



Dear Customer

In line with the US Department of Transport Non Discrimination on the Basis of Disability in Air Travel law Air New Zealand welcomes you and your service dog onboard.

Due to the duration of flights that Air New Zealand operates to / from the USA, a condition of permitting your service dog to travel in the cabin is that we require written documentation that your dog will not need to relieve itself for the duration of the flight or be able to relieve itself only on command in a manner that does not cause a health or sanitation issue during the flight. Please note that flight times can be in excess of 13hours plus the time required to complete departure and arrival formalities. Another condition of your dog's acceptance for travel in the cabin is that it acts in a manner expected of a service dog for the comfort and safety of all passengers and crew.

Where possible Air New Zealand will provide an additional seat at no additional cost to you when travelling in economy class, this allows for both you and your service dog to be as comfortable as possible for the duration of the flight. When travelling in premium economy or business class your service dog will be required to occupy the floor space in front of your seat.

If you wish to travel with an emotional support or psychiatric service dog Air New Zealand requires additional current documentation from a licensed mental health professional on their letterhead stating the following:

- The person travelling has a mental or emotional disability recognised in the Diagnostic and Statistical Manual of Mental Disorders – Fourth Edition (DSM IV)
- The service dog is required during and / or for activity at the passenger's destination
- The assessment is from a licensed mental health professional and the passenger is under their professional care
- The date and type of mental health professional license and State or other jurisdiction in which it was issued

Please ensure that the completed declaration and any supporting documentation required has been forwarded to Air New Zealand's Reservations Control unit no later than 48 hours prior to your intended departure date.

For information on preparing your service dog for flight including eating and drinking prior to and during flight, Air New Zealand recommends speaking with your service dog training provider.

These requirements are in addition to your need to comply with the Border Control requirements of the country that you intend to visit and should not be seen as a guaranteed acceptance for travel of your service dog.

Yours Sincerely

Air New Zealand

Air New Zealand MEDA and Special Handling fax number: NZ 64 9 336 2856 or via email specialhandling@airnz.co.nz



Passenger Declaration

Please complete the details below and select the appropriate options. The completed form must be signed and returned to Air New Zealand's Reservations Control unit no later than 48 hours prior to your intended departure date. You will also need to present a copy of the completed form at check in.

Passenger Name:

Air New Zealand Booking Reference:

First Air New Zealand Flight Number:

Travelling from _____ to _____

I the undersigned declare that my (choose one):

Service dog Emotional support dog Psychiatric service dog

Is able to complete its intended flight/s without needing to relieve itself for the duration of the flight

or

Is able to relieve itself only on command in a manner that does not cause a health or sanitation issue during the flight

If you are travelling with an Emotional Support or Psychiatric Service Dog you must also include current documentation from a licensed mental health professional stating on their letterhead the following:

- The person travelling has a mental or emotional disability recognised in the Diagnostic and Statistical Manual of Mental Disorders – Fourth Edition (DSM IV)
- The service dog is required during and / or for activity at the passenger's destination
- The assessment is from a licensed mental health professional and the passenger is under their professional care
- The date and type of mental health professional license and State or other jurisdiction in which it was issued

I also declare that my dog will act in a manner expected of a service dog successfully trained to function and behave as a service animal in public, it will not bark or growl repeatedly, run freely and will remain at my feet.

I accept that should Air New Zealand or its representatives not be satisfied with my dog's behaviour they may decline to accept it as a service dog.

I acknowledge that these requirements are in addition to my need to comply with the Border Control requirements of the country that I intend to visit and should not be seen as a guaranteed acceptance for travel of my service dog.

Signed _____

Date _____