would not usually do so.

Completing an application in advance enables us to make adequate provision for spending areas in our campsites and throughout the arena. Identifying your animal whilst you are at the festival ensures that all staff, security and other customers are aware that Assistance Dogs and ESAs have been approved to provide essential support.

Relevant evidence for Assistance Dogs includes **proof of training and/or registration** with one of the following organisations:

- Canine Partners
- Dog A.I.D
- Dogs for the Disabled
- Hearing Dogs for Deaf People
- Support Dogs
- Guide Dogs
- Medical Detection Dogs

We recognise that not all assistance dogs are registered with Assistance Dogs UK Members, and assistance dogs can be trained by their owners.

**We allow access to assistance dogs who are not formally trained**, as long as they meet the Equalities and Human Rights Commission's definition of an assistance dog.

This means your dog needs to have been trained:

- Not to wander around the festival site or approach other customers
- To only go to the toilet on command in a designated area of the event site
- To sit or lie quietly next to their owner

Assistance Dogs are recognised in the 2010 Equality Act and have the right to public access to support their owner - Emotional Support Dogs are not considered Service Dogs in the UK, and so are not recognised by UK law.

**We acknowledge that some customers would be unable to attend the festival without the reassurance and companionship of their ESA**, and we allow access to ESAs at our festivals providing that customers upload supporting evidence to the Accessible Facilities Application form.

There are several organisations which allow you to register ESAs or provide ID for ESAs, including:

- ESA Registry UK
- Support Dog UK & EU
- Service Dog Certificates
- Dogs For Good

Customers who do not have proof of training or registration for their ESA can also provide a medical summary of additional needs from a clinician or GP, customers who require the support of an ESA at the festival but do not have any of the above evidence should contact the Accessibility Manager, and we will consider each application on a case by case basis.

We reserve the right to ask any animal displaying inappropriate or untrained behaviours (barking or behaving in an aggressive manner towards other customers or other animals, toileting in undesignated areas, displaying sensitivity to crowds and/or loud noise, etc.) to leave the festival.

This policy has been written with reference to the 2010 Equality Act, the Equalities and Human Rights Commission's definition of an assistance dog, and updated guidance from Attitude Is Everything. Please contact our Accessibility Manager if you have any queries.