Jetstar Service Dog International Travel Declaration Form

Please review and complete this form every time you make an international booking to travel with a Service Dog (Guide, Hearing or Assistance Dog) and return it to Jetstar Customer Advocacy (Email: customer.advocacy@jetstar.com) at least 14 days prior to travel.

Only Service Dogs (Guide, Hearing and Assistance Dogs) that have been permitted by Jetstar can travel in the aircraft cabin on Jetstar international flights. Service Dogs Under Training are not carried on international flights by Jetstar.

You also need to complete the Application for an exemption to Service Dog Conditions of Carriage form if your dog does not meet Jetstar's Service Dog Conditions of Carriage.

Handler or Trainer to Accompany the Service Dog in the Aircraft Cabin

Full Name:

Residential Address:

Mobile Number:

Email Address:

Service Dog to Travel in the Aircraft Cabin

Name of Dog:

Breed of Dog:

Proposed Flight Details

Booking Reference Number:

Departing Flight Departure Date:

Flight Number:

Departing From:

Arriving At:

Via:

Returning Flight Departure Date:

Flight Number:

Departing From:

Arriving At:

Via:

Specific Destination Requirements

Below is a list of destinations with specific requirements. Select the destination if it applies to your booking and acknowledge the requirement. If your destination is not listed, proceed to the Acceptance – All International Destinations section.

Travel into Australia (except from New Zealand)

To ensure compliance with the requirements outlined by the Australian Department of Agriculture and Water Resources, I accept that Jetstar cannot allow a Service Dog to travel into Australia on any international flights (not applicable on flights from New Zealand to Australia) until the following documentation is received by Jetstar:

• a valid Service Dog import permit; and

• written advice from the Australian Department of Agriculture and Water Resources confirming receipt of the import permit, official health certification and any required laboratory test results (Jetstar understands that the Department's practice is to provide this written advice for flights into Australia no earlier than 5 days prior to departure).

If you make any additional bookings or alter your current booking to include international travel into Australia at a later date, you will need to provide Jetstar with the above documents.

For further information refer to the Australian Department of Agriculture and Water Resources' website.

Travel into Australia from New Zealand

If travelling from New Zealand to Australia, it is my responsibility to adhere to the requirements stipulated by the Australian Department of Agriculture and Water Resources.

I understand that I must notify the Department's regional office in the state or territory of arrival at least 72 hours prior to export from New Zealand to Australia.

Travel to New Zealand

If travelling to New Zealand, it is my responsibility to adhere to the requirements stipulated by the Ministry for Primary Industries (MPI):

I understand that I must make my booking at least 14 days prior to departure and unless otherwise agreed with MPI, must arrive in:

- Auckland on a Monday, Tuesday, Wednesday, Thursday or Friday between 7 am and 7 pm travel to New Zealand
- Christchurch on a Monday, Tuesday, Wednesday, Thursday or Friday between 8 am and 5 pm

I accept that Jetstar cannot allow a Service Dog to travel into New Zealand until written confirmation has been received by Jetstar from MPI that the Service Dog has been cleared for arrival and arrangements have been made for an inspector to be available.

Travel to Fiji

If travelling to Fiji, it is my responsibility to adhere to the requirements stipulated by the Biosecurity Authority Fiji (BAF).

I understand that BAF stipulate that emotional support or comfort dogs cannot be accepted as assistance dogs in Fiji.

I accept that I must demonstrate to Jetstar that I have a valid import permit issued by BAF and meet their requirements before Jetstar can allow a Service Dog to travel into Fiji.

Travel to Japan

If travelling to Japan, it is my responsibility to adhere to the requirements stipulated by the Animal Quarantine Service (AQS).

I understand that AQS stipulate that dogs for mental disorders, autism, emotional disorders, epileptic disorders or PTSD cannot be accepted as assistance dogs in Japan.

I understand that I must submit an import notification to the Animal Quarantine Service (AQS) in Japan at least 40 days before my arrival and that I must apply through my Service Dog's training organisation to obtain a Temporary Certificate for foreign Assistance Dog Users.

I accept that Jetstar cannot allow a Service Dog to travel into Japan until written confirmation has been received by Jetstar that the Service Dog has been issued a Temporary Certificate for foreign Assistance Dog Users.

Travel to Singapore

If travelling to Singapore, it is my responsibility to adhere to the requirements stipulated by the Animal and Veterinary Service (AVS).

I understand that AVS stipulate that emotional support/service dogs which do not have the required training by ADI or IGDF will not qualify as assistance dogs.

I accept that I must demonstrate to Jetstar that I have a valid import licence issued by AVS and meet their requirements before Jetstar can allow a Service Dog to travel into Singapore.

