

5 Things You Should Know About Disability Discrimination in Places of Public Accommodation

- 1 The New Jersey Law Against Discrimination (LAD) prohibits disability discrimination and harassment in places open to the public.** The LAD applies in all places of public accommodation, which include restaurants, retail stores, schools, banks, police departments, movie theaters, jails, prisons, doctors' offices, hospitals, other medical facilities, and more.
- 2 Places open to the public cannot refuse to serve, treat, or deny access to goods and services based on a person's disability.** Places of public accommodation cannot hang signs denying entry to people with disabilities. For example, restaurants cannot refuse to serve deaf or hard of hearing customers, and doctors cannot refuse to treat a patient for a condition because of a patient's intellectual disability.
- 3 Disability discrimination cannot reduce your access to places open to the public.** Places of public accommodation must make their goods and services accessible or provide reasonable accommodation unless the accommodation will cause an undue burden for the business. This may include stores providing curbside delivery, theaters providing assistive listening or closed caption devices, and bus drivers assisting wheelchair users onto buses.
- 4 You cannot be charged for using a legally required accommodation for your disability.** Public accommodations are required by law to provide certain accommodations for disabilities, and they cannot charge you extra to use those accommodations. For example, taxis and rideshares cannot charge you an extra fee for needing more time to enter the car because of a disability.
- 5 You may not be denied access to a place of public accommodation because you have a trained service or guide dog.** Trained service or guide dogs may accompany you at all times, including in places open to the public. Public accommodations cannot refuse to serve or admit you for having a service or guide dog.

To find out more or to file a complaint, go to NJCivilRights.gov or call 1.833.NJDCR4U. The Division on Civil Rights (DCR) enforces the LAD, which protects all people from discrimination in NJ regardless of immigration status. To learn more, click [here](#).

The LAD protects you against retaliation. No one can retaliate against you for reporting possible LAD violations; filing a discrimination complaint internally, with DCR, or in court; or exercising any other rights under the LAD.

Available in other languages on the [Resources section](#) of DCR's website.

To find out more or to file a complaint, go to NJCivilRights.gov or call **1.833.NJDCR4U**



NJ Office of the Attorney General
NJCivilRights.gov

