

# Jetstar Application for an exemption to Service Dogs

## Conditions of Carriage

Jetstar must give permission for a Service Dog to be carried in the aircraft cabin. Jetstar welcomes Service Dogs to travel in the aircraft cabin that meet our Service Dog Conditions of Carriage. These conditions reflect our safety obligations and requirements under civil aviation laws.

### If your dog does not meet all of the Conditions of Carriage

If your Service Dog has not been trained and certified or accredited by an organisation or trainer that is a full member of [Assistance Dogs International](#) (ADI), or is a full member of [International Guide Dog Federation](#) (IGDF), or is approved under the [Queensland Guide, Hearing and Assistance Dog Act](#) (Queensland Act) or approved under the [South Australian Dog and Cat Management Board](#) (SA Management Board), or is approved by the [Assistance Dog Assessment Association](#) (ADAA), complete this form and return it and any supporting information and documentation to Jetstar via email at [customer.advocacy@jetstar.com](mailto:customer.advocacy@jetstar.com) or via [Live chat](#) at least 14 days prior to travel (or 7 days in the case of travel to the United States).

Jetstar cannot permit a dog to be carried in the aircraft cabin without information and documentation from the handler (or others on their behalf) that demonstrates that the dog is a Service Dog and is safe to be carried in the aircraft cabin.

Jetstar will consider the information and documentation provided and advise the Handler of next steps. This may involve giving the Service Dog permission to travel in the aircraft cabin or requesting further information and documentation.

If the dog is not permitted to travel in the aircraft cabin, we will need to discuss alternative arrangements. Please note that Jetstar cannot carry dogs in the baggage hold on any of its aircraft.

Service Dogs Under Training that are not being trained by an organisation or trainer that is a full member of ADI or IGDF, or approved under the Queensland Act, SA Management Board or ADAA are not permitted to fly in the aircraft cabin on Jetstar flights.

## 1.0 - Reason for seeking exemption

Tick the statement/s that best describe/s the Service Dog in question:

The Service Dog has been trained and certified or accredited to alleviate the effects of a vision impairment by an organisation or trainer that is not currently a full member of ADI or IGDF, or approved under the Queensland Act, SA Management Board or ADAA.

The Service Dog has been trained and certified or accredited to alleviate the effects of a hearing impairment by an organisation or trainer that is not currently a full member of ADI or IGDF, or approved under the Queensland Act, SA Management Board or ADAA.

The Service Dog has been trained and certified or accredited to alleviate the effects of a disability other than a vision or hearing impairment by an organisation or trainer that is not currently a full member of ADI or IGDF, or approved under the Queensland Act, SA Management Board or ADAA.

Other reason for seeking exemption, please specify:

## 2.0 - Handler or trainer to accompany the Service Dog in the aircraft cabin

2.1 Name:

2.2 Residential address:

2.3 Mobile number:

2.4 Email address:

2.5 Alternative Handler (if any):

### 3.0 - Service Dog proposed to travel in the aircraft cabin

3.1 Name of dog:

3.2 Breed of dog:

3.3 Has the dog been declared a dangerous dog or restricted breed?

Yes No

3.4 Is the dog of good health, fully vaccinated and has no infectious diseases?

Yes No

3.5 Has the dog been neutered?

Yes No

3.6 Sex of dog:

3.7 Age of dog:

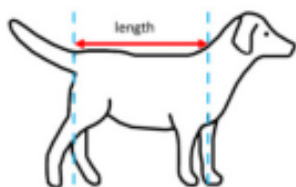
3.8 Age of dog when training commenced:

3.9 Age of dog when certified or accredited:

3.10 Weight of dog (kg):

3.11 Length of dog (cm):

Measure dog from neck to tailbone.



*Note: the picture to the left is a picture of a dog with a caption 'measure dog from neck to tailbone'. The dog must not exceed the applicable length limit for the operating aircraft, as determined by Jetstar during the application and booking process. This is approximately 129cm between neck and tailbone. Extra charges may also apply if the dog exceeds that length limit.*

### 4.0 - Training Organisation or Trainer

*Note: you can provide information about multiple trainers, including information where the owner/handler is a trainer.*

4.1 Name of organisation or trainer:

4.2 Dog trainer's name:

4.3 Contact number:

4.4 Contact email:

4.5 Website of training organisation or trainer (if any):

## 5.0 - Training of Service Dog

5.1 Date when training commenced:

5.2 Date when training was completed prior to certification/accreditation:

5.3 How training was delivered (select one):

In person / face-to-face; or

Via video; or

Both in person / face-to-face and via video; or

Other, please specify:

5.4 Number of logged training hours to date (total):

5.5 Breakdown of training hours completed (if zero, please indicate):

Logged hours completed with trainer present in person/ face-to-face.

Logged hours completed by the owner/handler only.

Logged hours completed by owner/ handler with trainer providing guidance/supervision remotely (eg, via video link).

5.6 Tasks that the dog has been trained in to alleviate the effects of a disability

Specify the tasks that the dog has been trained to perform to assist its handler in alleviating the effects of their disability. Examples of tasks are:

- Assists me to get in and out of my wheelchair by manipulating the foot plates and acting as a brace
- Smells the chemical body changes that occur when my insulin levels increase or drop, alerting me to take action
- Alerts me several minutes before an epileptic seizure, enabling me to find a safe place.

