

## EMOTIONAL SUPPORT & PSYCHIATRIC SERVICE ANIMAL REQUIREMENTS

Emotional support & psychiatric service animals can fly at no charge when traveling with you on American Airlines if they meet certain requirements.

### ADVANCE NOTIFICATION

If you're traveling with an emotional support or psychiatric service animal you're required to submit documentation to the Special Assistance Desk at least 48 hours before your flight. If you don't, your animal will travel as a cabin pet and all applicable requirements and fees will apply.

### ANIMAL BEHAVIOR

Your animal must be trained to behave properly in a public setting, take direction at your command, remain on a leash and/or harness and within your control at all times.

To comply with safety regulations your animal should remain in the footprint of your seat at all times during the flight. Sitting, laying or protruding into the aisle, or other areas that must remain unobstructed, is not allowed. Your animal may not sit or lay in a seat designated for a customer or eat from tray tables.

### DOCUMENTS

These documents are required if you're traveling with an emotional support or psychiatric service animal on American.

- Mental health professional form (or letter from a licensed mental health professional on the licensed professional's letterhead)
- Passenger acceptance of liability form
- Animal sanitation during 8+ hours from (required if any of your flights are scheduled 8 hours or longer)

### INSTRUCTIONS

1. Complete and sign all forms.
  - Forms must be signed by a parent or legal guardian if you're under 18 years of age.
2. Send completed documents to the Special Assistance Desk at least 48 hours before the scheduled departure of your first flight.
  - Fax: (817) 967-4715
  - Email: [sacdesk.sro@aa.com](mailto:sacdesk.sro@aa.com)
3. Keep all documents with you during your trip, you may be asked to show them to an airline representative

**MENTAL HEALTH PROFESSIONAL FORM**

Each customer traveling with an emotional support or psychiatric service animal must complete this form.

\_\_\_\_\_

**Customer name** *(please print)*

\_\_\_\_\_

**Travel date(s)**

\_\_\_\_\_

**AAdvantage® account number** *(if applicable)*

\_\_\_\_\_

**Booking confirmation number**

**Animal information:**

Type: \_\_\_\_\_

Breed: \_\_\_\_\_

Weight: \_\_\_\_\_

**This section to be completed by MENTAL HEALTH PROFESSIONAL**

Licensed Mental Health Professional (please print): \_\_\_\_\_

Name of Practice: \_\_\_\_\_ Phone: \_\_\_\_\_

- I certify that I am currently treating the above named patient for a mental health or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders (DSM).
- I certify this patient needs the above mentioned animal to travel as an emotional support or psychiatric service animal for air travel and/or for activity at their destination.
- I am a licensed mental health or medical professional:
  - Type of Medical License: \_\_\_\_\_
  - Date of Medical License: \_\_\_\_\_
  - State of Jurisdiction: \_\_\_\_\_

Licensed Mental Health Professional (signature): \_\_\_\_\_

Date : \_\_\_\_\_

**Instructions for CUSTOMER**

1. Have your mental health professional complete and sign all documents.
  - If you're under 18 years of age the documents must be signed by a parent or legal guardian
2. Send completed documents to the Special Assistance Desk at least 48 hours before the scheduled departure of your first flight.
  - Fax: (817) 967-4715
  - Email: [sacdesk.sro@aa.com](mailto:sacdesk.sro@aa.com)
3. Keep all documents with you during your trip, you may be asked to show them to an airline representative

**Consent to use of Customer Personal Information**

I, \_\_\_\_\_, consent to American Airlines collecting and processing personal information,   
*(print name of customer or parent/legal guardian)*

including medical information, for use in authorizing travel with the emotional support animal named above and for the travel date(s) named above. Information about American's use of personal information is available at [aa.com/privacy](http://aa.com/privacy).

Customer signature  
*(parent/legal guardian if under 18):* \_\_\_\_\_

Date: \_\_\_\_\_

**BEHAVIOR GUIDELINES**

Must be completed by each customer, or parent/legal guardian if under 18 years of age, traveling with an emotional support or psychiatric service animal.

\_\_\_\_\_

**Customer name** *(please print)*

\_\_\_\_\_

**Travel date(s)**

\_\_\_\_\_

**AAdvantage® account number** *(if applicable)*

\_\_\_\_\_

**Booking confirmation number**

**Animal information:**

Type: \_\_\_\_\_

Breed: \_\_\_\_\_

Weight: \_\_\_\_\_

I am requesting to travel on American Airlines with an Emotional Support/Psychiatric Service Animal. I have read and understand the following animal behavior guidelines *(all boxes must be checked to confirm acknowledgement)*:

- My animal will remain tethered by leash and/or harness and under my control at all times during my journey.
- My animal has been trained to behave properly in a public setting and takes direction on my command.
- I have no reason to believe that:
  - My animal is too large or too heavy to fit under the seat or in the foot space at my seat onboard an aircraft.
  - My animal would cause significant disruption in the airport or aircraft cabin at any point during my journey.
  - My animal would pose a threat to the health and safety of others while traveling with American Airlines.
- If my animal exhibits any unsafe, untrained or inappropriate behavior, American Airlines will only accept my animal under its current pet policies and requirements, including applicable pet fees.
  - If my animal exhibits any severely aggressive behavior, it will be denied travel and not permitted to fly with American Airlines. This may include removal from the aircraft.
- I understand my responsibility in controlling the behavior of my animal while traveling with American Airlines, including interaction of my animal with any employees, crew or other passengers while in the airport or on the aircraft.
- If I am traveling with my animal to another country, I agree to comply with all regulatory requirements for the transportation of my animal to this destination.

I acknowledge receipt and understanding of the behavior guidelines for emotional support and psychiatric service animals as stated above.

Customer signature  
*(parent/legal guardian if under 18):* \_\_\_\_\_

Date: \_\_\_\_\_

Phone contact: \_\_\_\_\_

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

**Consent to use of Customer Personal Information**

I, \_\_\_\_\_, consent to American Airlines collecting and processing personal information, *(print name of customer or parent/legal guardian)* including medical information, for use in authorizing travel with the emotional support animal named above and for the travel date(s) named above. Information about American's use of personal information is available at [aa.com/privacy](http://aa.com/privacy).

Customer signature  
*(parent/legal guardian if under 18):* \_\_\_\_\_

Date: \_\_\_\_\_

**ANIMAL SANITATION DURING 8+ HOUR FLIGHT**

Complete this form if any of your flights are scheduled to be 8 hours or longer.

Customer name *(please print)* \_\_\_\_\_

Travel date(s) \_\_\_\_\_

AAdvantage® account number *(if applicable)* \_\_\_\_\_

Booking confirmation number \_\_\_\_\_

<p><b>Animal information:</b></p> <p>Type: _____</p> <p>Breed: _____</p> <p>Weight: _____</p>
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Documentation is required stating your service animal won't need to relieve itself during the flight, or can do so in a way that doesn't create a health and sanitation issue.

Complete these questions and submit this form to the Special Assistance Desk.

- Fax: (817) 967-4715
- Email: [sacdesk.sro@aa.com](mailto:sacdesk.sro@aa.com)

1. Describe what steps have been taken to prevent your animal from relieving itself during the flight.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. If your animal needs to relieve itself during the flight, describe how you would handle this to prevent a health and sanitation issue.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer signature  
*(parent/legal guardian if under 18):* \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_