

# DOT – 2021 Service Animal Regulation changes


## Guide Dogs for the Blind / Alaska Airlines webinar!

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# Rule change summary - effective January 11, 2020

## 11 major changes - we'll focus on the service animal form

1. DOT's new regs defines a service animal as a **dog** that is individually trained to do work or perform tasks for the benefit of a person with a disability;
  2. No longer considers an emotional support animal to be a service animal;
  3. Requires airlines to treat psychiatric service animals the same as other service animals;
  4. Allows airlines to limit the number of service animals traveling with a single passenger with a disability to two service animals;
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## Major Regulation Changes

5. Allows airlines to require a service animal to **fit within its handler's foot space on the aircraft**;
6. Allows airlines to require that service animals be harnessed, leashed, or tethered at all times in the airport and on the aircraft;
7. Continues to allow airlines to refuse transportation to service animals that exhibit aggressive behavior and that pose a direct threat to the health or safety of others; and
8. Continues to prohibit airlines from refusing to transport a service animal solely based on breed.
9. Check in requirements for individuals traveling with a service animal
  - Airlines can't require passengers to physically check-in at the airport, rather than using the online check-in process.
  - Airlines can require passengers to provide the service animal form(s) at the departure gate on the date of travel.

## Major Regulation Changes - continued

### 10. Service Animal Forms (two forms):

Allows airlines to require the following two forms - developed by DOT

Form 1: Attesting to a service animal's health, behavior and training, and

Form 2: If taking a long flight (8 or more hours) attesting, that the service animal can either not relieve itself, or can relieve itself in a sanitary manner;

### When must individuals traveling with service animals complete/present the form?

Answer: **Up to 48 hours in advance** of the date of travel if the passenger's reservation was made prior to that time; (Check with your airlines website or call center)

**For bookings less than 48 hours** in advance, airlines may require a person with a disability to provide the DOT service animal form(s) at the passenger's departure gate on the date of travel;

Note Alaska's Service Animal in Puppy training program remains unchanged. Service animal form isn't required!  
For more: See [Alaskaair.com/Accessible](http://Alaskaair.com/Accessible) services (Traveling with a service animal in training)

# Service Animal Air Transportation Form;

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB control number for this information collection is \_\_\_\_\_.

**Warning:** It is a Federal crime to make materially false, fictitious, or fraudulent statements, entries, or representations knowingly and willfully on this form to secure disability accommodations provided under regulations of the United States Department of Transportation (18 U.S.C. § 1001).



## U.S. Department of Transportation Service Animal Air Transportation Form

Service Animal Handler's Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Service Animal User's Name (if different from Handler): \_\_\_\_\_ Phone: \_\_\_\_\_

Service Animal Handler's Email: \_\_\_\_\_ Animal's Name \_\_\_\_\_

Description of the Animal (including weight): \_\_\_\_\_

### Animal Health

\_\_\_\_\_ is vaccinated for rabies. Date of last vaccination: \_\_\_\_\_ Date vaccination expires in the dog: \_\_\_\_\_

[Insert Animal's Name]

To my knowledge, \_\_\_\_\_ does not have fleas or ticks or a disease that would endanger people or other animals.

[Insert Animal's Name]

Veterinarian's Name (signature not required): \_\_\_\_\_ Phone: \_\_\_\_\_

### Animal Training and Behavior

\_\_\_\_\_ has been trained to do work or perform tasks to assist me with my disability.

[Insert Animal's Name]

Name of Animal Trainer or Training Organization: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ has been trained to behave in a public setting.

[Insert Animal's Name]

I understand that a properly trained dog remains under the control of its handler. I understand that a properly trained dog does not act aggressively by biting, barking, jumping, lunging, or injuring people or other animals. It also does not urinate or defecate on the aircraft or in the gate area.

I understand that if \_\_\_\_\_ shows that it has not been properly trained to behave in public, then the airline may treat

[Insert Animal's Name]

\_\_\_\_\_ as a pet by charging a pet fee and requiring \_\_\_\_\_ to be transported in an FAA-approved pet carrier.

[Insert Animal's Name]

[Insert Animal's Name]

To the best of my knowledge, \_\_\_\_\_ has not behaved aggressively or caused serious injury to another person/dog.

[Insert Animal's Name]

If you cannot check the box above, please explain: \_\_\_\_\_

### Other Assurance

I understand that \_\_\_\_\_ must be harnessed, leashed, or tethered at all times in the airport and on the aircraft.