Three tasks that the dog has been trained to perform:

5.7 Supporting Documentation and Information

Provide supporting documentation and information that demonstrates that the dog is a Service Dog (ie, guide, hearing or assistance dog that has been trained to alleviate the effects of a disability) and that the dog will be safe to be carried in the aircraft cabin. This may include documentation and/or information:

- (a) **The Handler** – that the handler has a disability and that the dog alleviates the effects of the handler's disability. For example, a letter from a registered medical practitioner confirming this.
- (b) **The Dog** – from the dog's veterinarian that the dog is of suitable temperament, meets health/hygiene/behavioural/safety standards for:
  - (i) public transport;
  - (ii) an aircraft cabin; or
  - (iii) both,is fully vaccinated, is free of infectious diseases and if the dog is desexed. For example, a veterinarian letter or certificate.
- (c) **The Selection of the dog** – about the dog's selection and initial assessment to be an assistance dog and for the handler. For example, a suitability and temperament assessment/testing from the dog's trainer.
- (d) **The Training of the dog and handler team** – about the dog/handler team's training such as:
  - (i) a statement and/or letter of support or other records from the dog's trainer/training organisation (which can include the handler-trainer) including about the dog/handler team's training to perform physical tasks to alleviate the effects of a disability (ideally at least 3 tasks), and general behaviour and safety for public places, public transport and the aircraft cabin; and what the training involved (ie, who conducted the training and their qualifications/skills and experience, the type of training, the dates the training commenced and concluded, the regularity of the training and details of the dog/handler team's performance in training and the outcomes and/or results of that training); A letter confirming that the dog/handler team have been trained is not sufficient without further information and/or documentation;
  - (ii) the training standards, methods, syllabus, assessments and/or relevant training manual extracts provided by the training organisation or trainer used to train the dog;
  - (iii) the dog/handler's training records, progress reports, assessments, performance training and accomplishments, certificates, accreditations and any syllabus for completed training courses demonstrating that the dog has achieved a standard safe and suitable for travel in an aircraft cabin (including ongoing training and testing) and has been trained to alleviate the effects of the handler's disability;
  - (iv) evidence that the trainer(s) are experienced and/or qualified to train and assess reliable Service Dogs to assist a person with a disability and have conducted the dog's training and/or assessment. This may include evidence of appropriate Service Dog training qualifications, certifications and experience; and/or
  - (v) a written explanation from the training organisation or trainer for why they have not become a full member of ADI or IGDF, approved under the Queensland Act, the SA Management Board or ADAA, if that is known to them (eg, they did not meet a particular requirement of ADI or IGDF, the Queensland Act, SA Management Board or ADAA, specifying which requirement).

- (e) **Information about the assessor –**
- (i) the training standards, methods, syllabus, assessments and/or relevant training manual extracts provided by the training organisation or trainer used to assess the dog;
  - (ii) evidence that the assessor(s) are experienced and qualified to assess reliable Service Dogs to assist a person with a disability and have conducted the dog's assessment. This may include evidence of appropriate Service Dog training qualifications, certifications and experience.
- (f) **The Testing/Assessment of the dog and handler team –** about the testing undertaken – eg, the Public Access Test (PAT) (or similar testing). The PAT (or other testing) provided should be current (ideally conducted within the last 12 months); be conducted in person/face-to-face (not via video or online unless there are exceptional circumstances); show each element that was tested and the score/result for each element; and show that the dog was tested and is safe and effective on public transport (preferably bus, tram, train - not just a taxi, unless there are exceptional circumstances) and in public transport environments (eg, bus station, tram station, train station) or other similar public places. The PAT assessor/tester should not be the handler of the dog and should have satisfactory skills, qualifications and independence. A letter confirming that the dog/handler team have passed a PAT is not sufficient.
- (g) The Ongoing training and testing/assessment of the dog and handler team – about any ongoing training and testing and if so, what is involved.
- (h) Other evidence – about any relevant travel experiences or travel documents. For example, photo and/or video evidence of the dog travelling in an aircraft cabin and/or travelling on public transport.

Jetstar will consider the information and documentation provided and advise the Handler of next steps. This may involve giving the Service Dog permission to travel in the aircraft cabin or requesting specific further information and documentation.

## 5.8 Training identification

Attach the following forms of current identification for you/the dog:

- Public Access Test (PAT);
- Identity card for the assistance animal and/or handler issued by training organisation or trainer or other relevant organisation; and/or
- An assistance animal or handler permit or identification card or similar documentation, issued by any State or Territory authority with the power to issue such documentation.

## 6.0 - Declaration

6.1 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. I understand that the carriage of all Service Dogs in the aircraft cabin is also subject to the [Service Dog Conditions of Carriage](#).

6.2 I consent to:

- Jetstar using and disclosing the information in this form and in relation to this application to other entities within the Qantas Group, such as Qantas Airways Ltd and QantasLink, including my personal information, for the purposes of assessing, facilitating and recording the carriage of my Service Dog across the Qantas Group;
- Jetstar disclosing the information in this form, including my personal information, to the dog's training organisation, trainer or certifying authority in order to verify the documentation; and
- Jetstar disclosing information, including my personal information, to authorities where relevant to the carriage of my Service Dog.

Personal information will be handled in accordance with the Jetstar [Privacy Policy](#).

6.3 I understand that Jetstar reserves the right to refuse carriage of a dog in the aircraft cabin that does not satisfy Jetstar that it has been trained to the appropriate standard necessary to meet its safety obligations, including its civil aviation safety obligations.

Signature:

Name:

Date:

Planned date(s) of travel (optional):

Booking reference (optional):

You also need to review and complete the International Declaration Form every time you make an international booking at least 14 days prior to travel, as there may be further requirements and limitations depending on your travel destination.