

This form should be completed and returned to Qantas Special Handling (specialhandling@qantas.com.au).

Application Form - Carriage of a Service Dog or Service Dog Under Training in the Aircraft Cabin.

Qantas and QantasLink (referred to as '**Qantas**' in this document) refers to Assistance Dogs as '*Service Dogs*'. There are three types of Service Dogs – Guide Dogs, Hearing Dogs and Assistance Dogs.

Handlers or Accompanying Trainers wishing to travel with a Service Dog are required to *complete* the relevant section of the Form below and provide all necessary documentation to support their application. The application is submitted on the basis that the Service Dog is trained to assist a person with a disability to alleviate the effects of the disability (or is being trained to do so).

An application form is not required to be completed for Guide Dogs and Hearing Dogs trained by an Approved Training Organisation or a Foreign Approved Training Organisation, unless you are travelling Internationally into Australia (other than one-way travel commencing in New Zealand). However, the Handler may prefer to complete an application form on a voluntary basis so that the dog is approved and this is recorded in our records. Information regarding approved training organisations is available on [qantas.com](http://www.qantas.com) (<http://www.qantas.com/travel/airlines/service-dogs/global/en>).

Qantas appreciates that we are requesting a lot of information from you. Qantas requests this information so it can be satisfied that:

1. the dog is a Service Dog - that is, that the passenger has a relevant disability and the dog is trained to assist to alleviate the effects of that disability (or is being trained to do so);
2. the Service Dog is trained to meet standards of hygiene and behaviour that is appropriate for a Service Dog in a public place and in an aircraft cabin; and;
3. it is safe for the Service Dog to travel in the aircraft cabin.

If you are not able to satisfy Qantas that your dog should be carried in the aircraft cabin, your dog may be able to be carried as a pet on some Qantas flights. For further information, refer to the 'Travelling with Pets' page on the [qantas.com](http://www.qantas.com) website: (<http://www.qantas.com/travel/airlines/travelling-with-pets/global/en>).

How to complete this form.

1. Read the important information on the next 2 pages;
2. Complete one section in Part A, depending on whether:
 - Dog or Handler has not previously been approved by Qantas to travel in the cabin (complete Section 1).
 - Dog and Handler has been previously approved by Qantas, but more than 12 months ago (complete Section 2).
 - Dog or Handler details have changed (complete Section 2).
 - The booking includes international travel into Australia (except from New Zealand) (complete Section 2).
 - Dog is under training (complete Section 3).
3. Read the General Conditions of Carriage for Service Dogs and Service Dogs Under Training in **Part B**.
4. Submit the application with all required documentation by email to Qantas Special Handling (specialhandling@qantas.com.au).

We encourage you to make an application as soon as possible as it does take Qantas some time to review all the necessary materials, particularly if the training organisation or trainer is not a Qantas Approved Training Organisation or Foreign Approved Training Organisation. Information regarding approved training organisations is available on [qantas.com](http://www.qantas.com) (<http://www.qantas.com/travel/airlines/service-dogs/global/en>).

The application and supporting documentation should be provided to Qantas Special Handling at least 14 days prior to the planned departure (or 7 days prior for US flights). If you need to travel before that 14 day/7 day period, we will of course do our best to assess the application as soon as possible prior to the intended travel date (provided all of the necessary documentation is provided).

IMPORTANT INFORMATION – PLEASE READ

CARRIAGE OF SERVICE DOGS

Qantas will carry a Service Dog (Guide, Hearing or Assistance Dog) (that is, a dog that is trained to assist a person with a disability to alleviate the effects of that disability) in the aircraft cabin if Qantas is satisfied that **all** of the below criteria are met:

- 1) the Service Dog is trained by an organisation or trainer that is:
 - a) a full member of Assistance Dogs International (**ADI**) or approved under the Queensland *Guide, Hearing and Assistance Dogs Act 2009* (Qld) (**Queensland Act**); or
 - b) accepted by Qantas as meeting or exceeding the minimum standards set by:
 - i) ADI in respect of organisations which are eligible to be full members of ADI; or
 - ii) the Queensland Act; and
- 2) the Service Dog has passed a Public Access Test (**PAT**) or has otherwise demonstrated that the dog has passed training acceptable to Qantas showing that the Service Dog:
 - a) is suitable for travel on public transport (including an aircraft cabin); and
 - b) is trained to meet the standards of hygiene and behaviour that are appropriate for an animal in a public place (including an aircraft cabin); and
 - c) the PAT or other testing of training was within the last 12 months; and
- 3) the Service Dog is not a dangerous dog or restricted breed;
- 4) the Service Dog does not exceed 45kgs;
- 5) the Service Dog does not exceed 129cm in length and also does not exceed the applicable length limit for the particular aircraft cabin; and
- 6) the Service Dog will not be likely to affect a person on the aircraft in a way that may adversely affect the safety of the aircraft.

