

## **TRAVELING WITH A TRAINED SERVICE ANIMAL**

We accept service animals trained to assist passengers with disabilities in the cabin of our aircraft. A trained service animal is individually trained to perform a task(s) or work for a person with a physical and/or mental disability.

Customers with disabilities seeking to travel with a trained service animal must provide credible verbal assurance that the animal is a trained service animal. (Service animal ID card or service animal registry paperwork is not considered conclusive absent credible verbal assurance.) Frontier will accept fully trained psychiatric service animals as trained service animals

- Frontier will only accept the following species of animals in our cabin as trained service animals:
  - Cats
  - Dogs
  - Miniature horses

### **Effective November 1st, for travel on/after December 1st**

- Frontier will require all service animals to be current on all vaccinations. Customers traveling with a Trained Service Animal may be required to show Veterinary Health Records/Vaccine Records at the ticket counter, gate, or onboard the aircraft
- Frontier will prohibit any trained service animal under 4 months of age
- A trained service animal is required to remain in the control of the passenger at all times and be leashed/harnessed to the passenger while at the airport and onboard the aircraft.

A trained service animal that engages in disruptive behavior may be denied boarding.

### **Examples of disruptive behavior include (but are not limited to):**

- Scratching, excessive whining or barking
- Growling, biting, lunging
- Urinating or defecating in the cabin or gate area

## **Booking a Reservation**

We strongly encourage customers to notify us in advance if traveling with a trained service animal. For future travel, trained service animal special requests may be selected during booking. For existing travel, a customer can update their reservation [online](#). If an animal does not meet the qualifications to travel as a trained service animal, the animal may be eligible to travel in accordance with our [Pet Policy](#) for a fee.

If your animal needs more space than one seat allows, Frontier may ask that you purchase an additional seat to accommodate the animal's size. If you choose not to do so, we will attempt to accommodate you as best as possible upon your arrival to the airport, but we cannot guarantee space for your animal. Multiple service animals will be assessed on a case-by-case basis. It is passengers' responsibility to ensure that they have adequate space to accommodate multiple service animals.

### **At the Airport**

To accept an animal as a trained service animal, we will determine both that the customer seeking travel is an individual with a disability and that the animal is a trained service animal.

If a customer's status as an individual with a disability is not apparent (for example, if the disability is not clearly visible), our employees may ask fact-finding questions to determine whether an animal is a trained service animal, emotional support animal (ESA), or eligible to be accepted as a pet. For example, we may ask how an animal has been trained to assist with a disability or what work it has been trained to perform. A customer may be asked about the nature of the animal at different points throughout the journey. Customers traveling with a Trained Service Animal may be required to show Veterinary Health Records/Vaccine Records at the ticket counter, gate or onboard the aircraft.

### **Onboard**

In accordance with federal safety regulations, the trained service animal must be positioned so as not to obstruct customers' expeditious evacuation in the unlikely event of an emergency. In addition, a customer traveling with a trained service animal cannot sit in an emergency exit row. A trained service animal can be placed on the aircraft floor or on the customer's lap (provided the animal is no larger than a child under the age of two.)

Note: animals cannot be placed in the lap if seated in row 1. Trained service animal's must not extend into the aircraft aisle or occupy an empty aircraft seat or encroach upon a neighboring seat. A customer is not required to transport a trained service animal in a pet carrier. However, if a customer opts to carry his/her trained service animal in a pet carrier, the carrier must be properly stowed for taxi, takeoff, and landing underneath the seat in front of the customer.

### **International Travel**

A trained service animal will be allowed to travel on flights to/from all domestic and international destinations, but many international destinations have country-specific regulations. A customer traveling with a trained service animal on an international itinerary is solely responsible for researching and complying with applicable laws, requirements, and/or procedures of each country on the customer's itinerary with respect to the acceptance of the animal. Flights operated by our codeshare partner, Volaris Airlines, prohibit all animals except dogs. Additionally, if you are flying to Jamaica, please review the Jamaican animal importation policies prior to travel [here](#) to assure that your Service Animal complies with Jamaican law.