[Insert Animal's Name]

I understand that if \_\_\_\_\_ causes damage, then the airline may charge me for the cost to repair it, as long as the airline

[Insert Animal's Name]

would also charge passengers without disabilities to repair the similar kinds of damage.

I am signing an official document of the U.S. Department of Transportation. My answers are true to the best of my knowledge. I understand that if I knowingly make false statements on this document, I can be subject to fines and other penalties.

Signature of the Service Animal Handler: \_\_\_\_\_ Date: \_\_\_\_\_

**Warning:** It is a Federal crime to make materially false, fictitious, or fraudulent statements, entries, or representations knowingly and willfully on this form to secure disability accommodations provided under regulations of the United States Department of Transportation (18 U.S.C. § 1001).



## U.S. Department of Transportation Service Animal Air Transportation Form

Service Animal Handler's Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Service Animal User's Name (if different from Handler): \_\_\_\_\_ Phone: \_\_\_\_\_

Service Animal Handler's Email: \_\_\_\_\_ Animal's Name \_\_\_\_\_

Description of the Animal (including weight): \_\_\_\_\_

### Animal Health

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\_\_\_\_\_ is vaccinated for rabies. Date of last vaccination: \_\_\_\_\_ Date vaccination expires in the dog: \_\_\_\_\_  
[Insert Animal's Name]

To my knowledge, \_\_\_\_\_ does not have fleas or ticks or a disease that would endanger people or other animals.  
[Insert Animal's Name]

Veterinarian's Name (signature not required): \_\_\_\_\_ Phone: \_\_\_\_\_

## Animal Training and Behavior

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\_\_\_\_\_ has been trained to do work or perform tasks to assist me with my disability.  
[Insert Animal's Name]

Name of Animal Trainer or Training Organization: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ has been trained to behave in a public setting.  
[Insert Animal's Name]

I understand that a properly trained dog remains under the control of its handler. I understand that a properly trained dog does not act aggressively by biting, barking, jumping, lunging, or injuring people or other animals. It also does not urinate or defecate on the aircraft or in the gate area.

I understand that if \_\_\_\_\_ shows that it has not been properly trained to behave in public, then the airline may treat  
[Insert Animal's Name]  
\_\_\_\_\_ as a pet by charging a pet fee and requiring \_\_\_\_\_ to be transported in an FAA-approved pet carrier.  
[Insert Animal's Name] [Insert Animal's Name]

To the best of my knowledge, \_\_\_\_\_ has not behaved aggressively or caused serious injury to another person/dog.  
[Insert Animal's Name]

If you cannot check the box above, please explain: \_\_\_\_\_





# Relief Attestation Form

## United States Department of Transportation Service Animal Relief Attestation Form

Service Animal Handler's Name \_\_\_\_\_ Phone: \_\_\_\_\_

Service Animal User's Name (if different Handler): \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Animal's Name: \_\_\_\_\_ Estimated Flight Length: \_\_\_\_\_

Flight Date: \_\_\_\_\_ Departure Airport: \_\_\_\_\_ Arrival Airport: \_\_\_\_\_

Check one or both boxes:

- \_\_\_\_\_ will not need to relieve itself while on the aircraft.  
[Insert Animal's Name]
- \_\_\_\_\_ can relieve itself on the aircraft without creating a health/sanitation issue.  
[Insert Animal's Name]


Describe how \_\_\_\_\_ will refrain from relieving itself, or relieve itself without posing a  
[Insert Animal's Name]  
health/sanitation issue (e.g., the use of a dog diaper):

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- I understand that if \_\_\_\_\_ causes damage, then the airline may charge me for the cost to  
[Insert Animal's Name]  
repair it, as long as the airline would also charge passengers without disabilities to repair the same kind  
of damage.
- I am signing an official document of the U.S. Department of Transportation. My answers are true to the  
best of my knowledge. I understand that if I knowingly make false statements on this document, I can  
be subject to fines and other penalties.

## Where can I learn more?

1. Check with your airline (website or call center)
  2. U.S. Department of Transportation  
<https://www.transportation.gov/individuals/aviation-consumer-protection/service-animals>
  3. Check with your service animal focused disability service organization
  4. You can always ask for help from an airline CRO!
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**Questions?**