These are the minimum standards that Qantas considers are required in order to allow Qantas to satisfy its civil aviation safety obligations.

The Approved Training Organisation or Foreign Approved Training Organisation List is published on [qantas.com](http://www.qantas.com/travel/airlines/service-dogs/global/en) (<http://www.qantas.com/travel/airlines/service-dogs/global/en>).

All Service Dogs are carried subject to the General Conditions of Carriage set out in **Part B** at the end of this form.

CARRIAGE OF SERVICE DOGS UNDER TRAINING.

Qantas will carry Service Dogs Under Training (ie, Guide, Hearing or Assistance Dogs under training) in the aircraft cabin if Qantas is satisfied that **all** of the below criteria are met:

1. the Service Dog Under Training has been trained or is being trained by an Approved Training Organisation (**not** a Foreign Approved Training Organisation or any other organisation or trainer) to perform the role of a Service Dog; and
2. the Service Dog Under Training is travelling to experience the aircraft cabin environment prior to certification or for the purpose of delivery to their Handler; and
3. the Approved Training Organisation has provided satisfactory evidence to Qantas that the Service Dog Under Training has passed a PAT or has otherwise demonstrated that the dog has passed training acceptable to Qantas showing that the Service Dog :
 - a) is suitable for travel on public transport (including an aircraft cabin); and
 - b) is trained to meet the standards of hygiene and behaviour that are appropriate for an animal in a public place (including an aircraft cabin); and
 - c) the PAT or other testing of training was within the last 12 months; and
 - d) is able to be controlled by the Accompanying Trainer; and
4. the Service Dog Under Training is not a dangerous dog or restricted breed; and
5. the Service Dog Under Training and Accompanying Trainer must travel in Economy Class only;
6. the Service Dog Under Training does not exceed 45kgs;
7. the Service Dog Under Training does not exceed 129cm in length and also does not exceed the applicable length limit for the particular aircraft cabin; and
8. the Service Dog Under Training will not be likely to affect a person on the aircraft in a way that may adversely affect the safety of the aircraft.

These are the minimum standards that Qantas considers are required in order to allow Qantas to satisfy its civil aviation safety obligations.

Qantas will only carry a Service Dog Under Training on domestic flights (not international flights). Qantas will not carry a Service Dog Under Training in Premium Cabins (ie, First Class, Business Class or Premium Economy Class).

Qantas limits the number, length and type of sectors that can be flown by Service Dogs Under Training.

The Approved Training Organisation List is published on [qantas.com](http://www.qantas.com)
(<http://www.qantas.com/travel/airlines/service-dogs/global/en>).

All Service Dogs Under Training are carried subject to the General Conditions of Carriage set out in **Part B** at the end of this form.

PART A

Complete only one of Section 1, Section 2 OR Section 3.

Section 1 – Service Dog Initial Travel Application.

A. The Handler

Name of Applicant: _____

(In this section the **applicant** is the handler who will accompany the Service Dog in the aircraft cabin).

Address: _____

Telephone number: _____

Email: _____

B. The Dog.

Name of Dog: _____

Breed(s) of Dog: _____

Dog has not been declared a dangerous dog or is not a restricted breed: Yes No

(Note: Dangerous Dogs and Restricted Breeds include American/Pit Bull Terrier Fila Brasileiro, Japanese Tosa, Dogo Argentino, Perro de Presa Canario (or Presa Canario) or American Staffordshire Terriers and any other breed or dog declared to be dangerous or restricted by a Government authority (e.g. local council)).

Dog is of good health and has no infectious diseases: Yes No

Sex of Dog: Male Female

Neutered: Yes No

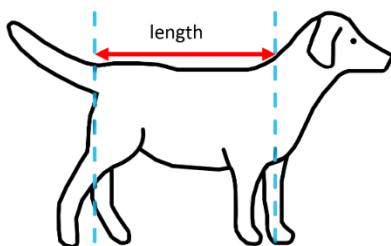
Age of Dog: _____ years

Age of Dog when trained: _____ years

Weight: _____ kgs

Length: _____ cms

Note: there are weight and length requirements (as the carriage of Service Dogs in the aircraft cabin may pose additional safety risks for the dog, the passengers and crew).



Measure dog from neck to tailbone.

