



EMOTIONAL SUPPORT DOG REQUEST - ACKNOWLEDGEMENT AND CONFIRMATION OF BEHAVIOUR FORM

ACCESSIBILITY SERVICES

MONDAY TO FRIDAY:

6 a.m. – 10 p.m. ET

SATURDAY TO SUNDAY:

6 a.m. – 8 p.m. ET

EMAIL:

accessible@aircanada.ca

TEL: **1-800-667-4732** (Toll-free from North America)
1-514-369-7039 (Long distance charges apply)

FAX: **1-888-334-7717** (Toll-free from North America)
1-514-828-0027 (Long distance charges apply)

To ensure an efficient process, please complete and submit the following **three (3)** forms to **accessible@aircanada.ca** at least **96 hours in advance of travel**:

- Acknowledgement and Confirmation of Behaviour Form
- Medical/Mental Health Professional Form
- Veterinary Health Form

Please ensure to keep the completed original forms with you at all times while travelling.

Please note that should the forms not be provided at least 96 hours in advance of travel, your emotional support dog may be refused travel at the airport. This completed form must be dated within 365 days of your departure date.

The personal information and/or medical details you provide will be used by Air Canada to evaluate your request for traveling with an emotional support dog and to facilitate the necessary assistance for your travel arrangements on Air Canada operated flight(s).

PASSENGER INFORMATION

SURNAME	FIRST NAME
DATE OF BIRTH	BOOKING REFERENCE
TELEPHONE	EMAIL



ACKNOWLEDGEMENT AND CONFIRMATION OF DOG BEHAVIOUR

PASSENGER SURNAME		FIRST NAME
DOG'S NAME	BREED	WEIGHT
HEIGHT	WIDTH (FROM SHOULDER TO SHOULDER)	LENGTH (NOSE TO TAIL)

Please confirm that you agree to each of the following statements:

CONFIRMATION CHECKLIST:

I confirm that my dog is harmless, inoffensive and odourless.

I understand that my dog must remain in its animal carrier at all times in the aircraft cabin during flight. Please refer to aircanada.com for dimensions.

I understand that the animal carrier containing my dog must remain under the seat in front of me during take-off, landing and any other time required for safety reasons.

I understand that Air Canada may refuse transportation to me and my emotional support dog if the dog poses a threat to the health or safety of others by exhibiting aggressive or other inappropriate behaviour, or if I remove it from its animal carrier during travel.

I understand that failure to comply with any of these requirements may result in a refusal to transport in cabin or a withdrawal of any authorization to travel with my dog. In such case, Air Canada's pet policy and fees will apply.

I assume full responsibility for the behaviour of my dog, including its interaction with crew, other passengers, other admissible animals on board or airline property while on board the aircraft.

I assume full responsibility for compliance with Air Canada policies and governmental requirements, regulations, or restrictions, including entry permits and required health certificates for the country, state or territory from and/or to which the dog is being transported.

I assume full responsibility for any loss, damage or expenses incurred by Air Canada or its personnel resulting from misbehaviour by my dog or non-compliance with any of the above.

I confirm that all the information I have provided is complete, true, and accurate to the best of my knowledge.

SIGNATURE	DATE
EMAIL	TELEPHONE

SUBMISSION OF THESE FORMS INDICATES CONSENT WITH AIR CANADA'S PRIVACY POLICY.
Other documentation may be required for travel entering or exiting an international destination.

CLEAR FORM