



Assistance Dogs Policy

In line with Maritime Passenger rights under Regulation (EU) b117/201 incorporated into domestic UK law by section 3 of the European Union (Withdrawal Act 2018), a passenger who relies on an assistance dog, is legally entitled to take the dog with them when travelling on a passenger ship.

Passengers requiring specific accommodation/seating for themselves or their dog should notify the Orkney Ferries Office when booking. Passengers may also purchase a ticket at the time of travel without having notified the company, and travel will be accommodated where this is reasonably practicable.

In line with ECHR guidelines, assistance dogs are likely to be highly trained. This means that they are:

- likely to sit or lie quietly on the floor next to their owner
- unlikely to wander freely around the vessel
- unlikely to foul in a public place

An assistance dog is one that has been:

- specifically trained to assist a disabled person
- and/or qualified by one of the charitable organisations registered as members of Assistance Dogs (UK)

The following assistance dog organisations are registered members of Assistance Dogs (UK):

- Canine Partners
- Dogs for the Disabled
- The Guide Dogs for the Blind Association
- Hearing Dogs for Deaf People
- Support Dogs

Passengers who have an assistance dog that does not behave as outlined by ECHR guidelines may be asked for evidence that the dog has been appropriately trained as an assistance dog.

Where this evidence is not provided, the Master of the vessel reserves the right to refuse entry to non-dog designated passenger lounges, and in cases where this request is not adhered to, reserves the right to refuse travel.

Assistance dogs do not include pets used as emotional support animals. These will only be granted access to non-pet designated areas of the vessel if the pet is trained as noted above or if accompanied by a doctor's letter stating that the passenger must travel with the animal for their own safety.