C. Service Dog Role.

Service Dog Role (select **one**):

- Guide Dog (assists to alleviate the effects of a vision impairment);
- Hearing Dog (assists to alleviate the effects of a hearing impairment);
- Assistance Dog (assists to alleviate the effects of a diagnosed disability (including physical, sensory or psychological disabilities), other than a vision or hearing impairment).

Please identify the tasks that the Service Dog has been trained to perform to assist you to alleviate the effects of your disability;

1.

2.

3.

D. Training Information.

Please complete below either:

- Option 1: Service Dog Trained by an Approved Training Organisation or Foreign Approved Training Organisation; or
- Option 2: Dogs not trained by an Approved Training Organisation or Foreign Approved Training Organisation).

Option 1: Service Dog Trained by an Approved Training Organisation or Foreign Approved Training Organisation.

Note: The Approved Training Organisation or Foreign Approved Training Organisation List is published on [qantas.com](http://www.qantas.com/travel/airlines/service-dogs/global/en) (<http://www.qantas.com/travel/airlines/service-dogs/global/en>).

Has your Service Dog been trained by an Approved Training Organisation or Foreign Approved Training Organisation?

- Yes – if yes, please provide further information set out below;
- No – if no, please go to Option 2 on page 6.

Documentation required to support application for carriage in the aircraft cabin for dogs trained by Approved Training Organisations or Foreign Approved Training Organisations.



Name of Training Organisation or Individual Trainer:

Attach all of the following current Service Dog identity and training documents:

Please tick to ensure you have all of the necessary information.

- a) Handler ID card issued by an Approved Training Organisation or Foreign Approved Training Organisation, or State Authority or Statutory Body as acceptable to Qantas (e.g. the Queensland Department of Communities, Child Safety and Disability Services (**Queensland Department of Communities**)).
- (b) An identifying document issued by a Qantas Approved Training Organisation or Foreign Approved Training Organisation, that identifies the dog as a Service Dog and demonstrates that the Service Dog has attained the appropriate level of training and if applicable, has passed the PAT (e.g. the Queensland Department of Communities).
- (c) Certificate/written statement from the Approved Training Organisation or Foreign Approved Training Organisation showing that the Service Dog has passed a Public Access Test (**PAT**) or has otherwise demonstrated that the dog has passed training showing that the Service Dog is:
- i. suitable for travel on public transport (including an aircraft cabin);
 - ii. is trained to meet the standards of hygiene and behaviour that are appropriate for an animal in a public place (including an aircraft cabin); and
 - iii. the PAT or other testing of training was within the last 12 months.

Note: A PAT is not required if the Handler/Dog has a current Assistance Dogs Australia (ADA) ID card or Queensland Government Guide, Hearing and Assistance Dogs Act (GHADA) ID card.

Please go to **sections E, F and G**.

Option 2: Dogs not trained by an Approved Training Organisation or Foreign Approved Training Organisation).

If your dog has **not** been trained by a trainer or training organisation that is an Approved Training Organisation or Foreign Approved Training Organisation, you or the training organisation/trainer must provide the following information about the training organisation/trainer:

Training Organisation or
Individual Trainer's name:

Contact name:

Position in organisation:

Contact email:

Contact phone number:

Website address (if any):

Has the training organisation or trainer been **refused** accreditation by Assistance Dogs International (**ADI**) or approval under the *Guide, Hearing and Assistance Dogs Act 2009* (Qld) (**Queensland Act**) (if known):

- Yes;
 No;
 I don't know.

Does the training organisation/trainer consider that they meet or exceed the minimum standards set by ADI?

- Yes – if yes, provide details (see list of information below);
 No.

Does the training organisation/trainer consider that the training organisation or trainer meets or exceeds the minimum standards under the Queensland Act (e.g. training standards and methods)?

- Yes – provide details (see list of information below);
 No.

If yes, please provide supporting documentation, including:

Documents about the training organisation/trainer.

- Information about how the training organisation or trainer meets or exceeds the minimum standards set by ADI or under the Queensland Act, including providing a copy of the training standards and methods used by the trainer or training organisation. A summary document can be provided to you on request which sets out each of the requirements referable to the ADI and Queensland Act minimum training standards to assist you with this.

Documents about the individual Service Dog.

- Documentation about the Handler and the Service Dog (attach all of the following identity and training documents):

Please tick to ensure you have all of the necessary information.

