

Glasgow Life

Assistance Animals, Emotional Support Animals and Pets Policy

This policy outlines Glasgow Life's position with regard to the entry of animals to venues and building managed by the organisation.

Assistance Dogs

Assistance dogs are trained to perform practical assistive tasks for their disabled partners or alert to life-threatening medical conditions to enable their owners to be independent. Most are instantly recognisable by the harness or identifying dog jacket they wear. These animals are highly trained; will not wander freely around the premises and will sit or lie quietly on the floor next to its owner. They are trained to toilet on command and are unlikely to foul in a public place.

It is not a legal requirement for Assistance Dog users to provide ID but Assistance Dogs UK issue the people and dog partnerships they work with ID booklets.

Where possible, assistance dog owners should bring their Assistance Dog UK identification book and animals should wear the appropriate tabard or harness.

Assistance Dogs are welcome within all Glasgow Life buildings and venues. Excluding a disabled person accompanied by an Assistance Dog is likely to be unlawful.

Emotional Support Animals

There is no accepted definition of "Emotional Support Animal". The Equalities and Human Rights Commission - which in broad terms regulates and advises around the Equality Act (2010) and its associated Public Sector Equality Duties and guidance - highlights that Emotional Support Animals are not covered by current Equality Act provision.

Definitions of what constitutes an Emotional Support Animal are likely to be subjective and personal.

Pets

Glasgow Life has access, safety, comfort and hygiene responsibilities to everyone visiting venues and buildings. Many of these responsibilities have their origin and basis in legal compliance.

As a result no-one is permitted to bring a pet animal into any Glasgow Life managed or operated venue. For the avoidance of doubt, this includes, but is not limited to, any member of the public, visitor, funder, donor, dignitary, contractor, employee, board member, elected member or volunteer.

Exceptions

The exception to this policy is in relation to lets and let holders:

1. Where there is an agreed let in a building managed by Glasgow Life, the let holder may be accompanied by a pet in designated areas within the venue. This would be agreed in advance by Glasgow Life management and would require the pet to be insured, trained and registered with an appropriate emotional support agency. The let holder will be wholly responsible for the pet for the duration of the let.
2. Where there is an agreed let in a building managed by Glasgow Life for the purposes of formal dog training classes in a designated area within the venue, the let holder will take responsibility for the safety and security of all dogs attending the class and ensure that no cause for concern is raised with any other user or member of staff within the building. The let holder will be fully responsible for all dogs attending the building for the class.
3. Glasgow Life reserves the right to revoke any let if the conditions of the let agreement are not adhered to.