

**OPEN LETTER TO BREWSTER GREEN RESORT TIMESHARE OWNERS & GUESTS
REGARDING SERVICE ANIMALS / ASSISTANCE ANIMALS / ESA
203 Lund Farm Way, Brewster, Ma. 02631**

Dear Owner/Guest:

We have been having more and more owners/guests arrive for their vacation at Brewster Green Resort with a pet and representing that the animal is a “service animal”. This becomes problematic as we are not a pet friendly resort and the animals are clearly not service animals. Sadly, this disrupts your vacation as you are then, having to find other boarding options for your pet. We don’t like to do this however, we must maintain our strict no pets policy. To avoid this inconvenience in the future, we would like to clarify the Brewster Green Resort policy on Pets and Assistance Animal/ESAs.

Pets are not allowed at Brewster Green Resort. The Americans with Disabilities Act (ADA) limits the definition of “Service Animal” to include **only** dogs, and further defines “Service Animal” to **exclude** emotional support animals.

If you are an OWNER and use an Assistance Animal/ESA, the Fair Housing Act provides a person with a disability the opportunity to request a reasonable accommodation for any Assistance Animal/ESA including an emotional support animal.

An Assistance Animal/ESA is **NOT** a pet. It is an animal that works, provides assistance, or performs tasks for the benefit of a person with a disability, or provides emotional support that alleviates one or more identified symptoms or effects of a person’s disability.

If you are an **owner** and require an Assistance Animal/ESA as a result of your disability, please request a reasonable accommodation to bring your animal **BEFORE** you arrive for your vacation. Your request should include the following information and be sent to the Operations Manager Lynda Telman at fom@brewstergreenresort.com or call the resort prior to your visit.

- 1) Does the person seeking to use and live with the animal have a disability (a physical or mental impairment that substantially limits one or more major life activities? This must be the Owner of the Unit or the Guest of the Owner. The opportunity to bring an Assistance Animal/ESA does not apply to persons using the unit as a Rental Guest.
- 2) Does the person (owner) making the request have a **disability-related need** for an Assistance Animal/ESA? In other words, does the animal work, provide assistance, perform tasks or services for the benefit of a person with a disability, or provide emotional support that alleviates one or more of the identified symptoms or effects of a person’s existing disability? Only when the individual’s disability is not obvious, staff may ask the following two questions to determine whether an animal is a service animal:
 - ❖ Is the animal a service animal required because of a disability?
 - ❖ What task or service is the animal trained to perform?

If the answer to question 1 or 2 is “no,” then the Fair Housing Act does not require a modification of our “No Pets” policy and the request for reasonable accommodation will be denied.

When the answers to questions 1 and 2 are “yes,” the Fair Housing Act requires us to modify or provide an exception to our “No Pets” rule.

Each request for a reasonable accommodation to bring your Assistance Animal/ESA will involve an individualized assessment, which is why it is important to provide us with your request as soon as possible. If we deny your request and you believe that we have improperly made that decision, you may contact HUD at the following address or contact your local HUD office for more information.

HUD

Boston Regional Office

Thomas P. O'Neill, Jr. Federal Building

10 Causeway Street, 3rd Floor

Boston, MA 02222-1092

Phone: (617) 994-8200

Resort Management is entitled to see documented proof that your animal is an emotional support animal before accommodating your Assistance/ESA.

What Proof Do I Need for an Assistance/ESA?

- When it comes to having an emotional support animal, the owner must provide documentation that their animal is needed for a mental health condition and not “just a pet.”
- This proof comes in a note or letter from a licensed healthcare professional, commonly known as an ESA letter. An ESA letter contains a licensed healthcare’s determination of whether you have a mental health disability that requires the assistance of an Assistance Animal/ESA/emotional support animal. The letter must be written by a licensed professional and signed and dated on their letterhead.
- The letter should also contain their contact and licensing information. If you live in Massachusetts, you should use a licensed healthcare professional licensed for the State of Massachusetts

Although there will be no deposit or fee, please know that our policy on damage to units or the site, will remain in place for damage done by your Assistance Animal/ESA.

- Owners must clean up after their animals. Noncompliance will result in a charge of \$25 per occurrence.
- Any damage or disturbance to other hotel guests or Brewster Green Resort staff/property caused by your Assistance Animal/ESA will be billed to your account. Noise disturbances will result in a \$25 charge per occurrence. Room damage fees will begin at \$100 per occurrence per our Property Damage Policy.
- Your Assistance Animal/ESA may not be left alone or unattended in the condo at anytime. If your Assistance Animal/ESA disturbs others, you may be asked to remove your animal from the property for the duration of your stay. A list of kennels is available at the front desk.

If you have any questions, please do not hesitate to contact the resort at 508-896-7551.

Sincerely,

Brewster Green Management