- (a) Handler ID card issued by a Training Organisation or Foreign Training Organisation, or State Authority or Statutory Body as acceptable to Qantas (e.g. the Queensland Department of Communities).
- (b) An identifying document issued by the training organisation that identifies the dog as a Service Dog and demonstrates that the Service Dog has attained the appropriate level of training and if applicable, has passed the PAT (e.g. the Queensland Department of Communities).
- (c) Certificate/written statement from the training organisation or trainer showing that the Service Dog has passed a Public Access Test (PAT) or has otherwise demonstrated that the dog has passed training showing that the Service Dog is:
- i) suitable for travel on public transport (including an aircraft cabin);
 - ii) is trained to meet the standards of hygiene and behaviour that are appropriate for an animal in a public place (including an aircraft cabin);
 - iii) the PAT or other testing of training was within the last 12 months.

Note: Qantas must receive a signed and dated copy of the PAT or other testing for the dog and handler pair. The document must list the items/tasks assessed during the test that the dog has been trained to perform to assist the handler to alleviate the effects of their disability, and the results achieved by the dog/handler. The document must be completed and signed by an independent person (not the owner/handler) who is suitably qualified to assess the dog as being trained and competent to act in the role as a Service Dog.

E. Australian Quarantine Documents for International Travel to Australia.

If your travel involves international travel **into** Australia (except for one-way international travel into Australia commencing in New Zealand), you must provide the following documents before Qantas can approve a Service Dog for travel:

- 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. (Qantas understands that the Department's practice is to provide this written advice for flights into Australia no earlier than 5 days prior to departure).

This is to ensure Qantas complies with the requirements outlined by the Australian Department of Agriculture and Water Resources in *Advice 77-2016* (<http://www.agriculture.gov.au/import/industry-advice/2016/77-2016>).

Note: In submitting this application form and quarantine documentation for travel into Australia, you agree to Qantas disclosing your personal information, this form, and any attachments to the Australian Department of Agriculture and Water Resources to verify the documentation and to ensure that the required approvals have been obtained.

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 Qantas with the above documents.

There are additional airport and quarantine requirements for international travel. For further information refer to the Australian Department of Agriculture and Water Resources' website (<http://www.agriculture.gov.au/cats-dogs/assistance-dogs>).

F. General Conditions of Carriage.

Carriage of all Service Dogs in the aircraft cabin are subject to the general Conditions of Carriage for all Service Dogs and Service Dogs Under Training – see **Part B** at the end of this form.

G. Declaration.

I confirm that the information set out in Section 1 (ie, A to E) is true, correct and complete, and I understand that the carriage of all Service Dogs in the aircraft cabin is subject to the General Conditions of Carriage for all Service Dogs and Service Dogs Under Training – see **Part B** at the end of this form.

Signature:

Name:

Date:

Note: We encourage you to make an application as soon as possible as it does take Qantas some time to review all the necessary materials, particularly if the training organisation or trainer is not a Qantas Approved Training Organisation or Foreign Approved Training Organisation. The application and supporting documentation should be provided to Qantas Special Handling at least 14 days prior to the planned departure (or 7 days prior for US flights). However, if you need to travel before that 14 day/7 day period, we will of course do our best to assess the application as soon as possible prior to the intended travel date (provided all of the necessary documentation is provided).

Section 2 – Updating Service Dog and/or Handler information.

A. The Handler and Service Dog.

This part of the Form is only required to be completed if you are:

- updating your contact details; or
- providing Qantas with updated information – e.g. a current Public Access Test (PAT)/other training accreditation or Handler ID.
- providing Qantas with quarantine documentation for travel into Australia from international ports (except New Zealand).

Note: If the Handler is the same but is requesting travel with a different Service Dog, then Section 1 of the Form must be completed instead of this section.

Name of Applicant:

Name of Service Dog:

Address of Applicant (if changed):

Telephone number (if changed):

Email (if changed):

Service Dog Role (select **one**):

- Guide Dog (assists to alleviate the effects of a vision impairment);
- Hearing Dog (assists to alleviate the effects of a hearing impairment);
- Assistance Dog (assists to alleviate the effects of a diagnosed disability (including physical, sensory or psychological disabilities), other than a vision or hearing impairment).

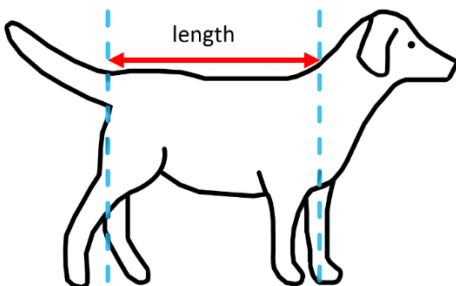
Name of Training
Organisation or Trainer:

Weight: _____ kgs

Length: _____ cms

Note: there are weight and length requirements (as the carriage of Service Dogs in the aircraft cabin may pose additional safety risks for the dog, the passengers and crew).

