



Assistance Dog Access Refusal Kit

What to say, what to ask, and what to record if you are challenged or refused entry. Keep it on your phone, ready for the doorway.

AT THE DOOR · SAY THIS FIRST

SAY THIS CALMLY

"My dog is a trained assistance dog for my disability and is calm and under control. Not all assistance dogs are charity or ADUK trained, and an ID booklet is **not** a legal requirement. Please can you confirm your assistance dog policy?"

THEN ASK

"Are you refusing access only because I do not have a booklet? Please confirm that in writing."

THREE FACTS TO KNOW

1. No ID required by law

You are not legally required to carry ID or documents for an assistance dog.

2. Owner-trained counts

Owner-trained assistance dogs are recognised in UK guidance. No charity badge needed.

3. Behaviour still matters

Your dog must always be calm, clean and under control. That part never changes.

Worth knowing: In a statement dated 11 February 2026, Assistance Dogs UK (ADUK) said JD Wetherspoon misrepresented its position, and confirmed that under the Equality Act 2010 disabled people are not required to carry identification or documentation for an assistance dog. Refusing access only because there is no booklet may raise Equality Act 2010 concerns.

Source: Assistance Dogs UK statement, 11 February 2026.

If you are refused: record it

- Date and time
- Venue name and address
- Staff member name or description
- Exact words they used
- Did you ask for the duty manager?
- Paperwork or behaviour issue?
- Did you ask for their dog policy?
- Reason given in writing?

Where to get real help

EASS

Equality Advisory & Support Service. Free advice on discrimination.

Citizens Advice

Free, confidential help with your rights and next steps.

EHRC

Equality and Human Rights Commission guidance for businesses.

Copy-paste complaint email

Dear [Venue] team,

On [date] at approx [time] I was refused entry at [venue, address] with my trained assistance dog. My dog was calm and under control throughout. Staff member: [name].

I understand an ID booklet is not a legal requirement, and not all assistance dogs are charity or ADUK trained. Please: (1) review this; (2) send your assistance dog policy; (3) confirm whether owner-trained dogs were considered; (4) confirm whether the refusal was about my dog's behaviour or only a lack of documentation.

I look forward to your reply.

Kind regards,
[Your name]

Be ready before the next doorway

A live assistance dog profile, smart ID card, dog tags and QR lookup you can present at the door. Voluntary, handler-controlled, especially useful for owner-trained teams.

[assisteddogregistry.co.uk](https://www.assisteddogregistry.co.uk)

This kit is general information, not legal advice. The Assistance Dog Registry (ADR) is a voluntary information platform. ADR registration does not, by itself, create a legal right of access, and is not a government register. References to any named organisation describe publicly available positions, not a finding of unlawful conduct. If your access is at risk, seek specialist advice from the Equality Advisory and Support Service, Citizens Advice, the EHRC, or a qualified solicitor.

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