



ACAA Updates: Airlines' New Rules

Forms due up to 48 hours prior to flight unless otherwise noted.

For flights booked less than 48 hours ahead of time, forms must be presented at airport.

	HEALTH, TRAINING, BEHAVIOR FORM	TOILETING FORM 8 HOUR & LONGER FLIGHTS	TRAINERS WITH DOGS	ACCESSIBILITY OF FORMS	WEBSITE
ALASKA	Required starting March 1, 2021	Not addressed. Most flights less than 8 hrs	Yes No forms	Yes Available in HTML	https://www.alaskaair.com/content/travel-info/accessible-services/specialservices-support-animals#service-support-animal-behavior
ALLEGIANANT	Required via email In person for less than 48 hours in advance	No policy	Yes 72 hrs advance notice + documentation	Yes	https://www.allegiantair.com/passengers-special-needs
AMERICAN	Required once/year or until vaccine expires	Required once/year	No policy	No Requires digital signature	https://www.aa.com/i18n/travel-info/special-assistance/service-animals.jsp
DELTA	Required for each reservation	Required for each reservation	Yes Need forms	No Requires digital signature	https://www.delta.com/us/en/accessible-travel-services/service-animals
FRONTIER	Required Dogs must be 4 months or older	Required	No	No Some fields mislabeled or not fillable	https://www.flyfrontier.com/travel/travel-info/special-services/?mobile=true
HAWAIIAN	Required	Required	SDs in training treated as pets	No Requires digital signature	https://hawaiianair.custhelp.com/app/answers/detail/a_id/682/~service-animals/track/AvPHrQpHDv8S~SUVGhse~yL5b9UqXC75Mv~O~zj~PP8H



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JET BLUE	Required for each flight; Forms must be with dog	Not required	No	No, requires digital signature	https://www.jetblue.com/at-the-airport/accessibility-assistance/service-dogs-animals
SOUTHWEST	Must be presented day of travel at gate or ticket counter as of Mar. 1, 2021	Not mentioned	Not mentioned	Yes	https://www.southwest.com/html/customer-service/unique-travel-needs/customers-with-disabilities-pol.html#unique_travel_needs_allergies_disabilities_pol_tab_list_tab_10
SPIRIT	Not mentioned	Not mentioned	Classified as pets. Fee charged.	N/A	https://customersupport.spirit.com/en-US/category/article/KA-01492
UNITED	Required	Required	Only fully trained dogs. Forms required	No Some fields mislabeled or not fillable	https://www.united.com/ual/en/us/fly/travel/special-needs/disabilities/assistance-animals.html
AIR CANADA	ESAs need forms SDs allowed with verbal assurances, maybe visual indicators, e.g. harness	Only required for ESAs	Unknown	N/A	https://www.aircanada.com/ca/en/aco/home/plan/accessibility.html
WEST JET (CANADIAN)	ESAs need forms SDs allowed with verbal assurances, maybe visual indicators, e.g. harness	Not mentioned	Yes: Within Canada - if space available International: Fee for extra seat, if extra space needed	N/A	https://www.westjet.com/en-ca/travel-info/special-needs/service-animals