Dog is of good health and has no infectious diseases: Yes No



Measure dog from neck to tailbone.

B. Previous Travel Approval.


Date(s) of previous travel: _____

Have there been any incidents involving the Service Dog (inflight or in the airport)?: Yes No

If Yes, provide details: _____

C. Updated Information.

Attach updated information or documentation – e.g.:

-  1. Current ID documentation about the Handler and/or trainer/training organisation or Statutory Body/Authority;
2. Current Public Access Test (PAT) or evidence of other training/testing (completed within the last 12 months);

D. Australian Quarantine Documents for International Travel to Australia.

If you make any bookings or alter your current booking to include international travel **into** Australia (except for one-way international travel into Australia commencing in New Zealand), you must provide the following documents before Qantas can approve a Service Dog for travel:

- 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. (Qantas understands that the Department's practice is to provide this written advice for flights into Australia no earlier than 5 days prior to departure).

This is to ensure Qantas complies with the requirements outlined by the Australian Department of Agriculture and Water Resources in *Advice 77-2016* (<http://www.agriculture.gov.au/import/industry-advice/2016/77-2016>).

Note: In submitting this application form and quarantine documentation for travel into Australia, you agree to Qantas disclosing your personal information, this form, and any attachments to the Australian Department of Agriculture and Water Resources to verify the documentation and to ensure that the required approvals have been obtained.

There are additional airport and quarantine requirements for international travel. For further information refer to the Australian Department of Agriculture and Water Resources' website (<http://www.agriculture.gov.au/cats-dogs/assistance-dogs>).

E. General Conditions of Carriage.

Carriage of all Service Dogs in the aircraft cabin are subject to the General Conditions of Carriage for all Service Dogs and Service Dogs Under Training – see **Part B** at the end of this form.

F. Declaration.

I confirm that the information set out in Section 2 (i.e. A to D) provided is true, correct and complete, and I understand that the carriage of all Service Dogs in the aircraft cabin is subject to the General Conditions of Carriage for all Service Dogs and Service Dogs Under Training – see **Part B** at the end of this form.

Signature: _____

Name: _____

Date: _____

Note: We encourage you to make an application as soon as possible as it does take Qantas some time to review all the necessary materials, particularly if the training organisation or trainer is not a Qantas Approved Training Organisation or Foreign Approved Training Organisation. The application and supporting documentation should be provided to Qantas Special Handling at least 14 days prior to the planned departure (or 7 days prior for US flights). However, if you need to travel before that 14 day/7 day period, we will of course do our best to assess the application as soon as possible prior to the intended travel date (provided all of the necessary documentation is provided).

Section 3 – Service Dog Under Training Application (Guide/Hearing or Assistance).

This part of the Form must be completed for all Service Dogs Under Training before they can be carried in the aircraft cabin by Qantas.

If a Service Dog Under Training is approved for carriage in the aircraft cabin, that approval is only approval for carriage as a Service Dog Under Training. Once the dog's training and certification has been completed, the dog will require a new approval as a Service Dog.

A. The Dog.

Name of Service Dog
Under Training: _____

The Service Dog Under Training is being trained to alleviate the effects of a disability of a handler: Yes No

Service Dog Role that the dog is being trained to perform (select one):

- Guide Dog (assists to alleviate the effects of a vision impairment);
- Hearing Dog (assists to alleviate the effects of a hearing impairment);
- Assistance Dog (assists to alleviate the effects of a diagnosed disability (including physical, sensory or psychological disabilities), other than a vision or hearing impairment).

Breed(s) of Dog: _____

Dog has not been declared a dangerous dog or is not a restricted breed: Yes No

(Note: Dangerous Dogs and Restricted Breeds include American/Pit Bull Terrier Fila Brasileiro, Japanese Tosa, Dogo Argentino, Perro de Presa Canario (or Presa Canario) or American Staffordshire Terriers and any other breed or dog declared to be dangerous or restricted by a Government authority (e.g. local council)).

Dog is of good health and has no infectious diseases: Yes No

Sex of Dog: Male Female

Neutered: Yes No

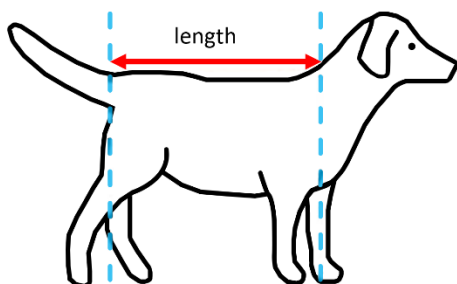
Age of Dog: _____ years

Age of Dog when
training commenced: _____ years

Weight: _____ kgs

Length: _____ cms

Note: there are weight and length requirements (as the carriage of Service Dogs in the aircraft cabin may pose additional safety risks for the dog, the passengers and crew).



