



Service/Assistance Dogs and Emotional Support Animals (ESAs) Policy

Service/Assistance dogs are welcome inside Hull Truck Theatre and we will do our best to accommodate Emotional Support Animals* (ESAs), where possible.

If you are planning to bring a Service/Assistance dog or ESA to a performance or screening please contact the Box Office in advance, so that we can discuss your request in more detail and see if/how we might be able to support your visit.

Depending on the event, you may be asked to sit in a particular area of the theatre and, on occasion, may be asked to move at an appropriate point during the event, to ensure the health and safety of all patrons.

Service/Assistance dogs can also be left with the Front of House/Box Office team for the duration of the event, if preferred, and we're more than happy to provide a water bowl.

Emotional Support Animals (ESAs):

In the UK there are very few rules to govern ESAs, and no official registry. For the health and safety of all of our patrons and staff, **if you would like to bring an ESA to an event, we politely request that –**

- You contact the Box Office, before booking tickets, to inform us about your ESA and discuss whether it is possible for us to meet your requirements.
- Your ESA is of a size that can either sit on your lap or at your feet without causing an obstruction.
- Your ESA is kept on a lead/secure and remains with you (the owner) at all times.
- ESAs do not sit or climb on furniture.
- Any accidents or mess, both inside and outside of the building, are cleaned up promptly using appropriate clean-up measures. *Should an area of the theatre require cleaning, due to significant mess, you may be charged for the cleaning costs.* The Box Office has dog waste bags, disinfectant and disposable gloves should you need them.
- You do not bring into the building any ESA that has not been fully house trained.
- You do not bring into the building any ESA that is unwell or behaving in an unusual manner, and you agree to leave the building if your ESA becomes ill whilst at Hull Truck Theatre. *The Box Office has contact numbers for a local, out of hours emergency vet, if needed.*
- You do not bring any ESA into the building that has previously bitten or has been / is being aggressive, destructive or excessively vocal.
- You check with Hull Truck Theatre for specific event content such as flashing lights or loud noises, ahead of your visit, in order to protect the health and wellbeing of the ESA. *The RSPCA does not recommended taking animals into live performance events.*

We ask all ESA owners to sign a waiver, at the Box Office, upon arrival.

Hull Truck Theatre has the right to refuse entry to any animal who they believe may cause harm or injury to staff, patrons or theatre facilities, or may disrupt performances or activities.

Thank you for your cooperation and understanding.

Evacuation:

In the case of an emergency evacuation, if it safe to do so, we will try to return any Service/Assistance dogs, left with the Front of House/Box Office team, to you prior to evacuating the building. If this is not possible, staff will take your animal to the evacuation assembly point (located in Theatre Square outside the Albemarle Music Centre).

**ESAs are pets that are required for a person's ongoing mental health treatment or for their hidden disability.*

Hull Truck Theatre accepts no liability for any injury or damage caused by animals brought on site. Full responsibility lies with the animal owner and in some extreme cases you may be asked to leave the building and a refund may not be given.