

## **Travelling with assistance dogs**

Passengers with reduced mobility can transport **assistance dogs** (e.g. guide and diabetes dogs) and **therapy dogs** (including Emotional Support Animals – ESAN) free of charge in the cabin.

These must be registered at least 24 hours before departure.

All the documentation required for the dog's entry and exit must be carried (valid animal passport, vaccination and health certificates, etc.).

Dogs classified as fighting dogs according to the "list of dog breeds" must be transported in a suitable container in the hold.

**Please note** that in some countries special conditions apply to animal entry.

## **Prerequisites for travelling with assistance dogs**

The following documents must be presented when making a booking for an assistance dog:

- ☐ The dog's training certificate
- ☐ Written confirmation that the dog will not do its business during the flight (for scheduled flight times of 8 hours or more)

**NB:** On US flights, there is no need to present a training certificate or other evidence; a verbal statement confirming that the animal is an assistance dog will suffice. If there is any doubt as to the credibility of this statement, however, appropriate evidence may be required in individual cases.

**Please note** that the dog may be examined before boarding the aircraft to confirm it is fit for transportation in the cabin.

### **The following conditions apply when transporting the dog:**

- ☐ The dog must be secured to the passenger's seat by a lead;
- ☐ We recommend carrying a muzzle, in case the dog behaves inappropriately;
- ☐ The dog must be kept on a lead and placed on the floor in front of the passenger (we recommend using a dog harness);
- ☐ The dog must not block any emergency escape route;
- ☐ The dog must be trained to behave appropriately in a public environment. (The dog remains with its owner, does not bite, bark or growl, is not a nuisance/danger to other passengers or crew members).

## **Prerequisites for travelling with therapy dogs (ESAN) on US flights**

Travelling with ESANs is only permitted on flights to and from the US and/or on feeder and connecting flights to/from the US.

The following documents (issued within the last year) must be presented when making a booking for an ESAN:

- ☐ A medical attestation that the passenger is suffering from a mental disability recognised in accordance with the “Diagnostic and Statistical Manual of Mental Disorders”/DSM;
- ☐ A medical attestation that the passenger needs the dog for the flight, due to this mental disability;
- ☐ Written confirmation that the dog will not do its business during the flight (for scheduled flight times of 8 hours or more).

**Please note** that only attestations that have been issued by an appropriately licensed doctor will be accepted.

**The following conditions apply when transporting the dog:**

The same transport conditions apply as for assistance dogs (see above).

The following documents (issued within the last year) must be presented when making a booking for an ESAN:

- ☐ A medical attestation that the passenger is suffering from a mental disability recognised in accordance with the "Diagnostic and Statistical Manual of Mental Disorders"/DSM;
- ☐ A medical attestation that the passenger needs the dog for the flight, due to this mental disability;
- ☐ Written confirmation that the dog will not do its business during the flight (for scheduled flight times of 8 hours or more).

**Please note** that only attestations that have been issued by an appropriately licensed doctor will be accepted.

**The following conditions apply when transporting the dog:**

The same transport conditions apply as for assistance dogs (see above).