Measure dog from neck to tailbone.

B. Training.

Name of training organisation/trainer that has trained (if the dog has been trained and is being placed) or is training the Service Dog Under Training;

Contact person: _____
Contact email: _____
Contact phone number: _____
Website address (if any): _____

Is the Service Dog Under Training being trained by an Approved Training Organisation? See List which is published on qantas.com.

- Yes – if yes, please provide the supporting documentation set out in section D below;
- No – if no, the dog will not be carried in the aircraft cabin.

*Note: Qantas only carries Service Dogs Under Training that are being trained by Approved Training Organisations, Qantas does **not** carry Service Dogs Under Training that are being trained by Foreign Approved Training Organisations or other training organisations or trainers.*

C. Travel.

Purpose of travel:

- to experience the aircraft cabin environment prior to certification (note: this is limited to an Economy class return domestic city pair (e.g. Sydney-Melbourne-Sydney) and each sector should not exceed three (3) hours);
- a single Economy class domestic sector for the purpose of delivery/placement once the Service Dog Under Training has completed its training program.

Will the Service Dog Under Training be accompanied and supervised by a qualified trainer of the Approved Training Organisation at all times during the flight? Yes No

Provide details if the Service Dog Under Training has travelled with Qantas in the aircraft cabin in the past:

Confirm the Service Dog Under Training has not exceeded the maximum flights of two individual sectors (e.g. a return city pair) and a single sector for the purposes of delivery: Yes No

Note: Qantas does not generally permit additional training flights for Service Dogs Under Training. However, if additional flights are requested and approved by Qantas, the Approved Training Organisation must pay for the second seat (that is the seat in front of which the dog is seated).

Intended flight(s) for the Service Dog Under Training:

Are the intended flights under three hours in duration?

Yes

No

D. Supporting Documents.

Attach a copy of the following current Service Dog Under Training identity and training documents:

Please tick to ensure you have all of the necessary information.

- a) Trainer/Training Organisation ID card/certificate issued by the Approved Training Organisation;
- b) An identifying document for the Service Dog under Training from the Approved Training Organisation;
- c) Certificate/written statement from the Approved Training Organisation showing that the Service Dog Under Training has passed a PAT or has otherwise demonstrated that the dog has passed training acceptable to Qantas showing that the Service Dog:
 - i. is suitable for travel on public transport (including an aircraft cabin); and
 - ii. is trained to meet the standards of hygiene and behaviour that are appropriate for an animal in a public place (including an aircraft cabin);
 - iii. has completed the PAT or other testing of training within the last 12 months; and
 - iv. is able to be controlled by the Accompanying Trainer.

E. General Conditions of Carriage.

Carriage of all Service Dogs in the aircraft cabin are subject to the general Conditions of Carriage for all Service Dogs and Service Dogs Under Training – see **Part B** at the end of this form.

F. Declaration.

I confirm that the information set out in Section 3 (ie, A to E) provided is true, correct and complete, and I understand that the carriage of all Service Dogs Under Training in the aircraft cabin is subject to the general Conditions of Carriage for all Service Dogs and Service Dogs Under Training – see **Part B** at the end of this form.

Signature:

Name:

Date:

Note: We encourage you to make an application as soon as possible as it does take Qantas some time to review all the necessary documentation. The application and supporting documentation should be provided to Qantas Special Handling at least 14 days prior to the planned departure.

PART B

General Conditions of Carriage for Service Dogs and Service Dogs Under Training.

Only **approved** Service Dogs (that is Guide, Hearing and Assistance Dogs) and Service Dogs Under Training are permitted to be carried in the aircraft cabin on Qantas flights.

In addition to Qantas' general Conditions of Carriage, located on [qantas.com](http://www.qantas.com), (<http://www.qantas.com/travel/airlines/conditions-carriage/global/en>) that apply to all passengers, this document sets out the specific conditions of carriage that apply to the carriage of Service Dogs and Service Dogs Under Training.