Travel to Sri Lanka

If travelling to Sri Lanka, it is my responsibility to adhere to the requirements stipulated by the Department of Animal Production and Health (DAPH).

I accept that I must demonstrate to Jetstar that I have a valid import permit issued by DAPH and meet their requirements before Jetstar can allow a Service Dog to travel into Sri Lanka.

Travel to the United States (including Hawaii)

Where my travel itinerary includes entry to the United States, I must complete the forms below and return the forms to customer.advocacy@jetstar.com at least 14 days prior to travel:

- Service Animal Air Transportation Form (PDF File)
- Service Animal Relief Attestation Form (PDF File)
- CDC Dog Import Form (Wordcloud Form).

Where my travel itinerary includes entry to the United States, I must comply with the requirements of the Centers for Disease Control and Prevention (CDC) including the completion of the CDC Dog Import Form (Wordcloud Form). Upon submission I will receive a receipt which I must retain and present at check-in/boarding and U.S. Customs and Border Protection on arrival into the U.S.

In addition to the submission of the CDC Dog Import Form, I understand that my Service Dog:

- Must appear healthy on departure and arrival
- Be at least 6 months of age at the time of entry or return to the U.S.
- Must have a microchip that can be detected with a universal scanner to identify them.

I understand:

I must follow CDC's dog importation requirements*, or my service dog may be denied travel and/or may not be allowed to enter the United States;

1. Unless directly caused by the fraud, negligence or wilful misconduct of Jetstar, in the event Jetstar must obtain veterinary care, accommodation, or transport of a Service Dog that is denied entry into a country, is unwell, injured, deceased or Abandoned or for any other reason, I acknowledge and agree that I will be required to reimburse Jetstar's reasonable costs associated with such veterinary care, transport or accommodation expenses incurred by Jetstar. I acknowledge, that in respect of a Service Dog that is denied entry into the USA, Jetstar has a legal obligation to return the Service Dog to the country of departure within 72 hours of denial.

'Abandoned' means

i. when explicitly stated by me or my agent verbally or in writing to Jetstar or a regulatory body; or
ii. I fail to cooperate with or respond to Jetstar's attempts to contact me within 24 hours; or
iii. I refuse payment within 24 hours for US regulatory mandated examinations, testing, holding, or treatment needed to ensure the safe importation of dogs and cats into the USA.

*In addition, I must comply with U.S. Department of Agriculture's (USDA) and U.S. destination's regulations.

Acceptance – All International Destinations

I have read, understand and accept that in travelling internationally with my Service Dog in the cabin of the aircraft:

General

It is my responsibility to complete the necessary regulatory and/or other requirements outlined by:

- the quarantine authority at my destination/s; and
- the Australian Department of Agriculture and Water Resources (for passengers entering and/or re-entering Service Dogs into Australia, except from New Zealand.)

Consent to use and disclose personal information

- By submitting my Service Dog documentation to Jetstar, I consent to Jetstar verifying my Australian Quarantine approval status with the Australian Department of Agriculture and Water Resources and the New Zealand Ministry for Primary Industries (where applicable). This verification may involve the use and disclosure of my personal information.
- I consent to Jetstar disclosing information, including my personal information, to authorities (such as quarantine authorities within and outside Australia), local airport teams and ground handling agents as required for the carriage of my Service Dog.

Personal information will be handled in accordance with the Jetstar Privacy Policy.

Liability

- Jetstar will not be liable for any failure to clear my Service Dog by any quarantine authority outside of Australia or the Australian Department of Agriculture and Water Resources due to incorrect or insufficient documentation presented by me to these authorities or under any circumstances whatsoever, unless caused by the fraud, negligence or wilful misconduct of Jetstar. Jetstar will not be liable for illness or injury to a Service Dog or death of a Service Dog unless this is caused directly by the fraud, negligence or wilful misconduct of Jetstar.
- Refer to the International Flights section of the Service Dogs Conditions of Carriage.

General Conditions of Carriage

- I understand and agree to the Service Dogs Conditions of Carriage as listed on jetstar.com
- I understand that in accordance with the Service Dogs Conditions of Carriage, my Service Dog must be placed on an moisture absorbent mat and be secured/restrained in a way to prevent the Service Dog from moving from the mat at all times during the flight.
- For flights in excess of eight hours, I have taken appropriate steps to prevent my Service Dog or Service Dog Under Training from relieving itself during the flight.

Carrying documentation in carry-on luggage

I understand and agree that I must carry all documentation in relation to my own and my Service Dog entry to my destinations with me at all times in my carry-on luggage to present upon request.

Declaration

I confirm that the information provided in this form is true, correct and complete, and I understand that Jetstar reserves the right to refuse carriage of a dog if any of the information provided is fraudulent, misleading or false.

Passenger Name:

Signature:

Date: