

As of February 1, 2023

IF YOU TRAVEL WITH YOUR EMOTIONAL SUPPORT DOG



YOUR PET MAY TRAVEL ONBOARD

- 🐾 If it weighs up to 10 kilograms.
- 🐾 Only in a kennel, flexible pet carrier which must fit under the seat directly in front of you onboard.
*Recommended carry-on kennel dimensions: length 41cm, width 28cm and height 20cm.
- 🐾 Your pet must always remain inside the pet carrier.
- 🐾 If your emotional support dog weighs over 10 kilograms it will travel in the cargo hold, free of charge, as of this date. (February 1, 2023)

IF YOU'RE TRAVELING WITH A DOG IN THE CARGO HOLD, PLEASE CHECK ALL THE NECESSARY REQUIREMENTS.

- 🐾 Your pet needs to travel in a kennel (pet carrier) made of materials such as fiberglass, metal, or plastic.
- 🐾 Only one dog is permitted per kennel (pet carrier) and it must have enough space to move around comfortably.
- 🐾 The dimensions of the kennel permitted in the hold may vary depending on the size of your dog.

REMEMBER!

- 1** This service is free of charge but is *subject to availability.
- 2** You'll need to present a form for transporting your pet in the hold and/or cabin. [Download it here.](#)
- 3** Only customers who comply with health regulations and have all the corresponding certificates in order, may transport their emotional support dogs.

MAKE YOUR RESERVATION AT LEAST 48 HOURS BEFORE YOUR FLIGHT!

- 🐾 To travel with your emotional support dog (only through our Call Center), your service dog or pet.
- 🐾 Check-in at our counter so we can verify all the required documentation your pet needs to fly:

Minimum 2 hours
before the check-in time for domestic flights.

Minimum 3 hours
before the check-in time for international flights.



IMPORTANT

*Transportation of pets is subject to availability, as there is a limit of 6 pets in the cabin per flight (regardless of whether they are emotional support animals or pets). The limit of pets in the cargo hold depends upon the aircraft type.

*If you purchased your ticket prior to February 1st and booked travel (after February 1st) with your emotional support dog, the terms & conditions of carriage in effect at the time of purchase will be maintained.

*These weight and/or quota limitations for transport onboard or in the cargo hold do not apply to service dogs who are duly certified. We reserve the right to review certificates with the corresponding entities.