A. All Flights – Domestic and International.

The conditions of carriage that apply to the carriage of all approved Service Dogs and Service Dogs Under Training are:

1. The Service Dog or Service Dog Under Training must be accompanied by its Handler or Accompanying Trainer at all times during the flight.
2. The Service Dog or Service Under Training must not be a dangerous dog or a restricted breed.
3. The Service Dog or Service Dog Under Training must not have an infectious disease or pose a threat to public health or the health of other animals.
4. The Service Dog or Service Dog Under Training must not exceed 45kgs.
5. The Service Dog or Service Dog Under Training must not exceed 129cm in length and also must not exceed the applicable length limit for the particular aircraft cabin. In the Economy Class cabin, if the Service Dog exceeds 86cm in length, additional travel conditions may apply. In addition, some restrictions may apply in Premium Cabins (i.e. First Class, Business Class and Premium Economy Class), subject to aircraft type and configuration. Please contact Qantas Special Handling for further information.
6. The Handler or Accompanying Trainer must ensure that the following current Identity Documents are available in their carry-on luggage (and produced if requested):

<p>Service Dogs and their Handler.</p>	<ul style="list-style-type: none"> • for the Handler – a current (and dated) handler's identity card issued by a Qantas Approved Training Organisation or Foreign Approved Training Organisation, or State Authority or Statutory Body as acceptable to Qantas (e.g. the Queensland Department of Communities, Child Safety and Disability Services (Queensland Department of Communities)); • for the Service Dog – a current (and dated) identifying document issued by a Qantas Approved Training Organisation or Foreign Approved Training Organisation, that identifies the dog as a Service Dog and demonstrates that the Service Dog has attained the appropriate level of training and if applicable, has passed the PAT (e.g. the Queensland Department of Communities).
<p>Service Dog Under Training and their Accompanying Trainer.</p>	<ul style="list-style-type: none"> • for the Accompanying Trainer – a current (and dated) trainer's identity card issued by a Qantas Approved Training Organisation; • the Service Dog Under Training – a current (and dated) identifying document issued by an Approved Training Organisation that identifies the dog as a Service Dog Under Training and has attained the appropriate level of training and if applicable, has passed the PAT.

7. The Service Dog or Service Dog Under Training must be wearing its harness/vest/coat/medallion, identifying it as a Service Dog or Service Dog Under Training.
8. The Handler or Accompanying Trainer must occupy the seat and the Service Dog or Service Dog Under Training must be seated on the floor in the space allocated by Qantas (not on the adjacent seat or in the Handler/Accompanying Trainer's lap).
9. The Service Dog or Service Dog Under Training must be placed on a moisture absorbent mat and be secured/restrained in a way to prevent it from moving from the mat at all times during the flight. The restraint must be an appropriate leash which can be secured to the aircraft seat or seat track ring and which can be shortened as required. It is preferable that the restraint is by way of a leash attached to a dog

harness instead of a dog collar, as in turbulence the collar may 'slip' and can increase the risk of injury to the dog. For safety reasons, the dog must not be tethered to the aircraft seatbelt (leash must not be attached to the seatbelt). The Service Dog or Service Dog Under Training must be restrained so that the dog does not obstruct the aisle or any emergency exit.

10. The Handler or Accompanying Trainer/Approved Training Organisation must accept full responsibility for the Service Dog or Service Dog Under Training, including attending to the dog's needs for the duration of their travel and any damage to other people, premises or facilities caused by the dog.
11. The Service Dog or the Service Dog Under Training does not receive a separate baggage allowance.
12. Handlers and Accompanying Trainers (and the Service Dog or Service Dog Under Training) must generally pre-board the aircraft (i.e. before other passengers board the aircraft). This is for the passenger and dog's safety and comfort and to allow time for Cabin Crew to complete their individual safety briefing to the passenger (if required) and to ensure that the dog is properly restrained.
13. Qantas' priority is the safety of our aircraft, our passengers and our crew. Qantas will not carry any Service Dog or Service Dog Under Training if this would be likely to affect a person on the aircraft in any way that may affect adversely the safety of the aircraft.
14. The Pilot in Command will make the final decision as to whether or not the Service Dog or Service Dog Under Training is carried and may impose any further conditions that he or she requires in the interests of safety.
15. If a Service Dog or Service Dog Under Training has been approved to travel in the aircraft cabin and there is an issue with the Service Dog or Service Dog Under Training at the airport or during flight for any reason (including, but not limited to any issue that compromises or threatens to compromise cabin safety, the safety of staff, the public or passengers), Qantas reserves the right to refuse any future request by the Handler/Accompanying Trainer/Approved Training Organisation for the same Service Dog or Service Dog Under Training to travel in the cabin of the aircraft on future flights or sectors. Qantas also reserves the right to take any action necessary to ensure the safety of the aircraft (including in circumstances where a Service Dog or Service Dog Under Training is behaving in an uncontrollable, aggressive, and/or dangerous manner).
16. Qantas reserves the right to refuse any future request by the Handler/Accompanying Trainer/Approved Training Organisation to travel with the Service Dog or Service Dog Under Training if any of the information provided to Qantas is fraudulent, misleading or false.
17. The Handler or Accompanying Trainer/Approved Training Organisation must advise Qantas if there is any material change in their circumstances or their dog's circumstances – for example, if the Handler no longer relies on the Service Dog, if the Service Dog should be or is retired due to age, illness or other inability to be used as a Service Dog or the Service Dog Under Training has been removed from the training program.

