

Updated on July 2026



DPM Service Animals and Pet Policy

In accordance with the Americans with Disabilities Act (ADA), the Dr Pepper Museum does allow service animals into all public areas of the Museum. Service animals, as defined by the ADA, are animals that are individually trained to do work or perform tasks for people with disabilities.

Dogs and miniature horses are the only animals recognized as service animals by federal law. Miniature horses are allowed into the Museum as service animals under the ADA providing they meet four specific requirements: (1) the miniature horse is housebroken; (2) the miniature horse is under the owner's control; (3) the facility can accommodate the miniature horse's type, size, and weight; and (4) the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

Staff may only ask two questions of the animal's owner if their disability is not obvious: 1) Is the animal a service animal required because of a disability? and 2) What work or task has the animal been trained to perform? Museum Staff will not ask specifics about an owner's disability or request any documentation or proof of either the owner's disability or the animal's abilities.

Behavior of Service Animals

A service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. An out of control or disruptive animal may be required to leave the Museum if the handler is unable to re-establish control over the animal or stop the disruptive behavior.

Out of control behaviors include consistent barking, lunging or being aggressive towards people, interfering with collections objects, stealing food or urinating or defecating on the premises.

If the animal's behavior warrants its removal from the Museum, the animal's handler can stay in the Museum without the animal.

Comfort Animals and Pets

Comfort animals, therapy animals, companion animals and emotional support animals are not classified as service animals by the ADA and therefore not allowed into the Museum.

The Museum does not allow any animals other than service animals into the Museum.

The Museum parking lot has a zero-tolerance policy for animals left unattended in vehicles. After reasonable attempts have been made to contact the vehicle owner, authorities will be contacted for release of the animal.