B. International Flights Only.

In addition to the terms and conditions set out above, there are some additional terms and conditions of carriage for carriage of Service Dogs on international Qantas flights:

1. Service Dogs may be permitted in the aircraft cabin on international flights (subject to operational requirements, local airport authority requirements and civil aviation safety and/or quarantine regulations).
2. Service Dogs are permitted to travel in the aircraft cabin on international flights to and from Australia, Chile, China, Hong Kong, Johannesburg, New Zealand, the United States, the United Kingdom (noting that travel is via Dubai), Dubai, Singapore and Tokyo (Narita/Haneda). Service Dogs are not permitted to travel to or from Thailand. There are some specific requirements for travel to Dubai, Johannesburg, New Zealand, the United Kingdom including in relation to approval before travel and limitations on arrival dates/times. See further information about this here. You can also contact Qantas Special Handling for more information.
3. It is the Handler's responsibility to ensure that all Quarantine requirements are met for all international travel. Generally, the Handler is responsible for dealing with the Quarantine Authorities. Qantas may have some limited involvement and Qantas may assist with the process by seeking information from the Handler. For international flights into Australia, Qantas cannot allow a Service Dog to depart on a flight to Australia until Qantas receives a valid Service Dog import permit and a 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 and Qantas has verified this information.
4. When travelling internationally, restrictions and regulations concerning the uplift, transit, disembarkation, inoculation and quarantine of animals must be checked by the Handler. Most countries have strict regulations and failure to adhere to these regulations may result in the Service Dog being separated from

the Handler for several months or at worst, the dog being euthanised. The Handler should refer to the relevant Quarantine Authority for more information.

5. The Handler must ensure correct documentation (including inoculation certificates or entry permits) is carried with the Handler in their carry-on luggage at all times to ensure that the Service Dog can lawfully depart the country of origin and be cleared for entry into the country of arrival. Under no circumstances will Qantas accept liability for the failure of entry clearance of the Service Dog at the destination or any other arrival port due to incorrect or insufficient documentation.
6. When travelling internationally, the Handler should consider relevant local customs or regulations concerning dogs in public places, such as restaurants and hotels. Qantas accepts no responsibility or liability should the dog be denied access to such public places.
7. If the aircraft is diverted, Qantas will assist where possible but under no circumstances will Qantas accept liability if the Service Dog is no longer approved for quarantine clearance at the destination, any other arrival port or when entering or returning to Australia.
8. If you are travelling on any international flight with a carrier other than Qantas, you must speak to that carrier to discuss carriage of your Service Dog.
9. Service Dogs Under Training are not carried on international flights operated by Qantas.

C. Service Dogs Under Training.

In addition to the terms and conditions set out above, the following terms and conditions apply to Service Dogs Under Training:

1. All Service Dogs Under Training must be approved by Qantas prior to travel in the aircraft cabin.
2. Service Dogs Under Training must be trained by Approved Training Organisations to be carried in the aircraft cabin.
3. Service Dogs Under Training are limited to a maximum of:
 - two individual Economy Class Domestic flights (e.g. a return city pair SYD-MEL-SYD) for the purpose of travelling to experience the aircraft cabin environment prior to certification, where each flight should not exceed three hours; and
 - a single Economy Class Domestic flight for the purpose of delivery. Service Dogs Under Training that have completed their training program and are travelling for placement with their Handler can undertake a Domestic flight of any duration.

Note: if additional flights are requested and approved by Qantas, the Approved Training Organisation/Accompanying Trainer must pay for the second seat (that is, the seat the dog sits in front of) and their own seat.

4. Service Dogs Under Training are not carried on international flights operated by Qantas.
5. Service Dogs Under Training are not carried in Premium Cabins (i.e., First Class, Business Class or Premium Economy Class).
6. If a Service Dog Under Training is approved for carriage in the aircraft cabin, that approval is only approval for carriage as a Service Dog Under Training. Once the dog's training and certification has been completed, the dog will require a new approval as a Service Dog.